Durham College
SUCCESS MATTERS
Faculty of Media, Art & Design (MAD)

New Student FAQ's

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Questions about studying as an International student (visas, enrolment, withdrawals etc.)
All international student related questions should **first** be directed to the international office located in the student services building room SSB210. You can also contact international@durhamcollege.ca

Is my program online or in person?
MAD programs have returned to an in-person format and classes will be held on campus. Some individual courses may be held online or in a hybrid format. Please see your class schedule and course outline for delivery formats.

Where are my classes?
Please use the interactive map to navigate the various buildings on campus. It is recommended to visit your classroom before the first day of class, as the campus can be tricky to navigate for new students.

How to access DC Mail

- Use sign in (dc-uoit.ca) to log into your DC Mail account

- You will use your student ID number as your username and network password to log into your account. Your first-time password is either your postal code or date of birth (DDMMYY). Make sure to have NO SPACES. If needed, your network password can be reset by contacting IT services at servicedesk@dc-uoit.ca

- First-time users can retrieve their network password by visiting the Oshawa campus, Whitby campus and logging onto a hardwired computer (like those in the Computer Commons of the Gordon Willey Building). Your temporary password will be provided to you by request through IT Services (Also located in the Computer Commons). Alternatively, you can contact 905.721.3333 (select option 1) and answer a series of security questions to have your password set.

- The format for your email address will be firstname.lastname@dcmail.ca, or (if there are other people with the same name already in the system, there may be a 1, 2 or 3, etc. after your name).

- You can forward this email to your personal email account. Watch this video to learn more about forwarding your messages.

Who is my Student Advisor?
Student Advisors help students navigate through their studies by customizing academic plans to suit their individual needs. We work with the different support services to enhance the quality of students' academic life. You can find out who your specific advisor is by clicking this link: Student Advisors | Durham College

How do I contact my Student Advisor?
Student Advisors can be contacted through email or by contacting the MAD office. Use the link above to find out who your Student Advisor is (based on program) and send them an email **from your DC email** account.

How do I use my OSAP to pay for School?
For any OSAP related questions please contact financialaid@durhamcollege.ca.

What scholarships and awards does Durham College offer?
You can apply for donor awards as well as available bursaries through MyDC. For any additional information as well as booking an appointment with a Financial Aid coach, please contact studentawards@durhamcollege.ca. You can also visit the link below for more information about the various awards Scholarship, Bursaries & Awards Information | Durham College

What textbooks do I need?
On your MyDC, page you will see a column with boxes under the heading "Helpful Links." Scroll down until you find the box for "Books for Term." You can select the semester that you are in and a list will be generated of the textbooks required by each class. You can also check each course outline on DC Connect for specifics about the books you are required for each class.

Where do I buy textbooks, DC clothing and any other school supplies?
The campus bookstore is located in the Gordon Willey building room A125 and has the majority of tools a student needs. Visit the online store or contact campusstore@durhamcollege.ca for more information.

How do I view my courses, find assignments and professor contact info?
DC Connect is the main hub that students and professors use to communicate information such as assignments, lecture information and notes, quizzes, tests and anything a student would need during the length of the course. The link to log in can be found below. Each course you take during a semester will have its own icon you can click. The login information will be your student number and your network password.

How to select a timetable on MyDC:
Please ensure that you have paid a deposit ($500 for most students), and have no academic holds on your account. Click here for written instructions on how to select a timetable. To view an instructional video, please visit https://durhamcollege.ca/mydc/enrolment-services.

How do I view my timetable?
Go to MyDC and select "Timetable Options" on the right side under "Helpful Links." Log in using your student number and password. Choose the current term, scroll to the bottom of the page and click **Print** on the **Schedule Results.** Click here for full instructions.

How do I preview available courses?
To view available courses, please visit click here, select the term, the subject and enter the course number you are looking at alternatives for. Then select class search to view options. For example, if you are looking for a General Elective (GNED), you will use GNED in the subject section and leave the Course Number section blank. Choose your instructional method (in person or online), desired campus and day of week, then press class search.

How do I add or drop classes and make changes to my timetable?
– Click Timetable Options on the right side. Make sure you ADD the course you want FIRST to ensure there is space in the class BEFORE you drop the other course! Please be sure to review the Important Dates for the date add/drop is available. Also note that if you add courses that exceed course hours for the semester, you will be charged additional fees (for instance, being a part time student and adding a full-time course load).

What is PREP 1000 and why is it on my schedule?
PREP 1000 is an orientation course available for all DC first year students. It provides modules that help a student get prepared for their first day of class by including information such as how to sign up for email, navigating DC Connect, what to do on the first day of class etc. It is optional but highly recommended as it answers many questions students may have. Students that complete all modules before the end of September are entered to win a 500$ Amazon gift card. For more information, please visit Orientation | Durham College

How do I pay tuition and how much does my program cost?
Please visit the [Tuition and Fees web page](#) for more information regarding paying tuition. Please note, you must be registered and have a timetable in order for a balance due amount to show on your account. The easiest way to pay tuition is by going through the payment portal on MyDC. You can view the amount owing or make a payment by looking on the right hand side of your main MyDC page under "Helpful Links" where you will see options for "Account Summary" and "Make a Payment."

Where do I get my bus pass?
Only available for full-time students, the bus pass is offered in a digital format using the [PRESTO ETickets mobile app](#). Each semester, you will receive a digital download code to your DC email with the subject "PRESTO – E-TICKETS". On the PRESTO app, create an account using your DC email (even if you already have an existing PRESTO account). Your digital bus pass will appear in the available folder in the app. Activate this ticket by clicking on the E-Ticket in the email, selecting yes and then going to the "active" tab of the app. Please note, that you also are required to have a student ID anytime you use the bus pass. For more information, please visit the link below [Campus-ID/U-Pass | Durham College](#)

Where do I get my student ID?
Student IDs are now only offered in a digital format and can be obtained through the TouchNet OneCard app available on the App Store or Google Play Store. To set it up, download the app and once opened, search for and select Durham College. You will be redirected to a login page where you can log in using your DC username (student number) and password. Upload your photo through the app and once approved, your student ID will be ready to use on the OneCard App. See below for further details [Campus-ID/U-Pass | Durham College](#)

Parking Pass Information
Parking passes can be bought per semester or for a full year. They are on a first come first serve basis and should be purchased sooner rather than later as the more popular parking lots fill up quickly. Each lot has a separate price (due to its closeness to the campus). To see more information and purchase a pass, click [here](#). If need be, daily passes can also be purchased for an additional fee. See below for more details. You can also view the [campus map](#) to see the various parking lots.

How to Book a Study Space
Study spaces are a great resource if you are looking for a quiet area to work with a group or study on your own in between classes. The available options can be seen in the link below. Once you find a study space, click the link in the "how to book" column. You will be redirected to a sign-up page where you can choose the date, the time and enter your student number and password to book. If you are booking a group study space (such as the ones in the library), you must have at least two other members of your group book that same space in order to secure your spot. Study spaces have a 15-minute wait limit from the start of your booking. If you do not arrive within that time, the room becomes available for anyone to rebook. [Study Spaces | Durham College](#)

Access and Support Centre (ASC)
The ASC provides accommodations for students based on their unique learning needs such as peer notetaking, test accommodations, ASL services, assistive technology and counselling. Students in need of such services should contact asc@durhamcollege.ca or visit SW116 in the Gordon Willey building. Click the here for more information.

Tutoring and Course Help (SALS)
 Student Academic Learning Services provide help and support to students with achieving their academic goals. They provide resources for courses such as peer tutoring, reading, writing and presentation skills and most importantly HUNDREDS of modules and workshops through DC Connect! If you need quizzes, practice tests for math, science and accounting or just need general support tips for anything course related, please visit the SALS page or email sals@durhamcollege.ca.

Renting a Locker on Campus
If you are looking to rent a locker on campus (for a cost), click this link and sign in with your DC username (email) and password. Once logged in, click new rental, select the building you want the locker in, choose the floor and wing (if you know specifically) and/or click search. The available lockers will display in a list below. Select the locker you are looking for and click next. Choose your rental term and a price total will display. Enter your payment information and click now. You should receive a confirmation to your DC Mail and the locker will now be yours to use.

Please note: Students in Foundations in Art & Design, Fine Arts - Advanced and Graphic Design are provided lockers through the Media Loans office. More information will be given at Orientation.

Student Health Plan
 The student health plan provides significant benefits for students looking for dental, vision, health, drug coverage and more. Please visit this link below for more details and contact info@studentvip.ca for any questions.

Credit Transfers
If you have previously studied within Durham College as well as from another college or university, you can apply to have credits transferred into your current program if you meet the eligibility requirements.

To apply: Visit MyDC and select Application for Credit Transfer listed under "Enrolment Services -> Registration -> Self Service Links -> Transfer."

If you are concerned about your full-time status being in jeopardy after receiving credit transfers please contact your Student Advisor or MAD@durhamcollege.ca. Please note it can take several weeks for credit transfers to be approved. Do not drop a course you have already registered for until you have a credit transfer approved.

For credit transfers within Durham College you are only required to submit the course outline with the application (transcript and fee are not applicable)

Please see the Credit Transfers page for more information on who is eligible and how to apply.

Campus Health & Wellness Centre
The Health and Wellness Centre is a facility that offers many different services for students such as mental health services, wellness coaching, pharmacy, medical clinic and more. Any student can seek out support for whatever they need and speak to trained counsellors who are more than equipped to help while respecting confidentiality, respect and trust of all involved. Appointments can be made for online, over the phone or in person meetings. Click here for more information or email chwc@durhamcollege.ca.

How do I use the gym?
Gym fees are included within tuition fees and any student may access the gym facilities by showing their student ID. Basketball, weight lifting, badminton and many other sports are available here and equipment can be rented at the front desk. For more information including hours of operation, please visit the Campus Recreation Centre website.

How do I contact IT Services (for password resets, WIFI connection issues, DC Connect issues etc.)?
IT Services are located in the Gordon Willey Building room SW100. This room is also called the Computer Commons and is where students can freely use a DC computer to study, access DC Connect and print documents (for a fee). You can contact the service desk in person there but also by email at servicedesk@dc-ot.ca. They also offer a LiveChat feature through their portal that can be accessed by clicking visiting the Service Desk web page.

Where is the Faculty of Media, Art & Design Office Located?
The Faculty office is located in C237 in the Gordon Willey Building. Our phone number is 905-721-3067.

How can I borrow equipment (camera, video camera etc.) for my courses?
The Faculty of Media, Art & Design has a media loans office located in L123. To borrow equipment, students sign an annual agreement will present their student ID card, which is scanned along with the piece of equipment being borrowed.

Equipment available for sign-out includes:
Digital still cameras
Digital video cameras
Digital graphic tablets
Flashes
Lenses
Tripods

Does MAD offer technical support?
Yes. Our tech support team is located in C225. There are a number of shared resources available to students. To assist students with these resources, we employ four full-time support staff who are available to help students with Macintosh desktop issues, colour printing and equipment sign-out.

Our technical support staff are:

Conner Pulis – Software/Server Specialist
Keir Broadfoot – Technical Support Specialist
Oliver Fernandez – Photo Technologist (C164)
Megan Pickell – Student Support Technician (L123)

Colour Printing – Room L123. Colour prints can be purchased (minimum quantity of 5) using a credit or debit card only.

Once payment has been made the student must present the payment receipt in Room L123 where the number of prints purchased will be recorded in a database. Files to be printed can be sent to the colour printer from any computer on the network.

Once a file has been sent to the printer, the student must visit L123 and present their student card to release the print. Each print will update the database to keep track of the number of remaining prints. Additional prints can be purchased from Accounting as required. Please note that Accounting normally closes at 4:30 PM.