

Office Administration - Medical Program Guide



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Please note the following important information:

Durham College strives to ensure the accuracy of the information in this publication. Please note that the academic curriculum is continually reviewed and revised to ensure program quality and relevancy. As such, the college reserves the right to modify or cancel any course, program, fee, procedure, timetable or campus location at any time. Please consult our website at www.durhamcollege.ca for the most current information.

Welcome Students

A Message from the Dean

On behalf of the entire School of Interdisciplinary Studies and Employment Services team, I would like to take this opportunity to offer you a warm welcome to Durham College! We sincerely appreciate you have chosen to pursue your studies here at Durham College and, as such, that you have entrusted us to play a key role in your pursuit of your career goals. It is a significant responsibility – one that we all take very seriously. Our goal is to ensure your experience with us is an extremely positive and personally fulfilling one.

Your success matters to us! We are here to support you. If you have any questions or need any kind of assistance, please don't hesitate to ask. The School of Interdisciplinary Studies and Employment Services office is located in room SW216. Our hours are Monday to Friday, 8:30 a.m. to 4:30 p.m. We are here to help.

Thanks again for choosing Durham College. We very much look forward to working with you.

Warm regards,



Kevin J. Baker, Dean
School of Interdisciplinary Studies and Employment Services

A Message from the Vice-President Academic

Congratulations on choosing Durham College and taking a very important step in preparing for your future. Durham College is known for high quality programs, leading edge technology, an award winning library and a student-centered approach to learning. Supporting our mission that the student experience comes first, Durham College is committed to providing students with quality learning experiences and support in finding fulfillment in education, employment and lifelong learning.

Our programs are continually shaped by market needs and delivered by exceptional teachers with real-world experience. The program you have chosen has been designed to help you develop the necessary skills and knowledge to support your success in your chosen career path. Our dedicated and professional staff and professors are committed to helping you achieve your educational goals and your career aspirations.

Durham College strives to be accountable to students and employers through the preparation of work-ready graduates who will continue to live our “success matters” focus in their professional work environment.

We are pleased you have chosen to study at Durham College and we look forward to supporting your learning journey – work hard, have fun, enjoy your college experience and campus life.

I wish you much success with your studies.



Judy Robinson,
Vice President, Academic

School of Interdisciplinary Studies & Employment Services

Office Administration Faculty & Staff

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School of Interdisciplinary Studies and Employment Services 905-721-3161.

The above individuals may be contacted by dialing directly (905) 721-2000, followed by the appropriate extension.

Mission: The student experience comes first at Durham College

Vision

- Durham College is the premier college in Canada for career-focused students who will succeed in a challenging, supporting and inclusive learning environment.
- Our programs are continually shaped by market needs and delivered by exceptional teachers with real-world experience.
- Our vibrant campus community enriches the student life experience.

All of this combines to ensure our graduates have the market-ready skills to obtain great careers and make a difference in the world.

Values

Our values drive our organizational culture and our behaviour in delivering our vision and mission. They are:

Integrity and Transparency...

we will behave and communicate sincerely and honestly

Respect...

we will treat everyone with dignity and offer superior service

Equality and Diversity...

we will champion all learners and celebrate diversity

Innovation...

we will be leaders in market-responsive learning experiences and solutions

Personal and team accountability...

we will do what we say we will do



THE STUDENT EXPERIENCE COMES FIRST AT DURHAM COLLEGE

Important to All

Students and staff at Durham College are committed to academic excellence by:

- Demonstrating respect for one another and property
- Maintaining a clean and safe environment
- Taking an active role in the learning process
- Providing and receiving support when necessary
- Attending classes and/or appointments regularly and on time
- Modeling skills, attitudes and expectations of the workplace

Support Staff

- Provide professional quality customer service to students and staff
- Direct students and staff to appropriate resources
- Support and assist students in their learning and career goals
- Promote services that enhance student success

Faculty

- To be positive, enthusiastic, patient and flexible
- To be in the class early and prepared to begin on time
- To keep current in academic and professional knowledge
- To be prepared for activities, exercises and demonstrations
- To be available and show willingness to help students
- To ensure that all students get equal assistance and time
- To perform evaluations according to established criteria and within a reasonable time frame
- To return and take up any assigned homework, assignments, tests and projects promptly
- To identify students requiring remedial assistance, and to direct those students to the appropriate services
- To write constructive and helpful statements when evaluating student assignments
- To use a variety of teaching, questioning, and assessment techniques
- To motivate and engage learners in active and collaborative learning
- To encourage student participation and feedback wherever possible
- To effectively use learning technology
- To outline professional responsibilities, career alternatives, and avenues for further education following graduation
- To provide a course outline to each student at the beginning of the course, to review the outline with the students, and to adhere to the outline
- To adhere to Durham College policies, procedures and guidelines
- To place the safety and well being of the student above all other objectives, including fulfilling education obligations

Students

- To be prepared for class and professional practice activities. This will include reading appropriate textbook assignments prior to class and completing any homework assignments
- To be in class and arrive on time
- To participate in class activities
- To demonstrate respect for all persons and the learning environment
- To be trustworthy, honest, and accountable for own behaviour
- To complete tests, assignments and evaluations as required, striving for excellence
- To demonstrate effective communication skills
- To understand all course requirements and to follow them
- To seek assistance immediately if unable to follow the subject requirements for any reason
- To read and adhere to Durham College policies, procedures and guidelines

Administration

- Meet or exceed standards of excellence
- Manage budgets and resources
- Support students and staff in meeting their responsibilities
- Support/direct approved operational procedures
- Communicate relevant information in a timely fashion
- Be current in their field of leadership in a college environment

Important Dates 2011 – 2012

Please note the dates of your semester examinations. Please ensure that you do not schedule vacation or employment during these times.

FALL 2011 SEMESTER

September 6, 2011	Orientation for first-year students.
September 7, 2011	Classes begin for most programs.
September 13, 2011	Last day for fall semester course or program changes.
September 20, 2011	Last day for full-time students to withdraw with a refund of fees paid, less a \$100 administration fee. ^{1,2} Last day for refund eligibility when dropping to part-time. Last day for part-time students to withdraw with tuition fee refund less an administration fee. ^{1,2} Last day to submit a Prior Learning Assessment and Recognition (PLAR) request for fall semester subjects.
September 30, 2011	Student Health Insurance Plan “Opt-out” deadline.
October 4, 2011	Last day for application for fall semester subject exemption/credit. Last day for withdrawal from a fall semester subject with no academic record. Subjects dropped after this date, will be recorded on the academic transcript with a “W” to indicate withdrawal. ^{1,2}
October 10, 2011	Thanksgiving (no classes).
November 16, 2011	Winter 2012 semester fees due date.
November 17, 2011	Scholarship Ceremony
November 14, 2011	Last day to withdraw from a fall semester subject. After this date, all subjects will be graded and recorded on the student’s transcript. ^{1,2}
December 9, 2011	Last day of classes for most programs.
December 12 to 16, 2011	Fall semester final examinations/evaluation(s) for postsecondary students. Students are reminded not to schedule vacation or employment hours during these times. January 4 and 5, 2012 scheduled as tentative snow dates for the Oshawa campus.
December 22, 2011	Grades are available to view electronically as of 4 p.m. Note: official distribution date for the purpose of academic appeals is January 4, 2012. Full-time students may process timetable changes for the winter semester through MyCampus as of 4 p.m.
December 24, 2011 to January 1, 2012 inclusive	Campus closed for the holiday season.

WINTER 2012 SEMESTER

November 21, 2011	Web registration for Fall start 1 st year students for winter 2012 semester courses begins.
November 28, 2011	Web registration for 2 nd and 3 rd year students for winter 2012 semester courses begins.
December 5, 2011	Web registration for January start students begins.
December 7, 2011	Winter 2012 semester fees due date. Registration for Oshawa campus part-time students begins.
January 4, 2012	Classes begin for most programs. Official grade distribution date for the purpose of Academic Appeals. Last day for winter semester course or program changes.
January 10, 12 and 14, 2012	Dates for missed exams from Fall Semester 2011
January 17, 2012	Last day for full-time students, who started their program in September 2011, to withdraw with a refund of <u>winter tuition fees</u> . ^{1,2} Ancillary fees and school supply fees are not refundable. Last day for full-time students, who started their program in January 2012 to withdraw with a refund of fees paid less a \$100 administration fee. Last day for refund eligibility when dropping to part-time. Last day to withdraw from part-time studies with tuition fee refund less an administration fee per subject. Last day to submit a Prior Learning Assessment and Recognition (PLAR) request for winter semester subjects.
January 31, 2012	January start students only: Student Health Insurance Plan “Opt-out” deadline.
January 31, 2012	Last day for application for winter semester subject exemption/credit. Last day to withdraw from a January start subject with no academic record. Subjects dropped after this date, will be recorded on the academic transcript with a “W” to indicate withdrawal. ^{1,2}
February 17, 2012	T2202As available online via MyCampus as of 4 p.m.
February 20, 2012	Family Day (no classes).
February 20 to 24	Winter Break week; no classes with the exception of Apprenticeship and February-start students.
March 19, 2012	Last day to withdraw from a January-start subject. After this date, all subjects will be graded and recorded on the student’s transcript. ^{1,2}
April 6 2012	Good Friday (no classes).
April 10, 2012	Last day to apply to graduate – courses ending April 2012.

April 13, 2012	Last day of classes for most January-start programs.
April 16 to 20	Winter semester (January start) final examinations/evaluation(s); students are reminded not to schedule vacation or employment hours during these times.
April 27, 2012	Grades are available to view electronically as of 4 p.m. Official distribution date for the purpose of academic appeals.
May 8, 10, and 12, 2012	Dates for Missed Exams from Winter Semester 2012.
June 21 & 22, 2012	Convocation (Time and location TBA)

WINTER 2012 SEMESTER – FEBRUARY START

December 7, 2011	Winter 2012 – February-start - semester fees due date. Web registration for February-start students begins.
January 30, 2012	February-start classes begin. Registration for Oshawa campus part-time students begins.
February 3, 2012	Last day for February-start late program registration. Last day for February-start course or program changes.
February 10, 2012	Last day for full-time students, who started their programs in February 2012 to withdraw with a refund of fees paid less a \$100 administration fee. ^{1,2} Last day for refund eligibility when dropping to part-time for February start only. Last day for February-start students to submit a Prior Learning Assessment and Recognition (PLAR) request for winter semester subjects.
February 20, 2012	Family Day (no classes).
February 24, 2012	Last day for application for semester subject exemption/credit. Last day to withdraw from a February-start subject with no academic record. Subjects dropped after this date, will be recorded on the academic transcript with a “W” to indicate withdrawal. ^{1,2}
February 29, 2012	February-start students only: Student Health Insurance Plan “Opt-out” deadline.
March 7, 2012	Due date for 2 nd instalment of Winter fees – February-start students only. Deadline for submission of adjusted marks to clear INC grades from Fall 2011. INC grades after this date will revert to a fail.
April 6, 2012	Good Friday (no classes)

April 9, 2012	Last day to withdraw from a February start subject with no academic penalty. After this date, all subjects will be graded and recorded on the student's transcript. ^{1,2}
May 4, 2012	Last day of classes for most February start programs.
May 10, 2012	Grades are available to view electronically as of 4 p.m. Official distribution date for the purpose of academic appeals.
June 21 & 22, 2012	Convocation (Time and location TBA)
SPRING 2012 SEMESTER	
March 7, 2012	Spring 2012 semester fees due date.
April 10, 2012	Web registration for Spring/Summer programs begin.
May 7, 2012	Most Spring classes begin. Registration for Oshawa campus part-time students begins.
May 11, 2012	Last day for late program registration. Last day for most spring semester course or program changes.
May 18, 2012	Last day for full-time students, who started their programs in Spring semester to withdraw with a refund of fees paid less a \$100 administration fee. ^{1,2} Last day to submit a Prior Learning Assessment and Recognition (PLAR) request for most spring semester subjects. Last day to withdraw from most spring semester subjects with no academic record. Subjects dropped after this date, will be recorded on the academic transcript with a "W" to indicate withdrawal. ^{1,2} Last day for application for spring semester subject exemption/credit.
May 21, 2012	Victoria Day (no classes).
May 31, 2012	Student Health Insurance Plan "Opt-out" deadline.
June 8, 2012	Last day to withdraw from most spring semester subjects. After this date, all subjects will be graded and recorded on the student's transcript. ^{1,2}
June 22, 2012	Last day of classes for most Spring-start programs.
June 28, 2012	Spring semester grades are available to view electronically as of 4 p.m. Official distribution date for the purpose of academic appeals.

NOTES:

1. Official Withdrawal forms must be completed by the student and submitted to the Office of the Registrar.

2. The administration fee for international students will vary.

These dates represent the best information at time of publication. The College reserves the right to make changes subject to amendments to existing legislation, Collective Agreements, or as required by the College. Dates may vary slightly from program to program.

Program Information

After a common first year in the Office Administrative program, students have the basic skills required for an entry-level position in many organizations. These include word processing, spreadsheets and electronic transcription skills. Courses such as communications, accounting and administrative procedures are also taken. Students must achieve a minimum keyboarding speed of 45 net words per minute in order to graduate.

Program Learning Outcomes

Office Administration - General Program

The graduate has reliably demonstrated the ability to

1. Apply scheduling, task coordination, and organizational skills to facilitate the completion of tasks and to meet deadlines in the workplace.
2. Locate and manage data and information from a variety of electronic and paper sources.
3. Organize and process electronic and paper communications to assist the flow of information in the workplace.
4. Record financial information for the workplace within a specified time frame using appropriate document formats, procedures, and software.
5. Produce accurate business documents by a specified deadline using available computer technology.
6. Use effective interpersonal skills in the workplace to assist the completion of individual and team tasks and to promote the image of the organization.
7. Research, develop, and prepare draft reports substantiating the resources or services for the workplace using written and oral presentation techniques and appropriate technology.
8. Use the Internet and its tools to conduct research.
9. Demonstrate administrative skills to enhance the effective operation of the workplace.

Note: The learning outcomes have been numbered as a point of reference; numbering does not imply prioritization, sequencing, nor weighting of significance.

Course Outlines

For each course, a Course Outline that describes course learning outcomes, course content, learning activities, evaluation methods, timelines and support resources is available online.

This is a binding document. Any changes will be agreed upon by students and the professor and requires approval from the Dean of the School. For further details, please refer to the Course Outlines Policy and Procedure documents (<http://www.durhamcollege.ca/academicpolicies>). Course outlines are important documents. Please refer to them during the semester and keep them safely afterward. For students who go on to other post secondary institutions or post diploma programs, these will be essential documents.

Please note that students are expected to download copies of their course outlines from MyCampus prior to the **first** class in each course. Instructions for downloading are located on MyCampus at www.durhamcollege.ca/mycampus.

General Education

General education courses strengthen students' skills in areas such as critical analysis, problem solving and communication in the context of an exploration of topics with broad-based personal and/or societal importance. Normally, programs of instruction leading to either an Ontario College Diploma or an Ontario College Advanced Diploma include three general education courses. Such courses are identified on the program of study using the designation of "G". General Education courses are typically a combination of mandatory and elective courses.

According to Durham College Academic Policy ACAD-103 and as a requirement for graduation, every Durham College student in a two or a three-year diploma program must have successfully completed a minimum of three General Education courses from at least **two different** General Education themes as follows:

GNED 1100 – Personal Understanding

GNED 1200 – Arts and Society

GNED 1300 – Civic Life

GNED 1400 – Social and Cultural Understanding

GNED 1500 – Science and Technology

Durham College

Academic Policies & Procedures

To view the Durham College Academic Policies & Procedures, please go to www.durhamcollege.ca/academicpolicies

Program Specific

Academic Policies & Procedures

The Office Administration Program has developed program policies based upon its philosophy and goals. It is the student's responsibility to read, understand, and comply with the policies outlined in this document.

The School of Interdisciplinary Studies and Employment Services reserves the right to alter its Policies and Procedures as needed. Students will be given written notification of any necessary changes. The following policies apply to all subjects unless students are advised otherwise. Additional policies specific to individual courses may be included in those course outlines.

THE LEARNING ENVIRONMENT

In order to ensure a quality learning environment for all students, the following policies have been established. Any behaviour that disrupts the learning environment will be dealt with according to the Durham College Academic Policies and Procedures.

Student Code of Conduct

It is expected that all members of the class, including the faculty, will treat one another with courtesy and respect. If individual behaviours interfere with the rights of others to teach or to learn, the faculty has the right to ask the disruptive student(s) to leave the class and apply the necessary consequences in accordance with Durham College's Academic Policies and Procedures.

Students will be asked to sign a copy of the Code of Conduct for Students (as outlined in the Program Guide Book) indicating that s/he has read and understands the guiding principles of expected student behaviour while a student at Durham College. This document will be distributed in your class. Your signed form will be kept in your student file.

Code of Conduct for Students

Preamble:

Implicit to this document and the Durham College Student Rights and Responsibilities procedures is the presumption that as adults, students are responsible for their actions and choices.

Upon enrolment all students are automatically bound by this code, as well as all other rules and regulations of Durham College. It is the student's responsibility to ensure that he or she is fully aware of all academic and non-academic regulations. To view the Durham College Academic Policies and Procedures, go to www.durhamcollege.ca/academicpolicies.

Purpose:

The purpose of this code is twofold:

1. The Code of Conduct and the Student Rights and Responsibilities policy and procedures make explicit expected attitudes and behaviours consistent with the values of Durham College.
2. Adherence to this code will also prepare students for the non-academic behavioural expectations of future employers.

Policy Statements:

The Code of Conduct and the Student Rights and Responsibilities policy and procedures are expected to be adhered to on all campus locations; and at all times when representing Durham College as a student.

The college encourages the development of knowledge, values, attitudes and behaviours that foster respect, integrity, accountability, and trust among all members of the campus community.

In order to ensure all members of the campus community benefit from this code, individuals are encouraged to use appropriate college procedures.

As members of the college community students have a responsibility to:

1. Respect the rights and freedom of all members of the campus community to work and learn without unreasonable or threatening disruption or hindrance;
2. Be familiar with and obey the general law of the land;
3. Know and adhere to the Code of Conduct and all other regulations specified by Durham College and its campus partners; and
4. Be knowledgeable of college regulations; ignorance is not a defence against disciplinary action.

Code of Conduct expectations:

Students are expected to demonstrate at all times:

Positive and Effective Interpersonal Skills by:

- a. behaving fairly and honestly with others;
- b. using self-disclosure appropriately;
- c. actively listening and showing interest in others;
- d. demonstrating dignity and worth of all members of the campus community;
- e. constructively attempting to resolve conflicts with others;
- f. demonstrating respect for the physical and emotional well-being of others;
- g. demonstrating the ability to work as a team member;
- h. respecting the rights of others to receive instruction and to use campus premises without disruption, disturbance, hindrance or threats to their personal safety;
- i. respecting the confidentiality of others; and
- j. demonstrating sensitivity and consideration of others.

Commitment, Reliability and Integrity by:

- a. attending required classes and other scheduled learning activities;
- b. maintaining regular and punctual attendance;
- c. meeting stated or agreed upon deadlines;
- d. maintaining confidentiality;
- e. demonstrating honesty in academics and in dealings with faculty and students;
- f. seeking assistance when necessary;
- g. attending appointments designated by faculty;
- h. completing college or college-related documents honestly;
- i. refraining from plagiarism and other forms of academic dishonesty; and
- j. knowing and complying with all Durham College and campus regulations

Socially Acceptable Behaviour and Accountability by:

- a. accepting responsibility for their actions;
- b. identifying promptly any personal barriers to academic success and seeking assistance from appropriate college staff;
- c. demonstrating a constructive approach when attempting to resolve differences;
- d. knowing and complying with all college regulations and program specific academic policies and procedures;
- e. accepting feedback from others and modifying behaviour if required;
- f. maintaining an appropriate standard of dress and personal hygiene;
- g. demonstrating respect and professionalism for all faculty, staff and students by not engaging in aggressive, threatening and/or aversive behaviour (swearing, yelling, physical and verbal outbursts...); and
- h. being drug and/or alcohol free while engaging in classroom or program related activities

Agreement:

I have read, understand and agree to abide to this Code of Conduct.

Student Name (print)

Student Signature

Date

Attendance

Attendance has been closely linked to student success. Regular attendance is strongly encouraged.

It is the student's responsibility to attend all classes, labs, evaluations, field placement, etc. In the event that the student cannot fulfill this obligation, it is the student's responsibility to notify their faculty, as required. In addition, the faculty and/or placement agency may require explanation/documentation to substantiate an absence. Student is responsible for any missed materials and instruction as a result of the absence. In addition, it is the student's responsibility to complete all assignments and to be aware of announcements made. It is the student's responsibility to arrive early, review notes, readings, and other requirements prior to class.

Faculty recognize that there are often legitimate reasons for late arrivals. If you arrive late for class, please enter the classroom as quietly as possible and/or wait until there is a formal break in the class to minimize disruption to students who arrived on time. If you disturb the class upon your arrival, you will be asked to leave the class. If you arrive late on a regular basis and disturb a class already in progress, the faculty has the right to prohibit entry to the classroom until a suitable break occurs.

During classes in which a guest speaker is scheduled or when student peers are making a presentation, late arrival may not be permitted. (Special circumstances may be presented to the faculty in advance of the class for consideration).

Students who arrive late on the day of a test will not be given any additional time to complete the test. No late arrivals will be permitted after the first 20 minutes of the test start time.

For attendance policies refer to the Academic policy and procedures and/or your course outline(s).

Communication

Students are expected to check MyCampus/WebCT daily for both college-wide and program specific information. **Each Durham College student has a MyCampus/WebCT e-mail address which they should check daily.** Communication between students and faculty via e-mail is limited to the MyCampus/WebCT system. Durham College faculty and staff are not permitted to use or reply to personal e-mail addresses.

Should a student have a login and/or performance issue with their MyCampus, it is their responsibility to report the issue(s) to the IT Help Desk by calling 905-721-3333 or visiting the Computer Commons, Room SW100.

It is the student's responsibility to keep the faculty informed about any circumstances which may be interfering with the student's success in that course. The faculty cannot provide support and assistance if s/he is not aware that a problem exists. Students can leave messages on the faculty's voice mail or e-mail to make arrangements for the faculty and the student to meet and work together to resolve any issues or challenges.

If a student has a concern about an individual course, the first line of solution should be a discussion with the faculty. If the issue cannot be solved through collaboration, the student is advised to make an appointment with the Program Coordinator or the Student Liaison.

Computer Usage During Scheduled Classes

Studies and feedback have identified that instant messaging, (MSN, Facebook, etc), e-chats, checking personal e-mail, surfing, shopping, gaming activities, etc. distract other students and detract from learning. These activities and the personal use of computers are not allowed during class time. Students involved in this behaviour during a teaching session will be required to leave the room. Faculty may file Academic Alerts for any student who persists in using the computer and networking facilities of Durham College for activities other than those prescribed in the program. See Academic Policies and Procedures, and refer to the section on Information Technology Acceptable Use.

Electronic Communication Devices

When you are in class, please turn all electronic communication devices off. If you must leave a device on because someone may need to contact you (family member, caregiver, etc.), please ensure it is set to vibrate and leave the class prior to responding to the message. If you forget to set an electronic communication device to vibrate and it is activated, please turn it off as quickly as possible. If a device is activated frequently causing unnecessary disruption to the class, you will be asked to leave. There is absolutely no text messaging allowed during class. If you use a device for this purpose, you will be asked to leave the class.

Music Devices/earphones

Music devices/earphones are not permitted in the classroom at any time. When you arrive and the class begins, please remove all music devices/earphones and put them away. If you are found to be in contravention of this policy, you will be asked to leave the class.

Written Assignments

All written papers are to be submitted to the faculty in the scheduled class on the specified date. Unless otherwise directed by the faculty, submissions made by other means than those written on the assignment instructions will not be accepted and will result in a “0” grade for the assignment.

Late assignments:

- Late Assignment:
This is an assignment that has been handed in late, and there has not been a verbal, contractual agreement between the student and the professor to extend the time for the assignment to be handed in. This assignment is considered late and will be assigned a grade of “0”.
- Extenuating Circumstances:
In the event of unexpected absence, students must contact the course professor before the class starts. The professor will consider individually, rare extenuating circumstances, which may cause an assignment to be late. The student must provide appropriate documentation (e.g. note from doctor, dentist, etc.) to validate the absence and secure permission for the assignment to be submitted at a later time and/or date. The assignment must be submitted to the professor in person in order to be accepted for marking.

Students are responsible for keeping all marked assignments and course work for future reference.

All assignments are to be written following the APA (American Psychological Society) format. A document prepared by the College Library outlining APA format is required resource and available from the library.

It is expected that students employ Canadian spelling in all of their work. Students are advised to purchase a Canadian dictionary.

Written work submitted must be the product of student’s own efforts. Plagiarism and other forms of cheating are prohibited and are subject to the consequences outlined in the Academic Policies and Procedures. Refer to the section on Academic Dishonesty.

For complete details of academic and program policies refer to www.durhamcollege.ca/academicpolicies.

Test /exam expectations and procedures

Test and exam writing is taken seriously and is conducted under structured circumstances. In an attempt to ensure academic integrity, the following procedures will be followed for all tests and exams.

It is the students' responsibility to:

1. Check the test time carefully. Ensure awareness of the time and place that the test is being written. **No time extensions** will be granted for late arrivals. No late arrivals will be permitted after the first 20 minutes of the test start time.
2. Write all tests during the scheduled times. Should this not be possible, the student must notify the faculty within 24 hours of the scheduled test time. Voicemail messages and email messages are acceptable forms of notification if you are unable to speak with the faculty. Failure to contact the appropriate faculty will result in a mark of "0" for the missed test. The opportunity to write a missed test is discretionary and may be granted based on meeting the following criteria:
 - notifying the faculty 24 hours prior to the scheduled test time, and
 - submitting appropriate documentation (e.g. note from doctor, dentist, etc.) to validate the absence to the faculty

For specific details on the handling of missed tests, see course outline(s).

Students who have been identified by the Centre for Students with Disabilities as having special needs will write tests and exams commencing at the scheduled time in the Centre for Students with Disabilities office. If writing in the Centre for Students with Disabilities office, it is the student's responsibility to make appropriate arrangements and communicate them to the faculty.

3. Keep only erasers, pens, pencils and kleenex on the desk. All other materials and personal possessions brought to class must be removed from the desk and placed under the student's chair. This includes coats, hats, purses, pencil cases, book bags, books and loose paper. Any other required items will be supplied. Tests should always be written in pen.
4. The floor around the desks must be clear for the professor to move around the room and to answer questions.
5. Stop talking upon entering the room. The test paper should not be turned over until directed to do so.
6. Students must sit facing the front of the classroom, not sideways.
7. Always keep your eyes on your own paper.
8. You are responsible for protecting the contents of your test answers from the view of those sitting near you.
9. Do not share materials with your peers (white-out, rulers, erasers, etc.). If you need something, raise your hand and ask the professor.
10. Remain in your seat until you have finished writing the test. If you have a question about the test, raise your hand and the professor will come to you.
11. When you are finished writing, you may leave the classroom quietly. Return only at the agreed upon time or when all students have finished writing.
12. After exiting the test room, refrain from talking outside the door. The other students are still trying to concentrate. Move away from the room.
13. Be sure your name appears on all scantron forms, booklets and papers.
14. Check the test paper to ensure that no pages are missing. Before handing in the paper, check to ensure all questions have been answered.

15. Complete the scantron form correctly. Answers appearing on the scantron form will be used to determine the grade. The scantron form cannot be altered by the professor.
16. If required by the professor, initial the class list at the beginning of the test to confirm attendance.

Helpful Hints for Test Writing

Test writing can be incredibly stressful and sometimes causes students to make unwise or rash decisions that they may regret later. Try some of the following “Helpful Hints” when writing your tests.

- Write your first and **last names** on the front of your paper and on every page.
- Read the test over as soon as it is given to you. If you were given scrap paper you may use it to jot down points you are afraid you may forget later on. You may also be able to jot notes down on the back of the test page.
- Always **turn the test paper over** to see if there are questions on the reverse side.
- **Read the questions carefully** and do exactly what is asked of you in the questions. Some students find that underlining or highlighting key words in the question is helpful. If the question says “list and explain” do that. If it says “list” then just write down a list of points. “Define” means to explain the term. (Don’t define by using the term or its root word in your answer.)
- If you are unsure what the question is asking, **raise your hand** and the professor will help if s/he can.
- **Answer the questions fully!** Do not assume that a question worth 2 marks only needs 2 short points. Explain yourself clearly; don’t assume the professor will know what you were **thinking**.
- If a question is worth 10 marks, you must give a great deal of solid information. Conversely, if the question asks for 3 points (for example), the professor will mark only the first 3 points you write down. Choose the 3 strongest points you can think of.
- **Use your time well.** Be aware of the clock and the amount of time you’ve been given.
- Take a deep breath and **try to relax**; you’ll think more clearly if you do.
- Do your best and remember that if you don’t do well there are other methods of picking up your marks in future tests or assignments. **One test is not the end of the world!**
- Get **lots of sleep** the night before!

Evaluation Results:

Students shall be provided with an opportunity to review graded assessments. Faculty shall return assessments to students within an appropriate timeframe for the assessment type, typically three weeks at a maximum with exceptions negotiated between the professor and class. Students shall consult their course outlines for specific information on evaluation protocols. It is a student’s responsibility to obtain returned assessments if absent from class.

Evaluations shall be assigned a grade, and where appropriate, faculty may provide feedback to assist students in improving academic performance. Students may request an interview with a faculty member for further clarification of evaluation results.

Return of Tests and Assignments

Results of a student’s individual test or assignment will be returned within two weeks to that student. Students who are not in class when work is returned are required to retrieve their result from the faculty during their office hours.

Marked tests and assignments will be kept for 20 working days after the student's grade report is made available at the end of the semester. If they are not retrieved in that time, the assignments/tests will be discarded.

Campus Mediation Services

This program specifically endorses and will use where appropriate Campus Mediation Services (CMS). For details regarding the policy for CMS, please refer to the School of Justice and Emergency Services at mediation@dc-uoit.ca. This program specifically acknowledges pluralism and that through distinctions in race, creed, ability, place of origin and/or sexual orientation, there are many ways of making meaning in this world. This program specifically endorses, where possible, the use of readings, discussions and case studies that enable students to adapt to differences with real empathy, recognize the legitimacy of those differences and develop tolerance and support for new concepts of compatibility.

Print Balance

It is the student's responsibility to ensure that his/her print balance is sufficient to cover the printing of all assignments and/or tests etc. Be advised that the student's inability to print assignments, tests, and/or quizzes during lab class is not a legitimate excuse for failing to hand in an assignment, test, or quiz and will result in a penalty for lateness or a mark of zero in accordance with the course policy.

Portfolio/Precedent binder

Students will be required to prepare either a portfolio or precedent binder for submission in some subjects.

Electronic Storage Device Audits

From time to time, the instructor may complete random electronic storage device audits. When requested by the instructor, the student will be required to produce her or his storage device to the instructor for audit purposes.

Login Audits

From time to time, the instructor may complete random audits of login information. Students found to be using another student's login information will be processed according to the Academic Dishonesty policies of the College.

Equipment Failure

Every effort will be made to ensure that computers, printers, and software function without any problems. Computer equipment does malfunction, so flexibility and patience are required when working with technology.

Classroom Conduct

The environment will be businesslike and task oriented with emphasis on:

- Creating error-free documents before hard-copy printing.
- Building continuous improvement in individual productivity levels.
- Working well with others in problem solving, decision making, and completing team projects.
- Managing to meet deadlines with time built-in for unexpected challenges.
- Maintaining a congenial, positive attitude toward work/class/office responsibilities and relationships.
- Professional attitude and demeanour is expected at all times.

Sharing/Lending Work

Do not lend your storage device or hard copy of assignments to other students. Consulting with a classmate during regular class activities (not during a test) is equivalent to consulting with a colleague in the workplace and is quite appropriate. Be sure you are clear on the difference between 'consulting' and 'copying' or 'sharing' work. Academic dishonesty is considered to be a serious offence at Durham College. Penalties and consequences are outlined in the College Academic Integrity Policies.

Academic Honesty

Academic Integrity

To maintain academic integrity, student work shall be the product of his or her own efforts. In an effort to ensure the highest standards, Durham College has purchased a license with Turnitin.com, an online plagiarism detection service. Such practices as cheating and plagiarism cannot compromise academic integrity as defined in the Academic Policies & Procedures document (www.durhamcollege.ca/academicpolicies).

Any resources (class notes, interviews, handouts, textbooks, resource packages, journal articles, websites, etc.) used in the preparation of **any** assignment must be clearly identified and cited using correct APA format. Failure to do so may constitute an act of plagiarism and be subject to penalties described in the current Durham College Academic Policies and Procedures.

Any act of plagiarism or academic dishonesty will be documented in an Academic Alert and brought to the attention of the Associate Dean of the School of Interdisciplinary Studies and Employment Services. The documentation will be placed in the student's file.

Students working in pairs or groups to gather or research ideas are still expected to hand in individual assignments unless the instructor has indicated that a group submission is acceptable. If it is determined that a student has shared work with or copied from another student, all students involved will be subject to penalty.

If a student has questions as to whether material should be cited or about the format to be used, he/she is encouraged to consult with the instructor before submitting the assignment.

Guidelines for Academic Integrity

1. Know Your Rights

Do not let other students in your class diminish the value of your achievement by taking unfair advantage. Report any academic dishonesty you see.

2. Acknowledge Your Sources

Whenever you use words or ideas that are not your own when writing a paper, reference these, both in the body of your paper and in a "Works Cited".

3. Protect Your Work

In tests and exams, do not allow your neighbours to see what you have written; you are the only one who should receive credit for what you know.

4. Avoid Suspicion

Do not put yourself in a position where you can be suspected of having copied another person's work, or of having used unauthorized notes in an examination. Even the appearance of dishonesty may undermine your professor's confidence in your work.

5. Do Your Own Work

The purpose of assignments is to develop your skills and measure your progress. Letting someone else do your work defeats the purpose of your education, and may lead to serious charges against you.

6. **Always Tell the Truth**

When discussing your work with your professor, any attempt to deceive may destroy the relationship between teacher and student.

“Eight Cardinal Rules of Academic Integrity.” Academic Integrity at Northwestern.

5 June, 2003. <http://www.northwestern.edu/uacc/uniprin..html>

Requirements for Promotion

Evaluation and Promotion

Academic subjects are evaluated in a variety of ways. These may include tests, written or oral assignments, and group work as well as final examinations. The evaluation criteria for each course are included with the course outline. Students are advised to familiarize themselves with these criteria early in the semester. A pass grade in all courses is 50% (unless otherwise indicated in the course outline). Unless otherwise indicated, a student must achieve a passing grade in all courses and maintain a GPA of 2.0 to be eligible to graduate.

Academic Probation

Students who do not achieve/maintain a cumulative GPA of 2.0 (exceptions are listed below), or are otherwise not progressing satisfactorily, may be placed on academic probation at the Dean’s discretion. Such students may be allowed to continue in the program on a Letter of Permission (a Student Success initiative contract) which will specify conditions which must be met. Students who do not meet the conditions of their academic probation will be required to withdraw from the program.

Remediation

While it is the responsibility of each student to be aware of the accumulation of term marks, attention may be drawn by a professor to marks that place the student in jeopardy of failure. At this time, the professor may suggest remedial steps such as a review of study skills, computer assisted learning, or a peer tutor. In order to qualify for a tutor, a minimum of 80% class attendance is required. Students are encouraged to seek academic guidance or assistance as soon as difficulties arise.

The student will be permitted to continue in the program with one failed course under the following conditions:

- a. a 60% average (GPA 2.0), not including the failed subject, is maintained
- b. the failed course is not a pre-requisite for a subject in the following semester.

The failed course or its equivalent must be successfully retaken (at the student’s expense) by the end of the following semester and/or before courses are taken for which it is a prerequisite.

The opportunity to repeat a failed course cannot be guaranteed. This will depend on availability of space.

If a student is not eligible to take a particular course at the time it is offered, because he/she has not successfully completed a prerequisite subject, the student is responsible for taking the course at his/her own expense once eligibility requirements have been met.

Note: The Student Liaison Officer will assist in a student’s educational planning, but it is the student’s responsibility for meeting the academic requirements for graduation.

Graduation

An “Application for Graduation” form must be completed by all graduating students. The form can be downloaded from MyCampus and returned by the date specified. A diploma will not be prepared until the completed form has been submitted.

Aegrotat

Aegrotat refers to a ‘compassionate pass’ in a course in which, due to **emergency circumstances** related to health and wellness, a student was unable to complete all of the evaluation requirements. Emergency circumstances that may warrant the designation of an Aegrotat include, but are not limited to: injury, illness and/or bereavement. Documentation supporting the request for an Aegrotat designation may be required.

The awarding of an Aegrotat credit is noted in a student’s transcript as AEG and is therefore not included in the calculation of a student’s grade point average. A student shall receive Aegrotat standing only once in a five year period.

Further information about Aegrotat standing can be found in the Aegrotat Policy and Procedure documents (<http://www.durhamcollege.ca/academicpolicies>).

Missed Final Examinations

Students who, as a result of an **emergency circumstance**, (i.e. a death in the family or illness), are unable to complete all of their program evaluation requirements must notify their Dean or designate as soon as possible. The Dean will consult with the appropriate faculty member(s) to determine and validate the reason(s) and eligibility for Aegrotat (AEG) standing. Please note a student is eligible for an AEG only once in his/her academic career at Durham College. For more details on AEG eligibility, please go to www.durhamcollege.ca/policies to view the Aegrotat Policy (ACAD-110).

Students who, as a result of a **non-emergency circumstance**, miss a final examination now have an option under a new college policy. It provides an avenue for a student with no less than a cumulative 1.5 GPA to pay a fee to defer/reschedule the writing of one or more final examinations during a single exam period. This policy can only be used once in a five-year period. External accreditation requirements, the availability of appropriate examination facilities and other constraints necessitate that not all courses will be eligible.

Procedure for “Missed Final Examination” policy

1. As soon as the examination schedule is posted and the student becomes aware of the problem/conflict or within two (2) college days of missing the examination(s), he/she must notify their School office and make arrangements to meet with the Student Liaison or designate for advising regarding the missed examination policy.
2. Student meets with Student Liaison or designate for advising. Advising is extremely important to ensure students make the right decision/choice (AEG or missed examination) and understands that this is a **once only** in a five-year period opportunity.
3. During the interview, the Student Liaison or designate:
 - a) Checks the Veteran Information screen in Banner to ensure the student has not utilized the Missed Exam privilege before within a five-year period.

- b) Confirms the course is eligible for this policy.
 - c) Confirms the student has a cumulative GPA of at least 1.5 or reviews midterm grades in consultation with school dean or designate for 1st year students.
4. Student Liaison or designate assists student in completing the Application for Missed Examination form, ensures accuracy, notes the due date for student to make payment to the Office of the Registrar, and identifies special software/lab requirements or laptop usage prior to signing form. Note: Exams which require special software/lab requirements or are laptop exams may require a directive from the Dean/Associate Dean.
 5. Student takes signed copy of completed Application for Missed Examination form to the Office of the Registrar and makes \$150/course payment within two (2) college days of the missed exam date (as noted on the application form). The application will not be processed until payment has been received. Payments will **not** be refunded. If a student is writing a missed exam due to a religious holiday, the fee will be waived.
 6. The Office of the Registrar must receive a copy of the Application for Missed Examination form from the student with the Student Liaison or designate signature and checks the student's record in the Veteran Information screen (part of GSR) in Banner to ensure student has not had the Missed Exam privilege within the past five (5) years.
 7. The registration clerk will process the application and payment (\$150.00 per course), enter the information on the "Veteran Information screen (part of GSR)" screen, and provide student with receipt and completed application form. The Office of the Registrar keeps gold copy of form.
 8. The student takes the receipt and copy of the completed application to the School of Interdisciplinary Studies and Employment Services, Room A160. The School of Interdisciplinary Studies and Employment Services gives to the PLAR office, Room A160, for processing.
 9. The PLAR office, Room A160, receives completed application and payment receipt from students, prepares faculty contract and notifies the faculty member(s) and school of need to create a new exam. The PLAR office receives exam package from faculty and, if required, confirms special requirements with faculty. The PLAR office ensures the Test Centre receives the exam package.
 10. The student is responsible for confirming their exam sitting time and date with the Test Centre by phone at 905.721.2000 ext. 2557 or by email at TestCentre@dc-uoit.ca, The exam date will occur within two weeks of the next term for December exams and within two weeks after the formal examination period for the April exams. The exam date and time may be scheduled at night and on weekends. The student will not be able to reschedule this date under any circumstance.
 11. The student completes the rescheduled exam and the PLAR office gives, exam, marks change form and contract to faculty for signing. Within 3 days of scheduled exam, the professor returns the assessed exam, completed Mark Change form and signed contract to the PLAR office, Room A160, for processing.
 12. The Office of the Registrar posts the student's final grade on MyCampus and, if necessary, informs the student and student liaison if the student is not eligible to be registered into pre-requisite courses.
 13. The faculty member receives payment as per contract prepared by the PLAR office.

For more details on this policy and the procedure, please speak with your Student Liaison or see the website www.durhamcollege.ca under Academic Policies.

Academic Advising - Student Liaison

Durham College is committed to the success of every student during their educational experience. There are many resources available to support students on this journey. Academic Advising is a comprehensive service that is aimed towards meeting students' needs, increasing student satisfaction, improving retention and enhancing the quality of academic life. Each school has a **Student Liaison** to facilitate academic success. These representatives can assist students to:

- identify career goals and make sound academic decisions
- develop academic plans to promote success in the event of failed subjects or low grade point average (GPA);
- make decisions regarding full-time/part-time studies;
- review graduation requirements;
- set up academic plans with individual students upon request;
- find equivalent credits;
- transfer to another program;
- select electives and options; and
- access other college services to support student success.

While drop-ins may be possible for specific answers to short-term questions about courses, schedules, and procedures, it is advisable for students to set up one on one appointments with their Student Liaison. Appointments may be made in person or by phone. Please visit your School office for further information.

Your Student Liaison is:

Name: Rhonda Christian

Office #: SW 216C

E-mail address: rhonda.christian@durhamcollege.ca

Telephone: 905-721-2000 ext. 2501

CENTRE FOR STUDENTS WITH DISABILITIES

E-mail: disabilities@durhamcollege.ca

About the CSD

The Centre for Students with Disabilities (CSD) at Durham College provides services to students who are blind or have low vision, who are deaf or hard of hearing and those with physical, medical, psychiatric and learning disabilities. These services are designed in accordance with the Ontario Human Rights Code and the Accessibility for Ontarians with Disabilities Act by ensuring that students with disabilities have equal access to all aspects of the academic environment. Our services are confidential.

Registering for Accommodations

Accommodations are organized in co-operation with the student and, as required, with the faculty on an individual basis. They are based on review of the medical or psycho-educational documentation completed by the appropriate medical professional or psychologist familiar with the student's particular diagnosis. The student is responsible for self-identifying and submitting documentation of a permanent or temporary disability to the CSD in SW116. The documentation should outline the current impact of the disability. Assistance in obtaining the appropriate documentation may be available.

Accommodations may include extra time and/or technology supports for tests and exams, assistance obtaining records of class lecture material, reduced course load, material in alternate format, assistive and learning strategies.

Things to Remember for Tests and Final Exams

In order to receive test and exam accommodations through the CSD, students **must** have completed the CSD Registration process including providing appropriate documentation. This can be a timely process – **contact the CSD as early as possible to ensure your accommodations and a seat in the test centre.**

Test Registration forms are available on our [CSD website, http://www.durhamcollege.ca/student-experience/helping-you-succeed/centre-for-students-with-disabilities/](http://www.durhamcollege.ca/student-experience/helping-you-succeed/centre-for-students-with-disabilities/), –**click on Test Centre Request Forms**. The Test Registration forms are also available in the CSD Test Centre (Room B216) as well as our main CSD Office (Room SW 116).

Completed test forms and notifications to your professors, **for each test**, need to be submitted to the CSD Test Centre (5) business days before the scheduled test, in order to reserve a space.

Accommodated tests cannot be guaranteed if a student submits the Test Center Form less than 5 business days in advance of the test date.

CSD Final Exam sign-up **DEADLINES** are **ALWAYS** several weeks **BEFORE** the final exam period. The deadlines as well as the CSD final exam information, explaining our online sign-up process, will be posted on the CSD website each term

It is the student's responsibility to check their My Campus email address frequently as all important test and exam information including registration deadlines will be posted to My Campus.

The CSD may be **unable** to accommodate students who do not sign-up by the final exam sign-up deadline.

To Find Out More About CSD Services...

Please call 905-721-3123, drop by at SW116 to set up an appointment or visit our website at www.durhamcollege.ca/csd.

Student Academic Learning Services

Learner Support Centre

Student Academic Learning Services provides academic skills instruction and tutoring for students wishing to improve their academic success.

Services offered to students include:

- One-to-one appointments with our:
 - Academic Writing Specialists
 - English Second Language Specialists
 - Learning Strategies Advisors
 - Learning Skills Advisors (subject specific)
 - Peer Writing Tutors
- Academic clinics and workshops held monthly, per semester and/or at a professors' or students' request. Examples include:
 - Time management and organization
 - Note taking and reading skills
 - Test / exam preparation
 - Referencing
 - Research and essay writing
- Subject specific supports in a variety of disciplines
- College peer tutoring program
- Drop-in assistance when schedules permit
- Software tutorials in the subject areas of Math, English and Science.
- Links to online academic resources

Students are invited to visit the Centre or take a look at our website to determine the most appropriate way to make use of the services available.

Visit our website at <http://durhamcollege.ca/lsc> or drop by SSB 204 to learn more.

Student Academic Learning Services (SALS)

Success Matters Start Here! The staff and faculty at the Student Academic Learning Services Centre can help you achieve your educational goals.

You can use the centre to:

- Get peer tutoring help
- Learn how to study smarter, not harder
- Learn to manage your time and prepare
- Increase your English proficiency
- Improve your writing skills
- Have a quiet space to do your work

- for tests
- Improve your reading skills and take better notes
- Use 28 lab computers with learning software
- Access group study space
- Improve your marks from a 'B' to an 'A'

Student Academic Learning Services (SALS)

Success Matters Start Here

What do you need?

Subject Specific Supports

Science	Math	Business	Technology
Biology	Statistics	Computers	Computer skills
Chemistry	Med Math	Accounting	WebCT
Physics	Applied Math	Statistics	Learning software
Anatomy	Calculus	Operations	
Physiology	Algebra		

Writing Skills

- MLA / APA Referencing
- Essay Organization
- Preventing Plagiarism
- Editing Skills
- Research Strategies
- Grammar & Punctuation
- Presentation Skills

College Peer Tutoring

Meet with upper year students to review course material.

Peer Writing Tutors

Meet with senior students for tutoring in academic writing.

Learning Strategies

- Time Management
- Organization Skills
- Learning Styles
- Study Strategies
- Test & Exam Preparation
- Memory Skills
- Listening Skills
- Note-taking Skills
- Thinking & Reading

English Language Supports

- Writing Supports
- Reviewing Assignments
- Editing Skills
- Presentation Skills
- Pronunciation Skills
- Grammar & Punctuation

Meet with our integrated team of academic support specialists in the Student Services Building, SSB 204
www.durhamcollege.ca/sals

The Library

The Library is here to help you succeed!

Stop by for help to research a topic, complete an assignment, or when you just need a quiet place to study. The Library on the north side of the Polonsky Commons is easy to find. Both wired and wireless computer access is available along with 10 small group study rooms and the *Den* in the basement for group work. Although food is not permitted in the library, drinks in covered containers are allowed and you can buy a Starbucks coffee to go at the Library Café.

Students & faculty at the Whitby now have a small branch library at their location. They may also use the North Oshawa campus library in person, via internet, or request books to be sent to them at Whitby.

Most of the Library's resources are in digital format and are available 24x7 through the Library's web page. You can access them from on or off campus by logging in with your student number and computer password. The digital resources include e-books, magazines, journals, newspapers, statistical databases.

Visit the library virtually at www.durhamcollege.ca/library to:

- Research a Topic,
- Find books and articles,
- Renew materials,
- Request an interlibrary loan,
- Book a group study room,
- Get online help from a librarian
- Check on the hours the library is open

Your campus photo ID card is also your library card and is required to check out books and Reserves.

The librarians work closely with your professors to provide class presentations directly linked to your assignments. Additional sessions on using specialized resources are also offered throughout the year and help is also available on the library website. You may contact the Reference staff by phone or e-mail, and you are always welcome to visit our Reference desk in person. We look forward to helping you!

Check the website for library hours.

Circulation desk	(905) 721.3082
Reference desk	(905) 721.2000 ext. 2390

reference@dc-uoit.ca

College Publications

At Durham College, several publications provide the information you need before you start classes.

Program Guide

Durham College's Program Guides are a handy reference guide for everything students might want to know about their academic program. The program-specific guides provide essential information related to the program of study, policies, program requirements, faculty contact information, important dates, grading criteria, etc., as well as a starting point to help students find and navigate their way through academic and student support services.

Program Guides are distributed in print format to every registered student in the first class of the Fall semester and are available electronically on the college website. It is important that students read this guide at the beginning of their studies as it contains pertinent information for academic success and will be useful throughout the duration of the program.

Note:

- This guide is not intended to be a complete statement of all procedures, policies, rules and regulations at Durham College.
- The College reserves the right to change or cancel any provisions, requirements or subjects at any time.
- Student Liaisons and/or Faculty Advisors will assist in planning programs, but it is the student's responsibility to meet the academic requirements for completion of certificates and diplomas.

Continuing Education Course Book

Continuing Education publishes course calendars – Fall, Winter/Spring, listing courses for credit towards Post-Secondary Programs, and personal and professional development. The same course outlines are used for full-time and Continuing Education courses.

Courses may be accessed through classroom setting, correspondence (distance education) or online courses (Internet).

If you are unable to access a day-time course (timetable conflicts, repeat of a course, etc.) or want to get a head start on your next semester, check out Continuing Education's current course book and register at the Office of the Registrar early to ensure a seat is reserved for you.

Please check our website for comprehensive information @ www.durhamcollege.ca.

Scholarships, Bursaries and Awards

Scholarships: Scholarships are awarded to students who have achieved academic and personal excellence. Some scholarships are awarded solely on academic performance. Others are based on a combination of academic achievement and proven personal excellence including leadership and community involvement.

In-Course scholarships: In-Course scholarships are awarded to returning full-time students in post secondary programs who have demonstrated academic excellence in their studies. Students must have been registered in full-time studies in the same program in consecutive years to be considered. In-course scholarships are solely based on GPA and no application is necessary unless otherwise noted. Recipients are notified via MyCampus e-mail.

Bursaries: Bursaries may be available to full time post secondary students requiring additional financial assistance to cover their educational costs. When students' personal and family resources are not sufficient to cover costs they are expected to apply for OSAP. Before applying for a bursary, students should investigate all other forms of financial assistance. Other resources may include scholarships, family support, student line of credit and part time employment.

Durham College supports access to post secondary education following these principles:

- No qualified Ontario student should be prevented from attending Ontario's public colleges and universities due to lack of financial support programs.
- Students in need should have access to the resources they need for their post-secondary education.

Durham College Access Bursary Program: This bursary is available to Ontario students offered admission to a full time, **first year** program at Durham College.

Durham College Upper Year Student Bursary Program: Students must complete the Student Financial Profile application for consideration for bursary funding.

Awards: Awards may be based on scholastic achievement and/or financial need. There may be other requirements for qualification such as membership in certain organizations, enrollment in specific programs, leadership abilities and/or community service. Students must be in good academic standing to be considered.

Eligibility: Students who are currently enrolled full-time at Durham College are eligible to apply for scholarships and bursaries. Many awards have specific guidelines and students are advised to read all information about the award before applying.

Application process: Information on all scholarship, bursaries and awards for registered Durham College students including application, submission and deadline details will be posted on the DC Student tab of the MyCampus section of the college website. Students are advised to check MyCampus regularly for updates.

Unless otherwise noted, all students must complete the online Student Financial Profile application for consideration for bursary and award funding. Information, application instructions and submission deadlines for the Student Financial Profile may be found on the MyCampus website under the DC student tab. The student is notified of the application results via MyCampus email.

For further information on scholarships, bursaries and awards, please contact studentawards@durhamcollege.ca.

NOTE: Awards, amounts and availability are subject to change at the discretion of the Student Awards office or the donor. All awards are based on information available at the time of publication.

Awards Open to Students in All Programs

Title of Award	Award Value (\$)
Albis Award	\$500
Business & Professional Women of Durham Award – <i>In Course (Application Required)</i>	\$500
Campus Living Centre Residence Award	\$250
Canadian Federation of University Women Oshawa and District Award	\$500
CAW Family Auxiliary 27 Award	\$250
Carpenters Union Local 397 Award	\$800
Durham College Access Bursary	Various amounts
Durham College Alumni Association Award	\$1200
Durham College Alumni Association Award – <i>In Course (Application Required)</i>	\$1000
Durham College Bursary	Various amounts
Durham College Endowed Award – <i>In Course</i>	\$1000
Durham College International Student Scholarship	\$1500
Durham College Scholarship – <i>In Course</i>	\$500 or \$1000
Durham Region Chairman's Award	\$1000
Durham Region Chairman's Scholarship	\$1000
Fairfax Financial Holdings Ltd. Scholarship	\$3500
Garfield Weston Award	\$2500 + up
Greenbriar Foundation Award	\$1000
Harold "Pat" Dooley Bursary	\$1300
International Student Emergency Bursary	Various amounts
June White Memorial Entrance Award	\$500
Lenovo (Canada) Inc. Access Awards	\$500
Lifelong Learning Award – <i>In Course (Application Required)</i>	\$500
Lifelong Learning Bursary	\$500
Lois and Gary Polonsky Award	\$1000
Lois Sleightholm Award	\$2000
Lois Sleightholm 21 st Century Award	\$1000
Marjorie Elizabeth Willoughby Award	\$3000
Ontario Aboriginal Bursary	Up to \$3000

Title of Award	Award Value (\$)
Ontario First Generation Bursary	\$3000
Ontario International Educational Opportunity Scholarship	\$2500
OPG Employees' and Pensioners' Charity Trust	\$1000
Oshawa B'Nai B'Rith Lodge Scholarship	\$300
Oshawa Double B Sports Club Bursary	\$800
Purdue Pharma Award	\$800
Retired Teachers of Ontario District 28 Award	\$500
Ross Mackie Award	\$2000
UA Local 463 Award	\$400
The Central East Community Care Assess Centre Award	\$500& \$750
Wordham Family Award	\$3,000
Your Student Association Award	\$400

School of Interdisciplinary Studies and Employment Services

Optimist Club of Whitby – Teachers' Award – <i>In Course</i>	School of Interdisciplinary Studies and Employment Services	\$500
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Convocation Awards

Founder's Cup	\$200
Durham College Medal: Top Student – Three year Program	\$500
Durham College Medal: Top Student – Two year Program	\$500
Durham College Medal: Top Student – One year Program	\$500
Durham College Medal: Top Student – Apprenticeship Program	\$500
Governor General's Academic Medal and W. Bruce Affleck Memorial Scholarship	\$2000
President's Leadership Award	\$500

Transfer Guide

Diploma to Degree Pathways

Turn your Durham College diploma into a degree!!

If your post-secondary education plans include a diploma and a degree, you can take advantage of many degree completion programs offered through partnerships negotiated by Durham College with many universities, including UOIT, our campus partner.

A Durham College diploma can earn you credit toward a university degree. University admissions policies and partnership transfer agreements between Durham College and a number of universities facilitate university admission for Durham College graduates from specific programs by giving credit for college study. Graduates may receive credit for several courses or for a year or more toward a university degree. These opportunities are detailed, by program, on the **Durham College Transfer Guide** (http://www.durhamcollege.ca/EN/main/programs_courses/transferguide.php)

Interested students looking for further information are encouraged to consult with their program faculty or the admissions office of the receiving institution.

If you do not see your program on the chart, you may find pathway opportunities and information on collaborative programs, articulation agreements and credit transfers between Ontario universities and colleges available on the Ontario College University Transfer Guide website at www.ocutg.on.ca.

Durham College Program	Transfer Institution	Transfer Degree	Minimum College Average Required	Details	Further Information
Any Two Year Diploma	Carleton University	Bachelor of Arts	3.0 GPA	5 transfer credits awarded	www.carleton.ca
	Nipissing University	Bachelor of Arts	B average	Maximum of 18 credits awarded, 3 courses	www.nipissingu.ca
	University of Ontario Institute of Technology	Bachelor of Commerce (Honours)	80%	after completion of bridging program, entry into yr 3 of 4	www.uoit.ca
	Griffith University	Bachelor of Arts/ Bus/ Com/ Criminology/ Environmental/ Info Tech/ Eng/ Human Services/ Photography/ Journalism	65%	Maximum of 1.5 years advanced standing	www.griffith.edu.au/credit Apply to info@komconsultants.com by October 1 for February entry
	University of Western Sydney	Relevant Bachelor's Degree	GPA 2.6	1.5 yrs advanced standing. Degree completion in 1.5 years	www.uws.edu.au/international or info@komconsultants.com

Durham College Program	Transfer Institution	Transfer Degree	Minimum College Average Required	Details	Further Information
Any Three Year Diploma	Carleton University	Bachelor of Arts	70%	7 transfer credits awarded	www.carleton.ca
	Nipissing University	Bachelor of Arts	70%	Max. of 30 credits awarded, 5 courses	www.nipissingu.ca
	University of Ontario Institute of Technology	Bachelor of Commerce (Honours)	80%	after completion of bridging program, entry into yr 3 of 4	www.uoit.ca
	Griffith University	Bachelor of Arts/ Bus/ Com/ Criminology/ Environmental/ Info Tech/ Eng/ Human Services/ Photography/ Journalism	65%	Maximum of 2 years advanced Standing	www.griffith.edu.au/credit Apply to info@komconsultants.com by October 1 for February entry
	Laurentian University	Bachelor of Arts	B	Max of 54 credits awarded toward a total of 90 for degree completion	www.laurentian.ca
	University of Western Sydney	Relevant Bachelor's Degree	GPA 2.6	2 yrs advanced standing. Degree completion in one year	www.uws.edu.au/international or info@komconsultants.com
Office Administration-Medical	Athabasca University	Bachelor of Professional Arts in Communication Studies		60 transfer credits towards 120 degree credits	www.athabascau.ca

OFFICE ADMINISTRATION

COURSE NAME	MOD	CODE	PREREQUISITES	COREQUISITES	LECT. HRS	LAB HRS	ALT. DEL. HRS	FIELD PLMT. HRS
SEMESTER 1								
ACCOUNTING FOR OFFICE PROFESSIONALS		ACCT 1300			1	2		
COMM. FOR OFFICE PROFESSIONALS I		COMM 1317			2	1	1	
COMPUTERIZED DOCUMENT PROD. I		COMP 1320			0	4		
KEYBOARDING I		COMP 1342			0	2	0	
G HUMAN RELATIONS		GNED 1108			3	0		
OFFICE TECHNOLOGY & PROCEDURES		OFFC 1200			2	2		
					10	9	1	
SEMESTER 2								
COMM. FOR OFFICE PROFESSIONALS II		COMM 2313	COMM 1317		2	1		
SPREADSHEETS I		COMP 1329			0	3	1	
COMPUTERIZED DOCUMENT PROD. II		COMP 2320	COMP 1320 COMP 1342		0	5		
KEYBOARDING II		COMP 2360	COMP 1342		0	1	0	
G GENERAL EDUCATION ELECTIVE		GNED 0000			3	0		
INTEGRATED DOC. APPLICATION		TRAN 1200	COMP 1320 COMM 1317		2	3		
					7	13	1	

NOTES:

ELE - ELECTIVE - Students may take one or many subjects, depending on the requirements of their program. **ELET** - represents a typical subject load and IS included in the total hours per week, to reflect the total hours per week required.

OPT1/OPT2/OPT3 - OPTIONS - Students choose subjects. **OPT1** subjects are included in total hours per week.

G - GENERAL EDUCATION - Subjects marked at the left margin with **G** are "General Education" subjects.

Course Descriptions

ACCOUNTING FOR OFFICE PROFESSIONALS

ACCT 1300

This course introduces the student to fundamental accounting concepts. It introduces the student to the double entry bookkeeping cycle, including the preparation of financial statements for sole proprietorships.

COMMUNICATIONS FOR OFFICE PROFESSIONALS I

COMM 1317

This course is designed to provide students with the foundation in communication skills necessary to succeed in their program and in their careers as office administrators. The principles of written communication skills, editing skills, and verbal communication skills will be examined. Writing skills will be developed through online grammar software assignments/exercises and comprehensive testing; correct sentence structure and grammar will be emphasized throughout the course. Editing skills required to produce final copy of computer-generated and rough-draft material will be developed. Professional speaking communication skills will be developed through verbal presentations.

COMMUNICATIONS FOR OFFICE PROFESSIONALS II

COMM 2313

This course builds upon the skills learned and developed in Communications for Office Professionals I and is designed to provide student with the ability to apply communication skills frequently using by office administrators. The areas of reading, writing, listening, and speaking will each be examined and further developed. professional communication skills be developed through practical application of listening, note taking, preparation of meeting agendas and minutes, writing business letters, communicating with technology, researching and analyzing, producing written reports and giving verbal presentations.

COMPUTERIZED DOCUMENT PRODUCTION I

COMP 1320

This course is designed to teach students sound computer skills. Students should be able to produce accurate, mailable copy from rough drafts and unarranged material of any kind. This course will provide instruction in the basics of Word. Coverage of Windows and basic PowerPoint will be given in this course as well.

COMPUTERIZED DOCUMENT PRODUCTION II

COMP 2320

This course is designed to allow the student to build on basic computer skills. Students should be able to attractively set-up mailable documents from rough drafts and unarranged material of any kind, including letters, envelopes, memos, reports, manuscripts, and tables. Word 2010 using Windows will be used to introduce the student to the concept of computer applications in the business office environment.

HUMAN RELATIONS

GNEB 1108

In this introductory level course, students learn to apply knowledge of interpersonal relations and group dynamics to one-on-one and group situations. Emphasis will be placed on understanding, developing and improving effective interpersonal skills.

INTEGRATED DOCUMENT APPLICATION

TRAN 1200

Required of a word processing professional and includes a review of grammar and punctuation rules. Students will use Word 2010 to transcribe — from electronic dictation; from error-ridden, incomplete, hand-written copy; and from error-ridden, incomplete, computer-generated copy — various types of business material which may include memos, letters, reports, itineraries, press releases, etc. Students will be required to use skills previously learned in Computerized Document Production I and in Communications for Office Professionals I and to develop those skills to higher levels by integrating them in the production of error-free documents on a first-time printout at a reasonable production speed.

KEYBOARDING I

COMP 1342

This course is designed to teach students sound computer keyboarding skills. A minimum skill level of 25 net words per minute must be achieved to pass this subject. This course will provide instruction and practice using the touch method on the alphabet, number and symbol keys, and the numeric keypad.

KEYBOARDING II

COMP 2360

This course is designed to teach students sound computer keyboarding skills. A minimum skill level of 30 net words per minute must be achieved to pass this subject. This course will provide instruction and practice using the touch method on the alphabet, number and symbol keys and the numeric keypad.

OFFICE TECHNOLOGY & PROCEDURES

OFFC 1200

This course helps the student acquire practical and transferable office administration skills, attitudes, behaviours and knowledge which can be valuable in obtaining and retaining careers in today's fast-changing office environment. These can be applied to any office situation, ranging from a multinational corporation to a home-based enterprise. Topics covered include Internet research and e-mail messages; managing time and stress; telecommunications; office reception and customer service; planning meetings and travel arrangements; handling the office mail; and document management.

SPREADSHEETS I

COMP 1329

This course will provide students with skills necessary to understand the fundamental principles of Microsoft Excel – spreadsheets software. Students will learn to create, edit, and enhance spreadsheets using formatting, formula and function creation, and the development of a chart.