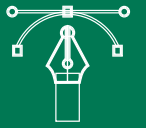
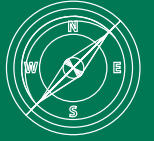
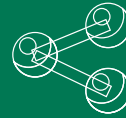
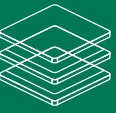


DURHAM COLLEGE

2020-2021

STUDENT HANDBOOK



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PRESIDENT'S MESSAGE

Welcome to Durham College (DC) and the start of the 2020-2021 academic year. We are very pleased that you have selected DC to pursue your post-secondary goals, and we are confident you will enjoy your DC experience.

At DC, we believe that success matters and that we have a role in helping you build confidence in your ability to succeed. We strive to inspire you by providing exceptional learning experiences that create opportunities for you to build resilience, competence, personal capacity, and life-enhancing skills.

Our expert faculty and staff are committed to your success and ensuring that your college experience will be one you remember for the rest of your life, so let's make this year count!

At DC, we live our mission of "together, we are leading the way." In all our actions and activities, we are focused on helping you succeed in your studies while inspiring you to realize success in your career and community.

By choosing DC, you have selected an education that is continually shaped by market needs, ensuring you will be ready for the jobs of today and tomorrow when you graduate. The college's track record of excellence is a testament to the fact that a DC education provides graduates with the technical skills and experience through the best in innovative and transformative education.

From learning in our classrooms, labs, or in the field, to exploring clubs, activities, and athletic opportunities in the new year, time spent at DC will see you grow both academically and personally. To help ensure your success, we provide students with access to extensive services and resources. This handbook outlines all you need to know about them; I encourage you to take full advantage.

Please remember that by choosing to study at one of the country's top colleges, you have invested in your future. As the year progresses, please don't hesitate to let me know how you're doing and how we can help. Whether in-person, through Twitter, or other means, I'd love to hear from you. Your success is our greatest achievement, and we're looking forward to witnessing your accomplishments during your time as a DC student.

Have a fantastic year,

Don Lovisa
@DC_Pres

IMPORTANT FEE DATES – 2020-2021

DOMESTIC STUDENTS

	FALL SEMESTER (SEPTEMBER-START STUDENTS)	WINTER SEMESTER (JANUARY-START STUDENTS)	SPRING/SUMMER SEMESTER (MAY-START STUDENTS)
First-year students (starting new program)			
DEPOSIT	JUNE 15, 2020	NOVEMBER 16, 2020	MARCH 15, 2021
PLAN A (FULL PAYMENT)	AUGUST 10, 2020	DECEMBER 7, 2020	APRIL 12, 2021
PLAN B (PARTIAL PAYMENT)	AUGUST 10, 2020 AND NOVEMBER 16, 2020	DECEMBER 7, 2020 AND MARCH 15, 2021	APRIL 12, 2021 AND AUGUST 9, 2021
THIRD SEMESTER PAYMENT	MARCH 15, 2021	AUGUST 9, 2021	NOVEMBER 15, 2021
Returning students (continuing same program)			
DEPOSIT	JUNE 22, 2020	NOVEMBER 16, 2020	MARCH 15, 2021
PLAN A (FULL PAYMENT)	AUGUST 10, 2020	DECEMBER 7, 2020	APRIL 12, 2021
PLAN B (PARTIAL PAYMENTS)	AUGUST 10, 2020 AND NOVEMBER 16, 2020	DECEMBER 7, 2020 AND MARCH 15, 2021	APRIL 12, 2021 AND AUGUST 9, 2021
THIRD SEMESTER PAYMENT	MARCH 15, 2021	AUGUST 9, 2021	NOVEMBER 15, 2021

INTERNATIONAL STUDENTS

	FALL SEMESTER (SEPTEMBER-START STUDENTS)	WINTER SEMESTER (JANUARY-START STUDENTS)	SPRING/SUMMER SEMESTER (MAY-START STUDENTS)
First-year students (starting new program)			
PLAN A (FULL PAYMENT) * Please adhere to payment date in box 25 on your official Letter of Acceptance.	MARCH 1, 2020*	JULY 15, 2020*	JANUARY 15, 2021*
PLAN B (PARTIAL PAYMENT) * Please adhere to partial fee payment date in box 25 on your official Letter of Acceptance for first installment.	MARCH 1, 2020* AND NOVEMBER 16, 2020	JULY 15, 2020* AND MARCH 15, 2021	JANUARY 15, 2021* AND AUGUST 9, 2021
THIRD SEMESTER PAYMENT	MARCH 15, 2021	AUGUST 9, 2021	NOVEMBER 15, 2021
Returning students (continuing same program)			
PLAN A (FULL PAYMENT)	JULY 20, 2020	NOVEMBER 16, 2020	APRIL 12, 2021
PLAN B (PARTIAL PAYMENTS)	JULY 20, 2020 AND NOVEMBER 16, 2020	NOVEMBER 16, 2020 AND MARCH 15, 2021	APRIL 12, 2021 AND AUGUST 9, 2021
THIRD SEMESTER PAYMENT	MARCH 15, 2021	AUGUST 9, 2021	NOVEMBER 15, 2021

WEB REGISTRATION DATES

	FALL SEMESTER (SEPTEMBER-START STUDENTS)	WINTER SEMESTER (JANUARY-START STUDENTS)	SPRING/SUMMER SEMESTER (MAY-START STUDENTS)
First-year students			
FALL SEMESTER	AUGUST 10 TO 17, 2020	N/A	N/A
WINTER SEMESTER	TBD	TBD	N/A
SPRING/SUMMER SEMESTER	TBD	TBD	TBD
Second-year students			
FALL SEMESTER	AUGUST 4 TO 6, 2020	N/A	N/A
WINTER SEMESTER	TBD	TBD	N/A
SPRING/SUMMER SEMESTER	TBD	TBD	TBD
Third-year students			
FALL SEMESTER	AUGUST 7, 2020	N/A	N/A
WINTER SEMESTER	TBD	N/A	N/A
SPRING/SUMMER SEMESTER	N/A	N/A	N/A

IMPORTANT ACADEMIC DATES

Please note Spring/Summer 7-week course details will be released in a separate document when available.

	FALL SEMESTER 2020	WINTER SEMESTER 2021	SPRING/SUMMER SEMESTER 2021
Midterms released on MyCampus as of 4 pm	OCTOBER 27, 2020	FEBRUARY 23, 2021	JUNE 22, 2021
Last day to withdraw from a course with a "W"; after this date, all courses will be graded and recorded on the academic transcript	NOVEMBER 23, 2020	MARCH 22, 2021	JULY 19, 2021
Last day of classes for most programs	DECEMBER 18, 2020	APRIL 16, 2021	AUGUST 13, 2021
Grades are available to view electronically on MyCampus as of 4 pm	DECEMBER 22 2020	APRIL 22, 2021	AUGUST 19, 2021

HOLIDAYS

Labour Day	September 7, 2020
Thanksgiving	October 12, 2020
Holiday break	December 24, 2020 to January 4, 2021
Family Day	February 15, 2021
Good Friday	April 2, 2021
Victoria Day	May 24, 2021
Canada Day	July 1, 2021
Civic holiday	August 2, 2021

POLICIES AND PROCEDURES

All members of the DC community are encouraged to familiarize themselves with these policies:

[Sexual Violence Policy](#)

[Student Conduct Policy](#)

Campus Card Policy

[Harassment & Discrimination](#)

[Acceptable Use of IT](#)

[Student Complaints](#)

[Grade Appeals](#)

[Academic Integrity](#)

[Smoke Free Campus](#)

SAFETY AND SECURITY ON CAMPUS

The Office of Campus Safety is committed to protecting the rights of everyone on campus while contributing to a professional, respectful and safe campus environment. We value respect for others and believe that safety and security are the responsibility of everyone on campus.

If you have concerns regarding your personal safety, or if you observe suspicious behaviour or behaviour that may have the potential to impact negatively on the campus you are encouraged to report this immediately to the Office of Campus Safety through Campus Security at 905.721.2000 ext. 2400, or 905.721.3211 from an external phone.

TRANSPORTATION

PARKING ON CAMPUS

Due to Covid-19, all of the Parking gates are up, and parking is free for the winter semester. (Until April 30, 2021). Staff and student communications will be sent, or you can check the following site for updates: <https://durham.parkadmin.com/login>

DC CARES

At Durham College (DC), the student experience comes first. The opinion of our college community is important to us and that is why we offer DC Cares, a forum that provides students with an opportunity to offer feedback, share a concern or obtain information related to our many support services and facilities. To make it easy for you to share your thoughts we have multiple options:

DC website DC Cares form www.durhamcollege.ca/dccares

DC Cares email address dccares@durhamcollege.ca

DC Cares box locations conveniently located at the Oshawa and Whitby campuses.

DC Cares live chat www.durhamcollege.ca/dccares or by selecting "Ask DC" at the top of the Durham College home page.

ACADEMIC ADVISING

Each academic school provides student advisors to help you reach your full academic potential. These representatives assist you with:

Developing academic plans to promote success in the event of failed subjects or a low grade point average (GPA)

- » Finding equivalent credits
- » Identifying career goals and making sound academic decisions
- » Making decisions regarding full-time and part-time studies
- » Reviewing graduation requirements
- » Selecting electives and options
- » Transferring to another program

www.durhamcollege.ca/studentadvisors

ACCESS AND SUPPORT CENTRE (ASC)

The Access and Support Centre (ASC) works in partnership with you and your professors to ensure all students have an equal and equitable opportunity for education. If you have been identified with an exceptionality or are experiencing difficulties related to your studies, visit our office for friendly, accessible and supportive services. Our services include, but are not limited to, coaching on self-advocacy and success strategies, development of access plans and arrangements for accommodations, case management, counselling and assistive technology training. All our services are completely confidential.

A full list of services, locations and hours is available [here](#).

www.durhamcollege.ca/asc

CAMPUS HEALTH AND WELLNESS CENTRE

At the Campus Health and Well-being Centre, a dedicated team of Physicians, Psychiatrists, specialized Physician in Addiction, Nurses, Mental Health Practitioners (Therapists, Mental Health Nurses and Wellness Coaches), Chiropractors, Physiotherapists, Massage Therapists and Support Staff are available to assist you in managing your health. When you need to see a doctor, receive nursing care or have your prescription filled, take advantage of our services offered in the clinic.

A full list of services, locations and hours is available [here](#).

The following after hours mental health supports are available anytime:



Good2Talk: 1.866.925.5454

Durham Mental Health Services Crisis Access Linkage Line / Mobile Services: Short term crisis beds, visits and free and confidential support line for individuals 16+ with a history of mental illness. 905.666.0483 or 1.800.742.1890

Durham Distress Centre (24/7): telephone counselling, crisis and suicide intervention and referral. 905.430.2522 or 1.800.452.0688

Ontario Shores Crisis Line (24/7): 1.800.263.2679

ONTX Ontario Online & Text Crisis Services: Text is available from your mobile phone from 2pm to 2am daily and is accessed by dialing 258258. You will need to complete a pre-chat survey and agree to terms and conditions of service and a responder will be available to you.

Talk4Healing: Culturally grounded crisis line for Indigenous women 1.888.200.9997

Durham Rape Crisis Centre (24/7): 905.668.9200

Durham Region Domestic Violence / Sexual Assault Care Centre (Lakeridge Health) (24/7): Crisis line providing counselling and referrals for sexual assault victims, all ages. 905.576.8711

CAMPUS IDENTIFICATION (ID) SERVICES

Download the DC app as you may be required to show security proof of enrolment while on-campus. The app can be downloaded from both the Apple and Google stores.

CAMPUS LIBRARY

The Campus Library at the Oshawa campus is open with limited study space for current students, staff and faculty only. A valid Covid Pre-Screen result is required to enter. Everyone is required to wear a mask and maintain physical distancing.

The following in person services are available at the Oshawa campus:

- » All library material can be accessed and the circulating collection is available for loan.
- » Staff are available in person and by phone at the Service Desk to assist with your library needs.
- » Colour and black and white printers and copier.
- » Washrooms are open.
- » Quiet individual study space and computers.

The Library at the Whitby campus is closed. Need a book from the Whitby Library? You can place a request from the Omni record to have the book mailed to your home or you may pick up at the Oshawa campus.

We can assist all students who are studying remotely as well by email, phone, virtual chat and online appointments - please don't hesitate to reach out.

A full list of services, locations and hours is available [here](#).

E: reference@durhamcollege.ca

T: 905.721.3082

www.durhamcollege.ca/library

CAMPUS STORE

The campus bookstores offer course textbooks and eBooks, clothing, giftware, snacks and stationary supplies through convenient online shopping at www.dc-uoit.bookware3000.ca. Visit the website for online ordering and shipping information.

A full list of services, locations and hours is available [here](#).

CAREER DEVELOPMENT OFFICE

The Career Development office has a team of coaches ready to assist, guide and encourage you, as a student and as a graduate, with your job search, career research and planning, and the entire application process – from resume writing to interview skills. You will benefit from exclusive access to the college's Hired portal where you can view job postings, explore on-campus employment opportunities and register for career-related events and employer recruitment sessions. As a graduate of Durham College, you will have lifetime access to services through the Career Development office.

A full list of services, locations and hours is available [here](#).

www.durhamcollege.ca/careerdevelopment

CO-OPERATIVE EDUCATION OFFICE

Co-operative Education provides students in identified programs the opportunity to gain valuable work experience, apply in-class learning, earn money and further explore their chosen field through a combination of academic terms and work terms. Programs that offer a "co-op option" require students to first apply to the regular program. Once admitted, students in their first year of their program may apply to transfer to the co-op option of their program.

A full list of services, locations and hours is available [here](#).

www.durhamcollege.ca/coop

CENTRE FOR PROFESSIONAL AND PART-TIME LEARNING

The Centre for Professional and Part-time Learning offers a flexible alternative to full-time day studies with courses offered in-class, online or by correspondence. You can choose to work ahead, pick up a missed credit or work toward a diploma, certificate, graduate certificate, or professional designation at night or through online learning. Courses to further specialize after graduating, and enhance your career potential, are available throughout the year.

A full list of services, locations and hours is available [here](#).

DURHAM COLLEGE STUDENTS INC. (DCSI)

DCSI is the independent student association representing all DC students.

Durham College Students Inc. is your student union! We are a services-based association that puts students' needs at the forefront and aims to provide quality campus engagement for every full-time student. We have a student run board that represents each of the schools at Durham College. We are providers of full-time students' health plan coverage and implement personal support through our services to ensure students can excel socially and professionally.

We offer a variety of events and activities to positively impact the student experience. Want to get involved? Join one of our clubs or societies on campus! Follow us on Social Media (@dcstudentsinc)

OSHAWA CAMPUS

Student Centre second floor

Hours of operation: Monday to Friday, 8:30 a.m. to 4:30 p.m.

E: dcsi@durhamcollege.ca

T: 905.721.2000 ext. 3988

WHITBY CAMPUS

Near Student Lounge

Hours of operation: Monday to Friday, 8:30 a.m. to 4:30 p.m.

E: dcsi@durhamcollege.ca

T: 905.721.2000 ext. 4208

www.dcstudentsinc.ca

OUTREACH

At Outreach Services we are passionate about mental health and wellness! We are dedicated to ensuring that all full-time students can access an empowering, respectful and confidential space. Our campus food centre helps to alleviate food insecurities and reduce hunger on campus. We plan events and educational sessions to empower women on campus, to support the LGBTQ2S+ community and promote safe sex resources. We also provide counseling services and we are a breast-feeding friendly space. Outreach Services supports an inclusive, anti-oppressive, and positive environment for all students. Outreach is focused on equality, equity, and diversity within the campus community and beyond. Outreach Services strives to create a safe space for students to receive help with the various challenges they may be facing. Outreach is equipped with registered Social Workers and Social Service Workers who are passionate about providing support. Outreach Services are allies for the Pride & LGBTQ+ communities on campus, marginalized populations, women empowerment and diverse populations. We accommodate all students regardless of gender, religion, race, gender identity or expression, socio-economic status, ability, sexual orientation and ethnicity.

Please contact us for further details regarding any of our services/programs.

North Oshawa: 905.721.2000 ext. 7615

Whitby: 905.721.2000 ext. 4208

E: outreachdcsi@durhamcollege.ca

T: 905.721.1609 ext. 7615

www.dcstudentsinc.ca/outreach

RIOT RADIO

Riot Radio was one of the first internet-based visual radio stations in North America, Riot Radio brings new technology and diverse programming to the campus community. Shows are produced and hosted by DC students. We offer volunteer opportunities you won't find anywhere else. Create and host an on-air show about almost anything—your favourite genre of music, movie, sports, hobbies and more or stay behind the scenes and operate the latest tech gear. Watch and listen online at www.riotradio.ca No experience is needed—just enthusiasm!

[On-air Host - Create & share ideas Host solo or as a team](#)

[Assistant Technician - Operate the gear Advance your skills](#)

E: riotradio@durhamcollege.ca

riotradio@durhamcollege.ca

T: 905.721.2000 ext. 4208

www.riotradio.ca

HEALTH PLAN

Your DCSI Health and Dental Plan, connects you directly to a library of health resources customized for your specific needs. From accident to medication, we've got you covered! No one plans to get sick or hurt, but most people need medical care at some point. Our Health Plan alleviates costs and offers many other important benefits such as dental, massage therapy, prescription medication etc.

For more information check out your coverage plan at studentvip.ca/dcsi

Oshawa campus

Student Centre second floor

Hours of operation: Monday to Friday, 8:30 a.m. to 4:30 p.m.

E: dcsi@durhamcollege.ca

T: 905.721.2000 ext. 3988

CLUBS & SOCIETIES

Clubs and Societies are a great way to get involved and connect with students from other programs at Durham College. Participating in a club or society is the perfect way to meet new people, have fun and explore similar interests with fellow students.

This year, Clubs & Societies will have access to various programs to support the transition to online meetings and events. Club leaders be advised on how to operate under the most up-to-date guidelines regarding safety and social distance to ensure the safety of all members.

Get involved! Join a Club or Society that is already active, or create your own!

For more information: dcstudentsinc.ca/clubs-societies/

E: dcsievents@durhamcollege.ca

T: 905.721.1609 ext. 7615

dcstudentsinc.ca/clubs-societies/

EVENTS

Events are a great way to make great memories and meet even better friends! DCSI events take place throughout the year in various formats. Never miss an event by following DCSI on our social media channels!

DCSI Digital is our response to ensuring that students are connected to other students and entertained while off-campus and completing online studies. DCSI will be hosting various events online, and on-campus in accordance with the most up-to-date guidelines regarding safety and social distancing.

Check out DCSI Digital Here: <http://dcstudentsinc.ca/digital/>

For more information: www.dcstudentsinc.ca/clubs-societies/

E: dcsevents@durhamcollege.ca

T: 905.721.1609 ext. 7615

www.dcstudentsinc.ca/clubs-societies/

DENTAL CLINIC

The Dental Clinic offers dental examinations and cleaning by students in the Dental Assisting and Dental Hygiene programs, under the supervision of teaching staff and dentists. There is a \$35 fee for adults, \$10 for children (12-years-old and under), and \$25 ages 13-16, which covers all appointments and services required for complete care. Students who have not opted out of the mandatory Student Health Insurance Plan, can complete a form to be reimbursed the percentage allowable through the Student Health Plan of the \$35 fee.

Oshawa campus

Gordon Willey building, Room SW107

Hours of operation: by appointment only

T: 905.721.3074

DIVERSITY, EQUITY AND INCLUSION SUPPORT

The office of Student Diversity, Inclusion and Transitions (SDIT) Equity, Diversity and Inclusion is dedicated to providing a safe, respectful and inclusive environment for all our campus members to learn, work, and thrive. Supports and services available for students, faculty, and employees include diversity events and activities; training and education; advocacy; harassment and discrimination investigations; mediation and restorative justice; as well as advocacy and information and referral services.

A full list of services, locations and hours is available [here](#).

www.durhamcollege.ca/diversity

RISE:

The RISE program – which stand for Reach Include, Support and Elevate- supports students who face multiple barriers that could prevent them from considering, applying to and enrolling in post-secondary education. This initiative supports students who self-identify as having one or more barriers that prevent them from being successful in a college environment. Support includes outreach events that highlight the benefits of a post-secondary education, transition programs aimed at helping student to get prepared for success, as well as ongoing coaching support to promote success for the duration for their post-secondary program.

A full list of services, locations and hours is available [here](#).

www.durhamcollege.ca/RISE

SEXUAL VIOLENCE EDUCATION AND RESPONSE:

All members of the DC community have the right to learn and work in an environment that is free from any form of sexual violence. The Office of Equity, Diversity, and Inclusion provides on-going education and awareness initiatives dedicated to exploring raising awareness and combating sexual violence.

Those affected by sexual violence may also seek support through the sexual violence education and support coordinator who provides information and referral services, advocacy, academic and other accommodations for survivors and informal report raking.

A full list of services, locations and hours is available [here](#).

www.durhamcollege.ca/sexualviolence

ENROLMENT SERVICES

MYCAMPUS:

This is the student portal that has information every student needs to know.

Here you can find:

- » View important information such as payment and registration reminders, deadlines and important dates
- » Campus alerts
- » Financial aid resources
- » Graduation information
- » Helpful links
- » How-to-guides and forms for all your administrative tasks
- » School-specific information
- » Services available

You can also access your DC Mail account from MyCampus. All email correspondence from the college is sent to your DC Mail email address. It is important that you check this account regularly for important updates. This is also where scholarship and bursary award messages are sent to recipients so don't miss out.

ENROLMENT SERVICE REPRESENTATIVES (ESRS)

In response to the recommendations to stay home as a result of the COVID-19 pandemic, we are operating remotely and will continue to provide service. If you have questions or concerns relating to COVID-19, please refer to our website for latest information and FAQ's.

We are able to provide our services through email, LiveChat and phones.

- » Consent to release information to third parties/persons – through email
- » Legal name changes – through email
- » Payments – only available through MyCampus, 905.721.3000 or your banking institution
- » Part-time registration – available on Mycampus
- » Verification of enrolment – available on Mycampus
- » Financial inquiries or holds on accounts – available on Mycampus or through email

A full list of services, locations and hours is available [here](#).

FINANCIAL AID AND AWARDS

The Financial Aid and Awards office is dedicated to helping you understand the variety of options available to help finance your education. Budgeting and financial planning are essential to your success and our coaches will help you create the right financial plan. Visit the DC Financial Aid tab in MyCampus to access:

- » Self-service tools including online applications
- » Appointment booking
- » Bursary and scholarship listings
- » Financial literacy workshops
- » On-campus employment programs
- » Summer employment program
- » Workshop registration

A full list of services, locations and hours is available [here](#).

www.durhamcollege.ca/financialaid

FASTSTART

FastStart is a free, extra-curricular program offered to Durham College students to help them develop, start and grow their own business while studying at the college. The program is available to all students, from all programs, and offers the following services:

- » **FastStart360** – An online module designed to support students working online, from anywhere, at anytime.
- » **IdeaEngine** – An online module designed to help you experiment with and test your ideas before you draft a business plan.
- » **Business Coaching** – The FastStartDC team of faculty, staff, and students can help you develop your idea into a solid business plan.
- » **Marketing Support** – Before you launch your business, our team can help you design all your marketing assets (i.e. logo, product photography, business card, website, etc.).
- » **Innovative Makerspace** - FastStart students have the opportunity to utilize the 'pitch-play-meet-make' room, a beautiful multipurpose space where you can work with a 3D printer, cutting plotter and heat press, pitch your idea or meet with an investor.
- » **Workshops, Competitions, and Events** – You will have the opportunity to learn new and valuable skills, build your network, pitch your business, and participate in on-campus and community events featuring engaging keynote speakers.
- » **EnactusDC** – FastStartDC is the home of the EnactusDC club, a student-run team of social entrepreneurs, who create businesses that have a positive social, environmental or economic impact on our community and the wider world. Enactus a global organization and the team competes against other post-secondary teams annually, at the national level.

FastStart operates out of DC's exciting 360insights Entrepreneurship Centre, housed in the brand-new Centre for Collaborative Education. The space is specially designed to foster motivation, innovation, and collaboration, and to help get your business off the ground.

A full list of services, locations and hours is available [here](#).

www.durhamcollege.ca/faststart

FIRST PEOPLES INDIGENOUS CENTRE – SUSWAANING ENDAAJIG (NEST AWAY FROM HOME)

Durham College (DC) is situated on the Traditional Territory of the Mississaugas and the territory that is covered by the Williams Treaties. We acknowledge the Mississaugas for allowing us to be guests on their traditional territories and are grateful for the opportunity to teach live and learn on the lands of the Peoples of the Mississaugas of Scugog Island First Nation. We are committed to building respectful meaningful relationships with our treaty partners.

First Peoples Indigenous Centre is pleased to offer holistic support for Indigenous students following the principles of the medicine wheel teachings ensuring the mental, physical emotional and spiritual health are being cared for equally. We provide visiting Elders and Traditional Knowledge Keepers program, Smudging, Ceremonies, coaching, study space, board games, computers, Indigenous resources, Anishinaabemowin Family Language Program, and a place to meet fellow students and get involved in the community and feel at home.

A full list of services, locations and hours is available [here](#).

INFORMATION TECHNOLOGY (IT) SERVICES

As a result of the COVID-19 pandemic, Durham College is delivering its Fall courses through remote delivery and a combination of face-to-face delivery.

To ensure your success, IT Services (ITS) has the following support, systems and services available to assist all students enrolled at Durham College.

You will find here helpful updated information on accessible and innovative support services to facilitate your success and enhance your academic experience this semester.

SUPPORT:

The Service Desk can be contacted online, by phone, by email, or in-person.

T: 905.721.3333

E: ServiceDesk@dc-uoit.ca

A full list of services, locations and hours is available [here](#).

SYSTEMS:

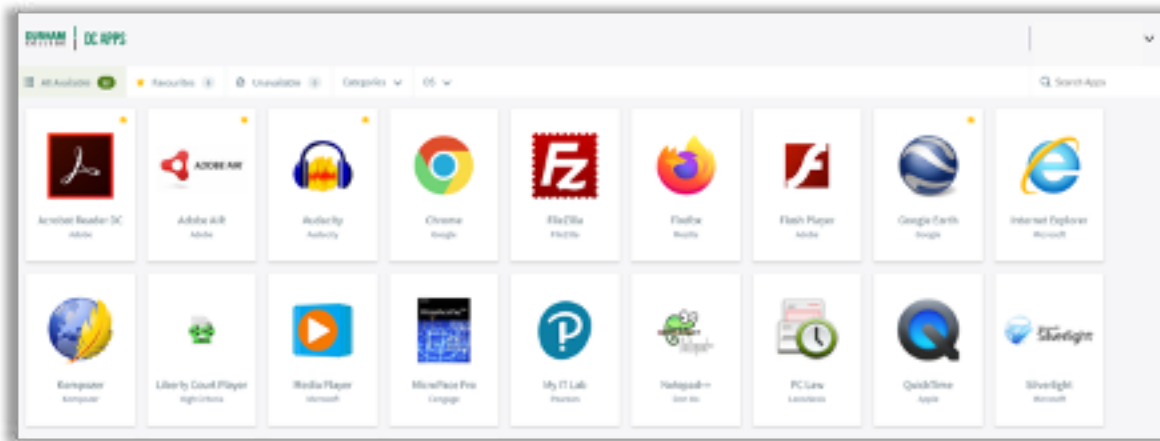
Remote access to Lab Software

AppsAnywhere

Students will now have access to most DC lab software through DCApps.

DCApps is a new web-based app hub, powered by AppsAnywhere, that will allow you to run program-specific software using any Windows computer from anywhere.

The web-based tool – AppsAnywhere is displayed as a “App store-style” portal interface. When accessed, you will be able to run software in the labs, to which you are authorized, on your personal Windows computer.



Below are instructions to access DCApps (effective September 4, 2020):

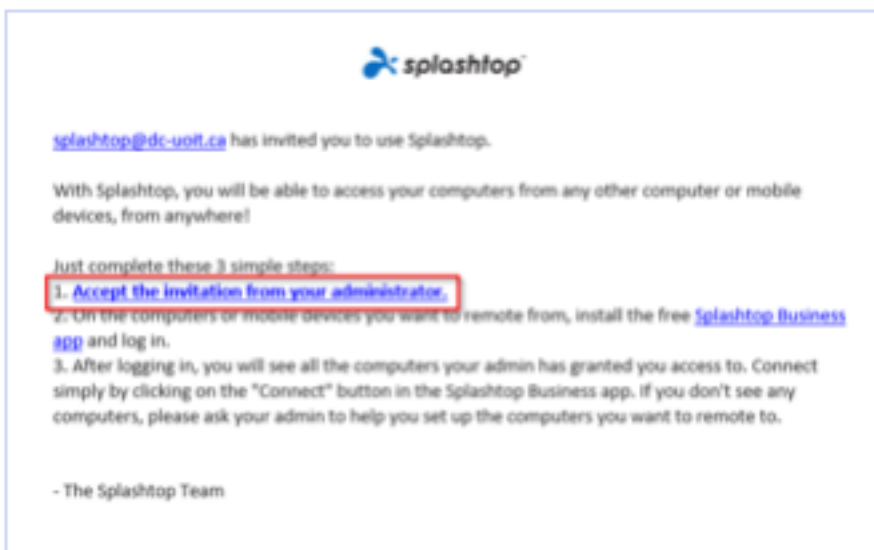
1. Log on to <https://dcapps.durhamcollege.ca/> using your network ID and password on any Windows 10 enabled computer.
2. Once your DCApps session has been automatically validated, you'll have access to a variety of applications, based on your program of study. Note, the first time you launch DCApps on your computer, you may be asked to install the AppsAnywhere application.
3. To launch an application, simply click on the icon.
4. Once the application has been successfully installed, the application will launch automatically. Applications can easily be uninstalled at any time

Splashtop

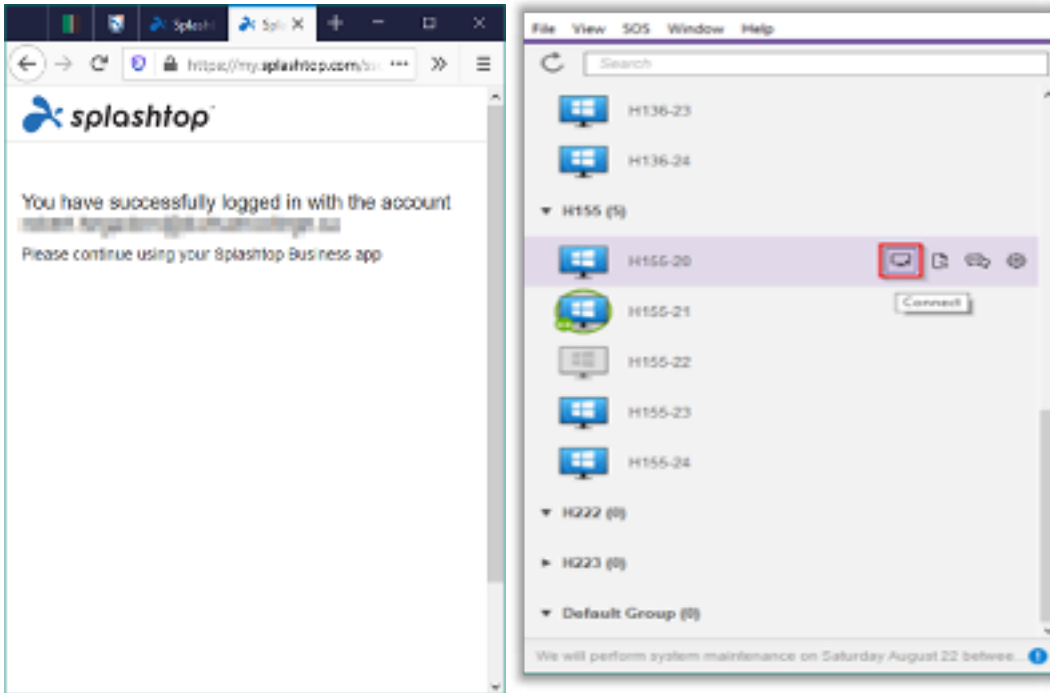
ITS has also installed an approach to facilitate students access to computers in specialized labs on campus with more powerful machines and complex software.

To facilitate this, a computer connectivity tool – Splashtop has been installed. Authorized students from specific courses will be given access and allowed to connect remotely from anywhere using their personal device(s). Students authorized to utilize this approach for their course(s) will be informed by their instructors and provided instructions during the start of classes.

To initiate the Splashtop install, students will receive an email welcoming them to the Splashtop product when they are added to the system. Installation starts when you click on a link in the email to: " Accept the invitation from your Administrator".



When the install is complete your web browser will display a successful login notice.



The Splashtop Business App should now display all of the Splashtop remotely-accessible computers to which you have been granted access, organized by room.

Instructors will provide instructions to students approved for this access during classes (effective September 8, 2020).

VPN

The remote access to computers on campus requires students to be able to do this securely. ITS has therefore provisioned access using Virtual Private Network (VPN) for authorized students.

Students approved to connect using VPN will receive detailed instructions during initial classes of the semester.

These detailed instructions will outline how to download, install and connect to the Global Protect Student VPN used by Durham College and Ontario Tech University. Details will include how to download and install the software, and how to connect to the VPN.

You will Download and Install the correct version of Global Protect for your device: Windows or Apple computer. Ensure you select the correct one for your device.

To initialize this install, authorized students will go to <https://svpn.dc-ot.ca2>. Sign in with your network ID and password.

Login

DC and Ontario Tech Student Global Protect VPN Download

To access the portal to download the Global Protect VPN client please login with your Student ID and your network password (the password you use to log onto school computers).

Username

Password

If you have any problems, please contact the IT Service Desk at servicesdesk@dc-uoit.ca or 905-721-3333.

LAPTOP TECHNOLOGY RECOMMENDATIONS

To help students have the best remote learning experience possible, Durham College's IT Services department has identified technology recommendations for each program based on course needs and software requirements. While not required, you may wish to consider these suggestions if you're purchasing a computer or laptop for the upcoming academic year.

Standard performance

- » Processor: i3
- » RAM: 4GB
- » Storage: 256GB SSD
- » Operating System: Microsoft Windows 10 Professional or Education x64 SP1
- » Internet Browser: Internet Explorer 11 or Google Chrome (newest version) or Firefox (newest version)
- » Network Adapter: 802.11ac 2.4/5 GHz wireless adapter
- » Camera: Webcam/built-in camera
- » Internet connection

High performance

- » Processor: i5
- » RAM: 8GB
- » Storage: 256GB SSD
- » Operating System: Microsoft Windows 10 Professional or Education x64 SP1
- » Internet Browser: Internet Explorer 11 or Google Chrome (newest version) or Firefox (newest version)
- » Network Adapter: 802.11ac 2.4/5 GHz wireless adapter
- » Camera: Webcam/built-in camera
- » Internet connection

Power performance

- » Processor: i7
- » RAM: 16GB
- » Storage: 256GB SSD
- » Operating System: Microsoft Windows 10 Professional or Education x64 SP1
- » Internet Browser: Internet Explorer 11 or Google Chrome (newest version) or Firefox (newest version)
- » Network Adapter: 802.11ac 2.4/5 GHz wireless adapter
- » Camera: Webcam/built-in camera
- » Internet connection

Questions regarding technology recommendations can be directed to the [IT Service Desk](#) or your school office.

PRINTING (NOTE CHANGES TO PRINT CREDITS PROCESS)

Pay-as-you-go (Papercut)

To print, while on campus, students access the print portal Papercut , (campusprinting.dc-uoit.ca) and apply credits to manage print jobs.

Returning students should note that changes have been made to the print credits process and printing on-campus will now function on a “pay as you go” service for which you are responsible.

Students will be able to purchase ‘ print packs’ from College and University bookstores to top up their cards as they wish. It is recommended that credits be purchased ideally a day in advance to allow for the processing of updates.

The changes follow a reduction in ancillary fees paid by students. As printing charges are no longer included in these fees, this allows you full management of your printing. This means that the \$23.00 print credits that were applied in the past on student cards at the start of the academic year will no longer occur. Ancillary fees will continue to cover other facets of technology services including your use of DC Connect, MyCampus and DCApps (a new portal allowing students to access many software titles in computer labs remotely).

Students can purchase print credits at several locations on campus including the Oshawa Campus Store and the Whitby Campus Bookstore.

If you wish to verify your purchased print credits balance, please visit the campus printing self-service portal at <http://campusprinting.dc-uoit.ca>. To login to the portal use your network username and password, this portal provides many features including a view of print history, and view the print rates for a variety of printers (colour, black and white, double sided etc.) and other print details.

Please note due to the Pay-as-you-go print credit changes credit balances will no longer be reset to \$23.00 on September 1 and any past balances do not carry over

To print while on campus, remember to:

- » Printing on-campus will now function on a “pay as you go” service
- » You are responsible to purchase your own credits at the campus bookstores
- » Purchase credits ideally a day in advance to allow for the processing of updates
- » Print on any printer on campus without adding the printer to your laptop
- » Review your account use and environmental impact
- » View the print rates for a variety of printers (colour, black and white, double sided etc.)

Print rates:

- » Black & White prints - 3 cents per page
- » Coloured prints - 30 cents per page
- » Duplex Printing - 2 cents per page(B&W), 10% discount per page (colour)

ONLINE SERVICES: IT SERVICE DESK PORTAL

Visit servicedesk.dc-uoit.ca to view more than 30 fact sheets that will answer many of the common computer issues students’ encounter.

PASSWORDS

Network password

Your Network user identification (e.g. 100234567) and password are used for most college computer systems including Wi-Fi, DC Connect, and on-campus computers.

The Self-Service Network Password Management tool allows students (on or off campus) to set up a profile of 'security' questions as an option to reset a network password. These security questions are to be set up prior to the tool being used as they are tied to your network password at the time of enrollment. Once you have set up your profile you will be able to:

- » Change your password
- » Reset your password
- » Unlock your account
- » Edit your password profile

MyCampus password

MyCampus is the central hub for information regarding academic, administrative and extracurricular college events. Your MyCampus username is your student identification number (e.g. 1002343567) and the initial password is your date of birth in the format MMDDYY. If you do not have a birth date on file, the password will be your postal code.

If you forgot your password or have a located account, you can reset your MyCampus password with the MyCampus Password Rest Utility.

LINKEDIN LEARNING (FORMALLY KNOWN AS LYNDA.COM)

All full-time and part-time students and employees at Durham College have access to the full suite of Lynda.com. As part of an agreement between the Government of Ontario, eCampusOntario is pleased to provide post-secondary institutions access to this content.

Lynda.com is an on-demand learning solution designed to help you gain new skills and advance your career. Logging in to Lynda.com offers a customized learning experience that features instructional content relevant to your professional interests and goals. Choose from more than 5,000 video tutorials covering business, creative, and technology topics.

To log on to Lynda.com go to <http://lynda.dc-uoit.ca> and use your network ID and Password (Banner number and email/network password). You can also download and use the lynda.com app. To log in with the app choose the "Organizational" tab and use the Web Portal option. It will expect durhamcollege.ca as the URL.

If you have difficulty in logging on please contact the [IT Service Desk](#).

MICROSOFT ONEDRIVE

IT Services is pleased to provide access to Microsoft OneDrive for all Durham College (DC) students. This is a secure cloud-based information storage option that will provide students the ability to save files to the cloud and access them from almost any device on- or off-campus, as long as they have an internet connection. Microsoft OneDrive can also allow files and folders to be shared with other individuals or groups of individuals.

Each student will be provided at least one TB of storage and continue to have access to their personal network space, the H: drive.

To access the OneDrive, students can visit the [Office 365 portal](#), download the application for their mobile iOS or Android device or install the [desktop application](#).

Please [view the FAQ](#) for additional information.

If you have any questions, please email the [IT Service Desk](#) or call ext. 3333.

INTERNATIONAL EDUCATION OFFICE

The International Education office is responsible for the internationalization of the DC campus community. We work together with students, faculty and staff to integrate an intercultural and global dimension into your learning experience at DC.

INTERNATIONAL STUDENTS

There are more than 2,000 international students at DC from over 70 countries. International students at DC can access the following services and support at the International Education Office:

- » Free airport pickup
- » Quarantine services
- » Assistance finding housing
- » International Student Orientation
- » Immigration information and advice
- » Adapting to life in Canada
- » Opening a bank account
- » Health insurance information and advice

GETTING INVOLVED

Through the Peer Mentor Program, the International Volunteer Program and education abroad opportunities, all students can engage in internationalization at DC.

Students can sign up to become International Volunteers on campus. Volunteering with the International Education office allows students to grow their leadership skills, get involved in campus activities, build a network and gain valuable work experience. The Peer Mentor Program provides welcoming mentorship opportunities to first semester international students by matching first semester students with an upper year mentor, who acts as a resource to answer questions, connects mentees with campus resources and services, and offers social support to ease students' transition to Durham College.

GOING ABROAD

Durham College (DC) has partnerships around the world, including in England, Ireland, Scotland, Australia, Belgium, Germany, The Netherlands, Spain, Guatemala and Peru. While COVID-19 has temporarily suspended the ability to travel abroad, once education abroad programs resume, students interested in studying or working abroad can participate in one or more of the following programs:

1. Semester abroad
2. International field placement
3. International summer program
4. Degree completion
5. Faculty-Led Classroom Abroad

Education abroad opportunities are open to all DC students, but locations and programs vary depending on the types of agreements in place.

Contact the International Education Office to learn more about how you can get involved!

A full list of services, locations and hours is available [here](#).

www.durhamcollege.ca/international

STUDENT DEVELOPMENT OFFICE

The Student Development Office provides comprehensive transitioning and orientation programming to ensure all students feel welcomed and supported at college and student leadership programming designed to foster academic and social growth.

Our services include:

INDIGENOUS STUDENT SUPPORT

The First Peoples Indigenous Centre embraces teachings of all First Nations, Métis and Inuit peoples. Indigenous Coaches support student success through programming and events which promote wellness of the mind, body and spirit. Staff members also elevate awareness of Indigenous culture and barriers through education and events within the campus and local community.

E: indigenous@durhamcollege.ca

www.durhamcollege.ca/indigenous

ORIENTATION AND TRANSITIONS PROGRAMS

Durham College offers a variety of programs to ensure you experience a seamless transition to post-secondary education. New students and their families are invited to participate in a series of Start Strong sessions, a transitions program designed to build your support network on campus and help you feel prepared for your first day of college. Orientation programming during your first week of classes is also provided to help you navigate campus, meet new friends and feel at home in your new learning environment.

E: diversity@durhamcollege.ca

www.durhamcollege.ca/diversity

STUDENT LEADERSHIP PROGRAMS

The Institute of Student Leadership (ISL) program aims to provide mutually constructed, active learning opportunities designed to enhance student development and create well-rounded, educated community leaders. Members of the ISL program participate in specialized training in topics such as personal development, diversity and collaboration, while building their leadership experience through a variety of volunteer leadership activities and events.

E: isl@durhamcollege.ca

www.durhamcollege.ca/isl

A full list of services, locations and hours is available [here](#).

STUDENT ACADEMIC LEARNING SERVICES (SALS)

Student Academic Learning Services (SALS) is available to help you reach your academic goals. You can get help with:

- » Academic writing
- » English language skills Learning skills
- » Peer tutoring
- » Subject-specific support such as accounting, math, biology, chemistry, statistics and physics Register for SALS ONLINE on DC Connect and explore online academic supports in math, accounting, science, learning skills and communications.

A full list of services, locations and hours is available [here](#).

www.durhamcollege.ca/sals

STUDENT HOUSING

ON-CAMPUS RESIDENCE

The On-Campus Residence options at Durham College have been designed to foster a sense of inclusive community as a place for living and learning. When you choose to stay in the Residence, you are getting much more than a place to sleep!

Oshawa campus- South Village and Simcoe Village Residence
(the Simcoe Village residence will be closed for the 2020-2021 academic year.)

We have Residence Advisors on staff who offer community building and nightly programming; we also have a Residence Outreach Worker. Our front desk is staffed 24/7; we offer eight-month leases and much more!

Whitby campus – Whitby Residence

Students attending classes on the Durham College Whitby Campus no longer need to commute! Our Whitby Residence offers weekly residence programming. Our front desk is staffed during business hours Mon-Fri; we offer eight-month leases and much more!

E: info@dc-otresidence.ca

T: 905.728.8700

www.durhamresidence.ca

OFF-CAMPUS HOUSING

DC, in partnership with Places4Students.com, can help you find your home away from home. The online housing registry works on a self-serve basis and features a great selection of affordable and comfortable accommodations, often within walking distance of the school. Please visit www.places4students.com for off-campus accommodation listings.

STUDENT INSURANCE PLAN

The Student Insurance Plan is administered by DC Students Inc. For more information about the student insurance plan please visit www.dcstudentsinc.ca.

TEST CENTRE

The Test Centre provides a test and exam environment complete with accommodations for students with exceptionalities when those needs cannot be met in the classroom. Students who have been approved for testing accommodations have the options of approaching faculty to determine if their needs can be met in class. In order to access accommodated testing at the Test Centre, students must be registered with the Access and Support Centre (ASC). Returning ASC students who plan to use the Test Centre are required to renew their accommodations with the ASC.

A full list of services, locations and hours is available [here](#).

www.durhamcollege.ca/testcentre

WELLNESS COACHING

WHAT IS COACHING?

Coaching is about helping students build resilience and succeed in achieving their goals. Coaching helps students learn more about themselves so that they can access their strengths to set goals and make decisions. Students and coaches will primarily meet in person. If a student requires counselling, therapy or academic advising, the coach will help make a referral with the student.

HOW DO I CONNECT WITH A WELLNESS COACH?

You can connect with a wellness coach by calling 905.721.3037.

www.durhamcollege.ca/campushealthcentre

THE BENEFITS OF COACHING

- » Help clarify what you want to achieve and how to get there
- » Develop lifelong self-management skills that lead to personal success
- » Grow your self-awareness to learn more about your strengths, values and purpose
- » Identify and work through obstacles getting in the way of success and personal growth
- » Increase motivation
- » Help you feel connected to campus community

WHAT DO I DISCUSS WITH A WELLNESS COACH?

Your coach will help you identify your strengths. Wellness coaches will also ask questions to help you explore your options so you can make informed decisions. You will have an opportunity to establish goals and create a success plan.