

Family Resource Guide

For parents, family and friends of new students

Prepared by: Lethbridge College

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This orientation handbook will:

- introduce you to Lethbridge College
- give you valuable contact information
- provide answers to current and future questions you may have

What parents, partners and friends can expect

Parents, partners and friends of Lethbridge College students play a large role in supporting and encouraging academic success. Knowing what advice to offer and when to offer it can be difficult, but this assistance is crucial to a student's post-secondary career. It is normal for students to take some time to adjust, but this is all part of the student experience.

Lethbridge College is always here to help. Click the link below to review the list of available services for students:

- Student Services: lethbridgecollege.ca/student-experience/student-services
- Phone: (main switchboard 403-320-3200; toll free 1-800-572-0103)
- Other contact information: lethbridgecollege.ca/contact-us

Fundamentals

- College staff and faculty want your student to succeed.
- Lethbridge College can take your student from the classroom to a career.
- From day one, your student will be actively involved with hands-on training in his or her chosen field.
- Being a student at Lethbridge College means being part of a community of great people.

Studying

- For many students it takes time to find out the best ways to study effectively.
- Allow your student a quiet and relaxed place to study without distractions.
- Help your student in finding and using campus resources that can aid him or her in completing assignments and developing strong study habits.
- Students will need to prioritize personal, educational and career goals. They may need support and guidance to make these difficult choices.
- Encourage your student to visit the [Learning Café](#) on campus, which has a full menu of academic supports available.

Policies and procedures

We know your student's success is important to you and you want to be supportive and encouraging. Many of you are helping financially, too. Students who are 18 and older are recognized as autonomous adults by post-secondary institutions; as such we must follow Alberta's Freedom of Information and Protection of Privacy (FOIP) Act. That means we are unable to provide you with any information, including grades, about your student. Sharing information with parents or partners is the student's choice and decision.

Supporting students

Help strategies and listening:

- Resist the urge to call or solve the dilemma.
- Help your student to find the path that enables him or her to be in the driver's seat.
- Be aware of campus departments, programs and services to help direct your student to.

Transition into life at Lethbridge College:

- Be prepared to review with your student his or her schedule and workload before classes start.
- Encourage or help your student become familiar with the campus and its services.
 - Book a campus tour at info@lethbridgecollege.ca.
 - Visit the [bookstore](#) and purchase his or her textbooks, supplies or educational software.
 - Become familiar with parking or other transit.
 - Access student accounts before classes: [MyHorizon](#) and [Angel](#).
 - Become familiar with Lethbridge College [Student Rights and Responsibilities policy](#).
 - Access funding from various sources (visit our [Financial Aid and Awards website](#) for details).
 - Visit an academic advisor if assistance is needed with your student's academic plan.
 - Visit the [Residence Life website](#) for information about living on campus.
 - Get a student ID card by visiting the front desk at the Buchanan Library in CE1340.
 - Register for [New Student Orientation](#) (NSO).
 - Find out more about health and dental plans through the Students' Association.

Encourage your student to get involved on campus.

- Visit the [Lethbridge College Students' Association](#) to check out upcoming and ongoing activities.
- Join a club on campus, whether it is Ducks Unlimited, Aggies or another club.
- Stop in at the [Career Centre](#) to take advantage of our free employment services. We provide you with the assistance to make informed employment decisions.
- Cheer on the [Kodiaks](#)! Home games are FREE for Lethbridge College students.

Helpful tips

- Refer to this guide often, as it contains a lot of important information.
- Be supportive. You play an important role in your student's academic success.
- Refer to the online [Academic Calendar](#) to keep track of important dates.
- Be aware that exams or midterms can be a stressful time for students.
- Encourage your student to use the Wellness Wheel located in [MyHorizon](#) to help evaluate, achieve and maintain balance in his or her life.

Lethbridge College's tips for students

Be aware.

- Act immediately if there is a concern.
- Utilize faculty office hours.
- Prepare to be flexible.

Take care of yourself.

- Start strong on day one.
- Become involved in your campus community.
- Laugh often and with friends.
- Manage your time.

Manage your money.

- Create a monthly, semester and yearly budget and/or list of financial goals.
- Visit the [Financial Aid](#) office or read the Student Loan section of the Financial Aid web pages.
- Apply for [scholarships](#).
- Look into a [student loan](#).

Suggested reading

The Naked Roommate: And 107 Other Issues You Might Run Into in College

Harlan Cohen. Published by: Sourcebooks.

- Available for purchase from the [Lethbridge College Bookstore](#).

The Naked Roommate: For Parents Only: A Parent's Guide to the New College Experience

Harlan Cohen. Published by: Sourcebooks, Inc.

- Available for purchase from the [Lethbridge College Bookstore](#).

Frequently asked questions

Will I receive a copy or information about my student's grades?

We know your student's success is important and we want you to be supportive and encouraging. Students 18 and older are recognized as autonomous adults by post-secondary institutions and as such you will not be able to receive their grades. We must follow Alberta's Freedom of Information and Protection of Privacy (FOIP) Act, which prohibits the college from releasing any personal information about students.

A copy of this act can be accessed here: <http://www.lethbridgecollege.ca/privacy-statement/lethbridge-college-foip>

What are important dates each semester?

There are several dates during the semester which students should be aware of. Make sure your student connects with an [Academic Advisor](#) to discuss the following dates and deadlines.

- Add/Drop Period: Students are able to add or drop individual credit courses at the beginning of term (six business days in terms longer than eight weeks; three business days in shorter terms) with full tuition refund and no entries on their academic transcript.
- Extended Drop Period: Students may drop individual credit courses during the extended drop period without an academic record of their enrolment. A financial penalty will be assessed for courses dropped during the extended drop period, ending 15 business days from the beginning of the term in terms of eight weeks or more; seven business days in shorter terms.
- Students must apply for re-admission to the program itself after program withdrawal.
- Allowable Withdrawal Period: Students withdrawing from courses after extended drop period will receive a “W” grade. The allowable withdrawal period extends from the 16th business day in a regular term to two-thirds the length of the term. Students remaining enrolled in courses after that time will be assigned an academic grade.
- Program Withdrawal: Withdrawal from all program courses in a specified term.

See specific and detailed dates here: <http://www.lethbridgecollege.ca/admissions/dates-deadlines>.

How much will my student’s program cost?

Program costs are displayed on each program page.

The college also has a program-specific calculator available, which can calculate tuition, text books, accommodation and more.

The calculator can be accessed here: <http://www.lethbridgecollege.ca/budget-wizard>.

How do I know how my student is doing?

Here is some basic college and course information that may spark more specific questions or answers about academic performance:

- Each course has a credit value (1.5, 3, or 6).
- We encourage students to study and complete assignments for twice the number of hours they spend in class.
- New students may struggle with their program choice in the first year, but often are embarrassed to discuss this for fear of being viewed as a failure. As a family, you should allow open discussion about your student’s program, determining if this is the career your student wants.

- Every class has a course outline, which is distributed at the beginning of the course. This shows assignments and exams and their due dates. Students can access their grades by checking online, by calculating marks on returned assignments, or by asking their instructors. By the last day to withdraw, students should have at least a third of their final grade. Usually this is November for fall term and March for winter term.

How does my student apply for awards?

Lethbridge College students generally receive over \$950,000 annually in various awards and scholarships. Some of these are donated by Lethbridge College and community members and are classified as “entrance”, “continuing program specific”, “continuing general” and “graduating” Awards. Students may also be eligible for provincial awards as described on the [ALIS](#) website and a variety of other awards on the [Student Awards-External Awards](#) web page. Students can apply for Lethbridge College awards annually between March 1 and May 1. The link will be on the college home page during that time.

I want my student to be successful, but don’t want to be over-involved.

If you’re worrying about being a “helicopter parent”, you probably aren’t one. Your student needs support and sometimes guidance to keep him or her on track and achieve goals. At the same time, students need to be allowed to tackle challenges on their own and learn. If you are worried about being over-involved, talk to your student.

My student has an appointment with an Academic Advisor; can I come?

Yes, students can bring anyone to their appointment. A lot of information is covered in initial appointments and more than one pair of ears is beneficial.

What on-campus services are available to support my student?

Lethbridge College has several free services available to students. From [New Student Orientation](#) and [Academic Advising](#) to peer tutoring and [Career Advising](#), students can take advantages of a variety of support services. Check out the links below or feel free to contact the college if you’re unable to find what you’re looking for.

- Learner Support Services: <http://www.lethbridgecollege.ca/student-experience/student-services>
- Fitness, Wellness and Recreation: <http://www.lethbridgecollege.ca/conted/be-fit-life>

Interview with a parent:

What do you wish you knew then that you know now about being a parent or partner of a new student?

When important deadlines are, for example when to add or drop classes. My student missed the deadline and was unable to withdraw from a subject and class he struggled in.

What medical support is available and the location and contact information for walk-in clinics. Being in a new place is an adjustment, and it is important to have basics such as a doctor. I know now that there is an on-campus clinic where she can see a nurse or, if needed, a doctor. In addition, the clinic gave her a list of walk-in clinics around town with extended hours.

My daughter had just moved into residence and it would have been nice to know what support was available to her. It was a big adjustment for her being away from home. In the end, she asked her resident assistant who was able to direct her to the support she needed.

Occasionally my child was at school late or studying after most services on campus had shut down. Although campus isn't too large, I would have felt better knowing what security measures were in place to keep students safe on campus after hours. I am now aware that security is open 24/7 and has a safe walk program to walk students to their vehicles or across campus.

What advice would you give to parents and partners of new students?

Ask questions and get involved, and know Lethbridge College has student's best interests in mind. Lethbridge College cares about the student's education and promotes a safe and healthy environment.

Ask to go over information with your student. Students may not attend to all the details they need to know due to inexperience. Review with them what they are receiving from the institution.

Prepare early if you need to. My student had sessions with a tutor on writing and research papers and using APA format in July before classes began. It was the key to some of her academic success.

Keep in contact - phone calls and Skype may be better in some ways than texting as you can hear/see the emotion and understand the context of the conversation.

As a parent/partner with a family member attending post-secondary, what has been the most important lesson you have learned?

Lethbridge College is a great choice to further your student's education. The practical experience gained outside the classroom has accelerated the educational experience and better prepared my student for their career path.

They will succeed!

A student perspective

- We all get lost; don't be afraid to wander aimlessly to find your way.
- Be proactive. Don't leave that assignment until last minute or think you can put together something in an hour or less.
- If you're willing to go the extra mile, it doesn't go unnoticed. You will appreciate it and so will your instructors.

- My first few days I assumed everybody knew someone, but I was so wrong. Everyone was in the same boat just trying to make friends and have someone to sit next to in class or share notes with. I went from knowing one person in my program to becoming part of a family. I got to know and bond with so many of my fellow students.
- Try to save your money. Even if you have scholarships or took out a student loan, the money always goes fast.
- Can you handle a job? I was fortunate to have a flexible part-time job with great people at the Buchanan Library who understood the importance of school; however I knew some people who worked crazy hours all the time and barely had time for assignments. School is an investment for a better future, so focus on that.
- Limit social time. Yes we all love to be out with friends, but remember the important role your studies have and what needs to come first.
- Encourage your student to attend [New Student Orientation](#).

An introduction to [MyHorizon](#)

Every student at the college has a MyHorizon account, where they can access personal email, class schedules, GPA, T2202A (for income tax purposes) and other important documents and information. How to access each of these documents is described below. We encourage you to support your student to log in and check MyHorizon often for information and updates. MyHorizon requires students to enter their personal student ID number and password to log in.

Email

Students can access their email by clicking below the “My Email” tab located at the top center of the main page after logging in. First time logging in may require students to verify information. Encourage your student to check his or her college email regularly as important information is distributed in this form.

Class schedule

Once your student has logged onto MyHorizon, he or she will see the WebAdvisor tab on the left hand side. A number of headings can be found under this tab. Schedules can be accessed under “Student Information” by clicking either “Student Class Schedule Grid” or Student Class Schedule”. Other items such as “Express Registration”, “Register and Drop Classes”, “Grade Point Average by Term” and “View My T2202A Information”, can also be found in this location. To view their T2202A information, students must have their popup blocker disabled.

Parents’ guide to referrals and other information for important updates

<http://www.lethbridgecollege.ca/>

<http://www.mylcsa.com/>

<https://twitter.com/LethCollege>

<https://www.facebook.com/LethbridgeCollege>

Absences

Who student should contact: Instructor(s)

In the case of absence, students should contact their instructor(s). Refer to the individual course outline for the class or classes regarding any attendance requirements.

Academic problems

Who student should contact: Instructor(s) or the Learning Café

Students who are facing academic problems are not alone. The start of a term or exam periods can be a stressful time. Students can discuss their concerns with their instructors who may be able to help them or point them in the right direction. The [Learning Café](#) is also a wonderful resource that allows students access to a menu of academic support including peer tutoring, developmental studies, workshops, drop-in and appointment support and “online tutoring.”

Death/serious illness in the family

Who student should contact: Counselling Services, instructor(s)

Facing a death or serious illness in the family may require students to return home and momentarily halt their studies. Students should contact instructor(s) or their program chair as soon as possible to make arrangements while they are unable to attend classes. Counselling Services is also available to assist.

Transition to college life

Who student should contact: Counselling Services

If students are facing issues with adjusting to life at the college, [Counselling Services](#) is a safe and friendly resource that is available for support. Students can use Counselling Services for referral to appropriate resources and to provide confidential, non-judgmental assistance.

Homesickness/loneliness

Who student should contact: Counselling Services or resident assistant (if living on-campus)

A student's first year away from home can be lonely and difficult. Encourage the student to stay busy and maybe join a club or organization. The busier students are, the less time they have to feel homesick. For students in residence, resident assistants are available for support or simply

to talk. Counsellors are also available as a resource to provide non-judgmental assistance with transition difficulties to college.

Parking

Who student should contact: City of Lethbridge/Lethbridge College Bookstore

Students and residents may purchase a parking permit for student parking lots through the bookstore. Parking tickets are distributed by on-campus security. Appeals to parking tickets should be directed to the City of Lethbridge.

Roommate conflicts

Who student should contact: Resident assistant, Housing or Counselling Services

Encourage your student to try to work through roommate conflicts or contact a resident assistant for help. Resident assistants can help act as mediators and assist in resolving a situation. Students can also purchase a copy of *The Naked Roommate: And 107 Other Issues You Might Run Into in College* from the [Lethbridge College Bookstore](#), which has a lot of tips for students facing conflict. Counselling Services can also provide support around relationships involving conflict and offer assertive communication skills training.

Severe weather implications

Who student should contact: Instructor(s)

The weather can be unpredictable when living in southern Alberta. If students are unable to access campus, they should notify their instructor(s) to see what they will be missing. It is the student's responsibility to catch up on missed work due to severe weather.

Safety

Who student should contact: Campus Security

The college campus is one of the safest places in Lethbridge. Security is available to help students with lost and found, to report thefts, to access rooms if locked out, for first aid or other safety incidents, and also to provide a safe walk service. Security is available to students 24 hours a day, seven days a week and can be reached by calling 403-320-3206.

Transfer requests

Who student should contact: Academic Advisor or Student Services

Lethbridge College has transfer agreements available through various programs and schools. Students who are looking to further their education once they are done their program here should be referred to an Academic Advisor or Student Services to learn more about transfer options. Students may also consider transferring to a different program within Lethbridge College; encourage them to speak with an Academic Advisor.

Missed test or exam

Who student should contact: Instructor and Testing Services

Students who will miss an exam or test should talk with their instructors for permission. If the instructor permits them to take the test or exam at a different time, students can set up time in Testing Services to do so.

A to Z Resource Guide

Academic Advising PA1130

Academic advisors are here to help and support student learning. Advisors can assist with short and long-term planning, course add/drop, general inquiries and transferring to and from other institutions.

Academic Calendar

The Academic Calendar contains a list of services, programs and dates important to all students.

Accessibility Services TE1222

Accessibility Services is available to all current and prospective students with learning, physical, sensory and/or mental health disabilities. Students needing academic accommodations can access support through Accessibility Services. This can include entrance testing, exam accommodation, note-taking assistance, tutoring, assistive technology and much more.

Admissions

Lethbridge College applicants are encouraged to keep in touch with the Admissions Office for current admission requirements as well as information.

Awards and Financial Aid

If students have concerns about managing their money through the school year, they can stop in for advice and gain a better understanding of the student loan process.

Bookstore PA1110

The bookstore provides students with textbooks to complete course work and/or readings. As well, it has stationary supplies, educationally priced software, snacks, parking permits, college gift cards and college merchandise.

Buchanan Library CE1340

The Buchanan Library on campus can help students with research assistance, student identification cards, video, print and journal resources, as well as with their student account and printing. Computers, study tables, laptops and camcorders are also available for students to use, rent and sign out.

Career Centre TE1220

The Career Centre offers one-on-one and group advising to both current and prospective Lethbridge College students. Let the staff at the Career Centre help you identify your career goals and develop strategies to achieve them.

Chaplaincy Services CE1370

The Ecumenical Campus Ministry has been at Lethbridge College since 1995. It serves students of all denominations, providing spiritual support and pastoral counselling through joint cooperation of Anglican, Lutheran, Presbyterian and United Churches.

Computer Services

Students can visit MyHorizon, the Lethbridge College's online portal, where they can access personalized announcements, e-mail, school services and more. Staff at the [Buchanan Library](#) can also assist students in accessing these services.

Counselling Services CE1343

Counsellors here at Lethbridge College are available to help all current students. Relationship concerns, stress management, coping challenges, mood difficulties and other issues can all be addressed in a confidential, non-judgmental manner. Counselling services facilitates personal success and growth for all its students.

Financial Services CE2310

After registering in classes or a program, your student can pay fees or request a refund for a dropped course at either Student Services or Financial Services, or by mail, phone or night deposit. Online or telephone bill payments can also be done through your student's bank or Web Advisor (which is found in the MyHorizon portal).

First Nations, Métis and Inuit (FNMI) Services AN1501

Lethbridge College offers a "Circle of Services" to assist our FNMI learners to be successful in their journey of pursuing post-secondary education. Beyond our warm welcome, we provide our FNMI learners with access to FNMI student advising, FNMI academic advising, FNMI personal counselling, the FNMI Cultural Support Program (access to Elders and spiritual advisors), an FNMI events calendar, an FNMI student advisory council, assistance with FNMI funding and awards, and an FNMI student lounge and study area.

Health Services CE1380

Available to all students, staff and their families, health services provides first aid, emergency information, and clinic hours. A registered nurse is on duty during clinic hours with several doctors rotating during the week. A psychiatrist is available weekly on campus by appointment during the fall and winter semesters. Students must have their student ID cards when visiting Health Services.

International Services

International Services offers support and academic advising for current international students and Canadian students wishing to study abroad, including those looking to take part in international exchange opportunities. The department also provides academic advising, program planning and pre-departure training sessions. International Services is committed to the success of all our global learners.

Kodiaks Varsity Athletics Program

The Kodiaks program competes in both the Alberta Colleges Athletic Conference (ACAC) and, if athletes qualify, the Canadian Athletics Association (CCAA). While the majority of student athletes are identified and recruited, open tryouts take place in late August and early September. Athletes attend mandatory study-hall and periodic grade checks. Attendance at home games is free for all Lethbridge College students.

Learning Café CE1340 (back section of Library)

Academic tutoring support, peer tutoring, study skills, online learning resources and developmental studies are all offered at the Learning Café.

Lethbridge College Students' Association (LCSA) CE1350

The students' association is the student voice on campus, organizing social events, campus recreation and overseeing many student clubs. LSCA is run by the students for the students.

Parking Permits PA1110

All parking permits on campus are purchased through the bookstore. Security monitors all campus parking lots on a continuous basis and issues tickets under the City of Lethbridge parking bylaw.

Physical Education Building Facilities PE1408

The Physical Education building includes the triple sized Val Matteotti Gymnasium, four international-sized squash and racquetball courts, a fitness testing and therapy centre and a fitness centre. The complex also has a separate steam room and men's and women's locker rooms for rent or day use. Passes for the gym can be purchased at the Physical Education building.

Printing (Grenville) PA1150

Students are responsible for printing on campus. To pay for their printing accounts, students can visit the kiosk outside the Buchanan Library or the IB commons or directly at Financial Services or the Buchanan Library help desk.

Grenville Print Centre is also located on campus, offering black-and-white or color copying and printing. It also offers special paper, posters, banners, lamination, transparencies, multimedia and graphics.

Registrar's Office PA1130

The Registrar's Office offers help with admissions, registration, scheduling and records. Staff members can help students with confirmation of their enrolment, transcripts, academic standing and graduation eligibility.

Residence KH1000

Lethbridge College can offer students assistance for on-campus living. The college has three different residency options: Cullen Townhouse and 30th Avenue Townhouse, which offer shared accommodations, and Kodiak House, which is comprised of single-person suites.

Security and Lost and Found CE1303

Security is responsible for the protection and general safety of both the people and buildings on campus and parking enforcement. Available 24 hours a day, seven days a week, security provides assistance with lost and found, reporting thefts, room access, first aid or other safety incidents and the safe walk service. Photo identification is required to claim items at lost and found. Items are kept for 60 days after the day received.

Student Experience Office

The Student Experience Office plans activities to support students' academic, social, physical and emotional success. These activities include [New Student Orientation](#) to convocation and often collaboration with other departments. For information about activities taking place, email the Student Experience Office at studentexperience@lethbridgecollege.ca.

Testing Services AN1602

Testing Services administers admission exams for Lethbridge College. It provides supervision and proctoring services for students, groups and individuals from the community. Online learning students can also arrange to write exams in Testing Services. Contact Testing Services to schedule an appointment at least one business day before writing the exam.