MESSAGE FROM THE EXECUTIVE DIRECTOR, COMMUNITY AND STUDENT SERVICES

Welcome to Red River College, proud home of the Rebels. From before you enrol right through to graduation, we provide a range of valuable services and engaging opportunities to help you make the most of your time with us.

This Student Handbook provides a wealth of information about everything from getting your student ID and paying your program fees, to accessing counselling and tutoring supports, to where to find food on our various campuses. Please take the time to review the information contained in the Handbook – it will help to make your experience at the College run smoothly and be even more enjoyable!

Our goal is to provide you with the highest quality education possible, and to help you achieve your educational goals. I hope you find your time at Red River College to be a rich and rewarding experience.

Aileen Najduch
Executive Director, Community and Student Services
GENERAL INFORMATION

PHOTO ID

Photo IDs are available from the Student Service Centres:

- Notre Dame Campus, Building D, Room D101, or
- The Roblin Centre (Exchange District Campus), Room P104

Full-time program students will have the fee for their first ID card included in their Student Services Fees. If your card is lost or stolen, you will have to purchase a replacement card by visiting one of the Student Service Centres. You will need a photo ID to use facilities on campus, including the library, labs or gym.

WEB ACCOUNT, EMAIL AND PORTAL

College web account

As a member of the College community, you received an RRC User Account. Through your account, you will have 24-hour access to all RRC online and network resources including HUB, WebAdvisor and your new Student Email account. For more information on these resources please visit the ITS blog site. To claim your username and password, go to the hub.rrc.ca log on page and click the Retrieve or claim your account link.

Passwords

Your password will expire every 180 days. The following three warnings will be issued to you by email when your password is close to expiring:

- Starting 21 days in advance, you will receive an email with notification of the upcoming expiry.
- A second email will be sent 14 days in advance. Every time you log in to a computer, you will be reminded to change your password.
- A third email will be sent the day before the password expires.

If you ignore the warnings and do not update your password, you will be locked out of your account and will not be able to access College resources.

Student email

Office 365 Student Email is the official method of electronic communications between the College and students, including full-time program and part-time Continuing Education students at all RRC campuses (Winnipeg and regional campuses). Communication can include the following (but not limited to): registration information, payment reminders, class start date information, scheduling changes, etc.

Student email is mandatory for all students as the College is reducing the number of hardcopy (paper) items mailed to students. It is your responsibility to check your student email account on a regular basis for College correspondence.

- To access your student email from your HUB page, in the Launchpad widget under Applications, click the Student Email app, and then enter your College log-in information. You can also access your email by visiting portal.office.com. Refer to blogs.rrc.ca/its/help-resources/log-on-to-student-email/ for additional information.
- Your College email address is your username followed by @academic.rrc.ca (e.g., hsmith@academic.rrc.ca)

HUB

HUB is home to all of RRC’s online apps and your personal information. Some of the tools you can access using HUB include the following:

- Seeing your academic information, such as classes, timetables and grades
- Accessing personal information, such as tax receipts and student email
- Accessing Student Forms that may be needed while you are on program
- Filing a Case Log for technical support
- Renting a locker and changing your parking information
- Signing up for emergency text alerts
- Checking out the latest job openings on JobCentral

Where do I get help?

If you encounter errors, email us at go@rrc.ca or file a Case Log (this is the College’s technical support website).
LOCKERS

Students can rent lockers online or at the following RRC Print Shoppe locations:

**Notre Dame Campus**
Print Shoppe
Building D, Lower Level
Room DM19
Phone: 204.632.2284

**The Roblin Centre (Exchange District Campus)**
Print Shoppe
William Street Building
Room W104
Phone: 204.949.8470

Locks are issued with locker rentals. Gym lockers must be rented in person. Please review all terms and conditions when renting your locker.

CHANGE OF ADDRESS

College correspondence and student records are sent to the address given on your application form. If you have a change of address to report before or after you graduate, you can do so using WebAdvisor.

CAMPUS STORE (BOOKS, LIFESTYLE AND MORE)

RRC Campus Stores at the Notre Dame Campus and The Roblin Centre (Exchange District Campus) provide students with all their course material needs, including required and recommended course materials (both new, used, rental and e-book format), equipment (drafting kits, culinary kits and chef gear, scrubs and safety gear) and school supplies. You can also visit your Campus Store for RRC apparel, affinity/giftware items, diploma frames, grad rings, computer/electronic accessories, and much more. Official RRC Student Booklists will be available at least three weeks in advance of term (two weeks for Regional and Continuing Education students). Most course materials are available for purchase up to four weeks in advance of term start. Please shop early to avoid lineups and to ensure availability. In the event that the Campus Store sells out of an item you require, please see one of our staff, who will take your name and number. We will order and reserve a copy of the material you require and contact you directly when it arrives. We are here to help; don’t hesitate to ask one of our Customer Service Representatives for assistance finding the materials you need, to confirm your purchases against your Official RRC Booklist, for tips on cost saving options or to reserve an out-of-stock item.

RRC Campus Store hours of operation will vary; please check the website for the monthly calendar of hours. Both locations will be open extended hours around term start dates.

**Notre Dame Campus**
Building D, Mall Level
Room DM11 (bottom of the main entrance stairs near the bus loop)
Phone: 204.632.2590

**The Roblin Centre (Exchange District Campus)**
Princess Street Building
Room P109
Phone: 204.949.8462

Online: [rrc.ca/books](http://rrc.ca/books)
LIBRARIES

Red River College has two full-service libraries – one at the Notre Dame Campus and one at The Roblin Centre (Exchange District Campus), on Princess Street.

Each Library location offers a wide range of resources and services to support program assignments and to encourage the general pursuit of knowledge beyond specific class requirements. In addition to books and magazines, there are also newspapers, government publications, videotapes, slides and audio cassettes. The full resources of both Library locations are available to all RRC students. In addition, the Library provides a wide range of e-books, e-journals, full-text journals and other databases, and videos that may be streamed to a personal computer or laptop.

For more information, visit library.rrc.ca.

Notre Dame Campus
The Library is located in the centre of the campus on the mall level of Building C (CM18), across from the Student Association offices and the student store (The Ox).

Exchange District Campus
The John and Bonnie Buhler Library is located within the Buhler Learning Commons in P214 in the Princess Building at The Roblin Centre. The Princess Building is the building on the east side of the Atrium. The Library is on the second floor.

HEALTH SERVICES

Health Services is a nurse-run clinic with services available for staff and students. Note: Due to some circumstances, there will be times when the nurse is not available.

We work in collaboration with Workplace Safety and Health and Claims Management. All services are in compliance with applicable privacy and confidentiality requirements. We do not provide sick notes.

Notre Dame Campus
Building H, Mall Level
Room HM08
Hours: Monday to Friday, 8am–4pm
Phone: 204.632.2238

What to do if injured on site?

For Medical Emergencies: Call 911 if an ambulance is needed. First aiders trained by EHS services are listed and available throughout the facilities. AEDs are placed throughout the facilities by EHS services.

If calling 911, also call Security Services so they can assist ambulance personnel to the correct place.

Security Services will notify Health Services if assistance is needed for medical related emergencies.

Security Phone Numbers:
NDC: 204.632.2323
EDC: 204.948.8305
PGI: 204.631.3381

For more information, visit rrc.ca/health.

THE PRINT SHOPPE

The Print Shoppe offers a wide range of services to students and staff, including professional offset printing (full-colour process, low or high volume laser copying in black and white as well as color), transparencies, bindery services, stationery, and large format printing.

We also have two full-time graphic designers on staff to help you make an impact visually. Run your ideas by them and they will bring your ideas to life.

Fully trained operators using state-of-the-art equipment produce top quality results at affordable prices. We’re open weekdays from 8am to 3:45pm. For additional information, please contact:

Notre Dame Campus
Print Shoppe
Room DM19, Mall Level, Building D
Phone: 204.632.2284

The Roblin Centre (Exchange District Campus)
Print Shoppe
Room W104
Phone: 204.949.8470

WORKPLACE SAFETY

Red River College has an Environmental Health and Safety Services (EHSS) department that offers support to students and staff. Our offices are located in building C507 at the Notre Dame Campus.

EHSS is responsible for ensuring that Red River College is compliant with all federal and provincial regulations. Under the Manitoba Workplace Safety and Health Act, a student is considered a WORKER. RRC is therefore considered your workplace.

We all play a role in keeping the workplace safe. We welcome and need student participation on the Workplace Safety and Health Committees. Speak with your instructor about how you can be an active member on a WSH Committee. It is a great opportunity to learn how a WSH committee functions, learn to do inspections and play a key role in enhancing the safety program at RRC.
Workplace incidents (injuries, illnesses, near miss, property damage) must be reported immediately. Reporting an incident helps to ensure that hazards and other contributing factors are corrected and future incidents prevented. Please go to the EHSS microsite to report an Incident.

If you have a safety concern or recognize a safety concern, you should report the hazard to safety@rrc.ca.

MAPS OF CAMPUS
Maps of all campuses can be found at rrc.ca/campusmaps.

STUDENT LIFE
You will be spending a lot of time at the College, so we want you to be as comfortable as possible. That’s why both of our campuses offer a full range of services.

STUDENT SUCCESS WEBSITE
Being a successful student at RRC requires planning, commitment, and knowledge of the learning techniques that can assist you in your program of studies.
Visit RRC’s Student Success Website at rrc.ca/success for tips and strategies that can help you to do your best at College.

TUTORING VIDEOS
Our Academic Success Centre has developed “Wise Guys” online math videos that review common math functions such as finding common denominators, direct proportion, scientific notion, working with algebraic expressions, and working with a calculator.
See math videos at youtube.com/rrcwiseguys.

ATHLETICS AND RECREATIONAL SERVICES
Well-being is the core of what we do and the foundation on which we build our programs and services. We are committed to helping people recognize the benefits of living well and caring for their mind and body. Our commitment is to bring people closer to their full potential.

WELL-BEING
Recreation Services offers a variety of programming to encourage students, staff and the community to regularly participate in activities that encourage a balanced lifestyle. This includes monthly wellness challenges, lunch and learns, walking programs and a bicycle share program.

North Gym (Notre Dame): Accommodates volleyball, basketball, badminton, floor hockey and a variety of other sport events. Most fitness classes take place in the North Gym. It is also home to our Rebels volleyball, basketball and futsal teams.

Loft (Notre Dame): Provides a variety of free weights, plate machines and cardio machines, as well as many other fitness accessories. (Bosu balls, stability balls, skipping ropes, etc.) Located in the mezzanine level of the North Gym.

South Gym (Notre Dame): Houses an indoor running track and may also be booked for a variety of sport events.

Fitness classes (Notre Dame and Exchange): A variety of 8-10 week sessions in the Fall, Winter and Spring are offered to students and staff. Classes include yoga, pilates, boot camp and dynamic core. Classes are free for students. For a current listing visit rrc.ca/athletics.

Personal training (Notre Dame and Exchange): Personal training sessions are offered in a one-on-one or small group setting.

RECREATION
Intramurals and Intramural Special Events: From October to April a variety of Intramural and Intramural Special Events are offered to students and staff. Sports include: dodgeball, futsal, floor hockey, and basketball. Register as an individual or with a team. Regular drop-in sports include pickle ball, basketball, badminton and ice hockey.

SPORT
RRC Rebels
Red River College students are eligible and encouraged to try out for our men’s and women’s volleyball, basketball, soccer and futsal teams. The teams compete very successfully in the Manitoba Colleges Athletic Conference (MCAC) and the Northern Intercollegiate Athletic Conference (NIAC). Team selection camps for soccer are held at the end of August; volleyball and basketball are held in September of each year; and futsal in January. All students are eligible to compete including Trades and Continuing Education students depending upon the number of credit hours they are enrolled in. Varsity sports provide students with an excellent opportunity to be engaged at school, assist in the transition from high school or the work force, and be physically active, and can contribute to the development of many life skills including leadership, teamwork and communication.
CLUBS

Athletics and Recreation is starting rugby 7’s and cross-country running clubs. These clubs allow students to gather and play at a competitive level beyond drop-in or intramural sports.

For more information visit rrc.ca/athletics or @rrcrebels.

RRC STUDENTS’ ASSOCIATION

Our Students’ Association offers many different activities during the school year, including a barbecue during the first few days of class, keggers, Reading Week ski trips, movie afternoons, Pizza Wednesdays and a host of other social events.

The Students’ Association helps make College life a little more interesting and a lot more exciting!

Red River College Students’ Association Offices:

Notre Dame Campus
Students’ Association
Building C, Mall Level
Room CM20
Phone: 204.632.2375

The Roblin Centre (Exchange District Campus)
Students’ Association
Princess Street Building
Room P110
Phone: 204.949.8475

Visit us online at rrcsa.ca.

FOOD AND BEVERAGE

Campus dining options at RRC are sure to satisfy all appetites, tastes and dietary requirements.

Notre Dame Campus Dining

Voyageur Dining Room

The Voyageur offers a wide variety of meals, including made-to-order breakfasts, daily lunch specials and Grab N Go items. We are pleased to feature De Luca’s fair trade coffee.

Located on the plaza level between Buildings A and B, the Voyageur is open weekdays from 7:30am to 3pm. Full breakfasts are available from 7:30am to 10am; the burger grill, salad bar and stir-fry window specials are available from 11am to 1:30pm; and the soup bar is open from 10am to 2pm.

Buffalo Cafeteria

The Buffalo Cafeteria features hot soups, deli sandwiches, Grab N Go items and short order items (assorted breakfast options, burgers, hot sandwiches, chicken fingers, poutine, and more). We offer De Luca’s fair trade coffee, espresso and cappuccinos.

Located on the mall level of Building C, the Buffalo hours of operation are: Starting Sept. 5, the Buffalo will be open Monday to Friday, from 7:30am to 3pm.
Java Junction/Tim Hortons
In addition to Tim Hortons’ hot and cold beverages, the Java Junction features muffins, bagels, pastries and sandwiches. Adjacent to the Buffalo Cafeteria, Java Junction is open Monday to Thursday, from 7am to 7pm, and Friday, from 7am to 3pm. (Monday to Thursday evening hours to start as of Sept. 11; otherwise, Friday hours apply.)

Otto’s Grill/Tim Hortons
Otto’s serves a variety of meals, including pastries, bagels and short order items. Located at the top of the ramp in Building J, its hours of operation are Monday to Friday, 7am to 2pm. The grill is open from 11am to 1pm.

Exchange District Campus Dining
The Roblin Centre
Tim Hortons
The Roblin Centre Tim Hortons is a full-service restaurant that serves breakfast, lunch, pastries and hot, cold and iced beverages. Hours of operation beginning Monday, Aug. 21, are Monday to Friday, 7am to 3:30pm. As of Tuesday, Sept. 5, hours are Monday to Friday, 7am to 7pm.

Paterson GlobalFoods Institute
Culinary Exchange
Located in the PGI Annex, the Culinary Exchange offers an array of hot and cold options, much of it prepared by Culinary Arts students. Hours of operation (beginning on Monday, Aug. 28) are Monday to Friday, 7:30am to 7pm. Saturday hours (beginning Saturday, Sept. 9) are 9am to 3pm.

Short Order
When classes are in session, Short Order is Monday to Friday, from 7:30am to 11am (breakfast) and 11am to 12:30pm (lunch). This outlet is run by first-year Culinary Arts students.

Global
When classes are in session, Global is open Tuesday to Friday, from 11:30am to 1:30pm. Second-year Culinary Arts students run this outlet, which offers a global-inspired menu that changes weekly.

Food Services
Our Food Services outlet provides hot menu options Monday to Friday, from 4 to 7pm, and Saturday (beginning Sept. 9) from 9am to 3pm.

Grab N Go
Grab N Go items can be purchased any time during our operating hours. There is a wide selection of reheatable entrees, items made by Culinary and Baking students, salads, soups, snacks, beverages and De Luca’s fair trade coffee.

Jane’s
The training centre for RRC’s Culinary and Hospitality students, Jane’s represents urban upscale dining at its finest. When classes are in session, Jane’s is open for lunch and dinner, Tuesday to Friday. For menus, hours of operation or to make a reservation, visit janesrestaurant.ca or call 204.632.2594.
**RETAIL STORES**

- **Notre Dame Campus**
  - The Ox
    - Building C, Mall Level, (across from the library)

- **The Roblin Centre (Exchange District Campus)**
  - The Mercantile
    - William Street Building (in the Atrium)

**STUDENT AND STAFF PARKING**

Students and staff who require parking between 7am and midnight, Monday to Friday, must purchase a monthly permit or purchase an hourly/daily pass at one of the dispensers.

Depending on availability, students and staff have the choice of power or non-power parking. Student parking is sold on a first come, first served basis and is scramble within the designated student lots.

There is a $2 flat fee for evening parking (5pm-midnight). Students may purchase an evening permit for the duration of their program or pay at the ticket dispensers located in the West, South, Northwest, Northeast and East Lots.

For more information, visit Parking Services at [rrc.ca/parking](http://rrc.ca/parking) or contact [parking@rrc.ca](mailto:parking@rrc.ca).

**Bus Passes and peggo**

The reloadable electronic peggo card can be purchased for $5 at The Ox (Notre Dame Campus, Building C, Mall Level) or The Mercantile (Exchange District Campus, William Street building). You can reload your card at any peggo location in Winnipeg.


**HOUSING**

Located inside the Paterson GlobalFoods Institute at 504 Main St., RRC’s student residence is the perfect home away from home.

Our Exchange District Campus residence offers modern, air conditioned one- and two-bedroom furnished suites, with meal plans options for delicious food. The residence also features shared laundry and several common areas that are available for study, entertainment and socializing.

The location can’t be beat – our residence keeps you connected to one of Winnipeg’s most vibrant neighborhoods.

**STUDENT SERVICE CENTRES**

Our Student Service Centres serve as the information centre for all students and visitors to the campus. The Centres offer a variety of services, to both full-time and Continuing Education students, including:

- Academic Advising
- Admissions and Registration
- Awards and Financial Aid
- Campus Tours
- Parking Services (Notre Dame Campus only)
- Photo ID
- Recognition of Prior Learning
- Requests for transcripts, parchments and program/ course descriptions, and outlines
- Tuition and education tax credit certificates (T2202A)
- Tuition and fee payment
- Updating personal information
- Withdrawal from programs/courses
- Other student related transactions

**Notre Dame Campus**

Student Service Centre
2055 Notre Dame Ave., Building D, Room D101
Hours: Monday to Thursday, 8am-5pm
Friday, 9am-4pm
STUDENT SUPPORT SERVICES

We are committed to your academic and personal success. That’s why we provide the following valuable support services to assist you in working through concerns that might impact your success at the College:

- Counselling and accessibility services
- Exam accommodation and assistive technology
- Assessment services
- Deaf and Hard of Hearing Services
- Learning Support and Tutoring services

**The Roblin Centre (Exchange District Campus)**
Student Service Centre
160 Princess St., Room P104
Hours: Monday to Thursday, 8am-4:30pm (June-August, 8am-4pm); Friday, 9am-4pm
Phone: 204.632.2327 or 1.800.903.7707
(Monday to Friday, 8am-3:45pm)
Email: register@rrc.ca

**Notre Dame Campus**
Student Service Centre
2055 Notre Dame Ave., Building D, Room D101
Hours: Monday to Thursday, 8am-4:30pm; Friday, 9am–4pm
Phone: 204.632.2061

**COUNSELLING AND ACCESSIBILITY SERVICES**

Healthy Minds Healthy College Initiative

Because RRC recognizes that good mental health is a key factor in academic and workplace success, we have the Healthy Minds Healthy College initiative. HMHC provides training, education, programs and events related to: building and maintaining good mental health; understanding mental illness; promoting positive coping, resilience and well-being; enhancing supports and resources, and; fostering belonging and social connectedness throughout the College.

HMHC actively seeks student involvement. Be sure to subscribe to the Wellness Blog and watch for posters so you know what’s happening.

Drop-ins are welcome from students who could benefit from supportive conversation and/or referral to helpful services.

**Notre Dame Campus**
Academic Success Centre
Building D, Room D110
Phone: 204.632.2251

**DIVERSITY AND INTERCULTURAL SERVICES**

Diversity and Intercultural Services offers support programs to help immigrant and international students with their integration into the local culture, the Canadian College environment and the Canadian workplace culture.

Diversity and Intercultural Services also provides educational opportunities to all students to support the development of their intercultural competence – necessary in today’s global work environment – and enhancing their understanding and respect for gender and sexual diversity.

**ACADEMIC SUCCESS CENTRE**

The Academic Success Centre provides a variety of free academic supports to students at RRC. Staff can match students with tutors, academic coaches, EAL assistance, study groups or review workshops. Specific services are available for students with disabilities.

**Notre Dame Campus**
Academic Success Centre
Building D, Room D100
Phone: 204.632.2251

**Exchange District Campus**
Academic Success Centre
Princess Street Building, Room P210
Phone: 204.949.8375

For more information, visit Student Services online at rrc.ca/studentservices or go to rrc.ca/studentsupports for a short video of student testimonials on how Student Support Services has made a difference in their studies.
Language Training Centre (LTC)
419-123 Main St.
Phone: 204.945.6151 (ext. 6318)
8am–4pm, Monday to Friday

LGBT* Initiative
Diversity and Intercultural Services also coordinates RRC’s LGBT* Initiative, which provides educational opportunities and resources to build communication, understanding and respect for diversity throughout the College.

Notre Dame Campus
Building D, Room D206
Phone: 204.632.2016
rrc.ca/LGBTInitiative

STUDENT EMPLOYMENT SERVICES
Red River College’s Student Employment Services offers a wide range of employment supports and services to current students, recent graduates and employers.

Student Employment Services offers students and recent graduates assistance with job search strategies, cover letter and resume writing, interview preparation, employment application forms, informational interviews and current labour market information. Student Employment Services provides supports and services in both a personalized manner and through workshops/presentations to students and recent graduates seeking full-time, part-time, seasonal and temporary employment.

Student Employment Services also provides a link between businesses and their future employees found in the College’s student body. Student Employment Services works closely with employers to assist them in meeting their recruitment needs. Services include advertising of job opportunities online, coordinating and hosting Employer on Campus events, resume collection, involvement in career fairs and providing a central information hub to respond to and direct employer inquiries.

Employment opportunities directed at Red River College students and alumni are posted on Red River College’s online job board – jobcentral.rrc.ca.

Connect with Student Employment Services at:
Notre Dame Campus
D102-2055 Notre Dame Ave.
Phone: 204.632.3966

The Roblin Centre (Exchange District Campus)
P206-160 Princess St.
Phone: 204.949.8368
rrc.ca/ses and blogs.rrc.ca/redcarpet

INDIGENOUS STUDENT SUPPORT AND COMMUNITY RELATIONS
The Indigenous Support Centre offers support and services to prospective and current students of First Nation, Metis and Inuit ancestry. The Centre provides students with a safe and comfortable home away from home, including a kitchen, lounge, phone, computer lab and study area. The Indigenous Student Support team is available to assist students in finding their way around campus, and showing them how to access all College supports and services. The team welcomes the opportunity to assist staff and faculty across the College in empowering students to be successful. Current programs and events include:

Elders-in-Residence: Students and staff may book an appointment, drop by for a visit, attend cultural teaching sessions and workshops, or organize in-class sessions with the Elders. Another way we can help support your area assisting with cultural interpretation and strategies for increasing Indigenous student participation rates.

Personal Counselling: We offer confidential help and support in easing the adjustment to College life, financial management, or dealing with personal concerns. We also provide referrals to additional student supports.
EARLY CHILDHOOD CENTRE

The RRC Early Childhood Centre is a licensed child care facility that provides care to 53 children between the ages of 18 months and five years of age year round. We also operate a School Age program for the summer months for children ages 6-12.

Priority for all spaces is given to Red River College students and staff members. The facility is open Monday to Friday (except holidays) from 7am to 5:30pm. Summer hours are 7:30am to 5pm.

The Centre strives to offer exceptional child care and education in an enriched learning environment. Children are actively encouraged to explore, interact and experiment with their environment, both indoors or out, in order to develop social and life skills.

Space is limited. Please register by going to manitoba.ca/onlinechildcareregistry.

Early Childhood Centre
Notre Dame Campus
Building A, Room A101
Phone: 204.632.2244
Contact: ssydorchuk@rrc.ca

rrc.ca/childhoodcentre

PROCEDURES

APPLICATION TO GRADUATE

When you have completed your program graduation requirements, you must submit an Application to Graduate by completing the online form found at rrc.ca/convocation.

RECOGNITION OF PRIOR LEARNING (RPL)

If you are interested in receiving recognition of learning from significant work and life experiences that may be relevant to College courses, you are encouraged to contact an RPL Advisor at 204.632.3094.

For more information about RPL please visit blogs.rrc.ca/advising/rpl
DEFINITION OF A FULL-TIME STUDENT

A student is considered full-time if they are taking 60% or more of the course load for the program they are enrolled in during a term.

FINANCIAL INFORMATION

PAYMENT OF PROGRAM AND STUDENTS’ ASSOCIATION FEES

Program fees (tuition, lab and materials, technology, software, student service fees, recreation fees and endowment fees) and Students’ Association fees are payable on or before the academic term start date. If you register after the academic term start date, your program fees and Students’ Association fees are due and payable at the time that you register.

SPONSORED STUDENTS

Where program or student fees are to be billed to a third party, you must submit a completed Sponsorship Authorization Form.

Ensure you submit the form by the program deposit deadline date. Fees payable by a sponsor are due upon receipt of invoice. Where fees are billed to a third party, we will return any refund directly to the third party.
EMPLOYMENT MANITOBA-ASSISTED STUDENTS

If you are receiving assistance from Employment Manitoba, you are responsible for paying your portion of program and student fees by the payment due date. Employment Manitoba will remit the Employment Manitoba-assisted portion of the program and student fees directly to RRC. If the Employment Manitoba approval form is not received by the College by the program start date, you are responsible for the entire payment due.

FULL-TIME PROGRAM APPLICATION FEES

You must submit a non-refundable application fee with each application. An application fee paid by cheque that is returned NSF (non-sufficient funds) will result in the cancellation of the application. You must pay both the NSF charge and the application fee before the application will be processed. A complete list of fees can be found at rrc.ca/fees.

Applicants with outstanding accounts at the College will not be permitted to apply or register for any College programs.

International applicants: see International Education for details.
FINANCIAL AID

Our on-campus Student Awards and Financial Aid office provides you with a number of support services:

- Information on financial assistance programs available to Manitoba students
- Assistance to students applying for government-sponsored loans
- Liaison with Manitoba Student Aid

The Manitoba Student Aid Branch is your contact when applying for federal and provincial loans, grants and bursaries. Assistance is based on an assessment of financial need and is provided primarily in the form of repayable Canada and Manitoba Student Loans. Non-repayable grants and bursaries are also available.

You should apply well in advance of your program start date. You can obtain information about student financial assistance and apply online at manitobastudentaid.ca.

With the interactive online application, you will receive an estimate of Canada Student Loan and Manitoba Student Loan assistance within minutes of submitting your application. You will receive a letter notifying you of the actual assistance within two weeks.

Manitoba Student Loans and Canada Student Loans are interest-free and payment-free while you are in full-time studies. For Canada Student Loans, interest begins to accumulate once you cease to be a full-time student, and the first payment is due six months after your end of study date. For Manitoba Student Loans, the first payment is due six months after your end of study date, and the loans remain interest-free during this six-month period.

REFUND POLICIES AND PROCEDURES

FULL-TIME PROGRAMS

Applying for Refund/Withdrawal

If you withdraw before the start of classes, you will be refunded all fees with the exception of the application fee and deposit.

If you withdraw after the start of classes, the following applies:

- If you withdraw within the first 7% of the term, you will receive all of the tuition less the deposit.
- If you withdraw between 7% to 25% of the term, you will receive a 50% credit for all fees except the health and dental fees.
Distance Delivery

Partial refunds are available if request is made within 10 days from the start date/day of course.

- Refunds will be processed when the office receives your entire course package in its original condition. Materials must be returned to our office within two business days of the request. Refund amount will be the course fee less the following (where applicable):
  - cost of any portion of course package (including textbooks, materials, videotapes, DVDs, readings, etc.), not returned in its original condition.
  - cost of shipping
  - cost of assignments marked
  - cost of telephone and instructional charges incurred for teleconference and tutorial calls

General Refund Policies

- Refunds are subject to an administration fee.
- Refunds will be issued in the same form as payment; cash refunds and debit card purchases will be paid by cheque.
- All refund requests are now being processed through a centralized system. Approved refunds will be processed within 15 business days. During peak periods (Fall and Winter Term starts), refunds will be processed within four weeks.
- Original receipts must be presented for refund requests of non-tuition items (parking, fitness classes, tests, etc.).

SCHOOL OF CONTINUING EDUCATION

Full-time Students

If you withdraw after the program begins, you will be eligible for a refund based on the applicable RRC refund guide.

Part-time In-class Students

If you formally request to drop your course, seminar or workshop within the following deadlines, a partial refund is available:

Classroom Delivery Courses

- Partial refunds are available for courses (17 hours or more) up to the day before the start of the second class. For workshops (16 hours or less), partial refunds are available eight days prior to the first class.
- Requests to drop your course must be submitted in writing. Click here for a form (online and printable version) or you can submit your request by email to cde@rrc.ca.

SUSPENSION OF A COLLEGE PROGRAM

If you have applied for or have been accepted into a College program that is later suspended, you are eligible for a full refund of any program/student fees paid, including the deposit and application fees.

REGIONAL CAMPUSES

Please contact the staff at the applicable Regional Campus for the refund policy.

OUTSTANDING DEBTS

Refunds of program/student fees may be reduced by other outstanding debts, such as Campus Store charges, parking fees, library fines, etc. If you fail to pay your accounts within the specified deadlines, you may have your registration cancelled. College services including marks, credentials and future registrations will be withheld until all financial obligations to the College have been met in full.

TUITION AND EDUCATION CREDIT CERTIFICATE

For income tax purposes, you can access your T2202A tax receipts at the end of February through your HUB account. Refer to the Access your T2202A tax receipt on HUB webpage for instructions.
POLICIES AND PROCEDURES

The following are summaries of frequently consulted academic and student policies. These policies and procedures apply to all students registered at Red River College.

Where there is a discrepancy between the following policy descriptions and the actual wording of the policy, the actual wording of the policy shall prevail.

Read the full policies at rrc.ca/policies.

Policy A1 - Application and Admission to College Programs
This policy outlines the application and admissions process.

Policy A5 - Course Outlines
This policy explains that Standardized Course Outlines will be prepared for every course offered at the College, and that the Course Outline is an official document that ensures you receive accurate and up-to-date information regarding course content, course requirements and course expectations.

Policies A14, A15 and A16 - Recognition of Prior Learning (RPL)
These policies outline the process for receiving academic credit for prior formal study and non-formal learning.

Policy A14 - Recognition of Prior Learning Policies and Procedures provides the standard for RPL implementation across the College.

Policy A15 - Transfers Between RRC Programs describes the transfer of grades and/or credits between programs.

Policy A16 - Transfer of Credits to RRC Programs from Other Post-Secondary Institutions describes transfer of credit from external institutions.

For more information about the Recognition of Prior Learning process, contact an RPL Advisor or your academic Program Chair. You can make an appointment to meet with an RPL Advisor at 204.632.2327.

Policy A20 - Requirements for Graduation
This policy outlines the time limitations and residency requirements for completing Red River College programs.

To be eligible to receive a Red River College diploma or certificate, 25% of your credits must be in your program major and obtained at Red River College.

Policy A21 - Confidentiality of Student Academic Records
This policy explains that, as a student, your student records are kept secure and private.
Policy A22 – Academic Standards

This policy addresses a number of academic matters related to the College Grading Scale, student evaluation, GPA calculations, Dean’s Honour Roll, Honours Graduate, supplemental examinations, withdrawals, re-admission and transcript notations.

Policy A28 – Academic Accommodation

Red River College will provide reasonable academic accommodation to meet the needs of persons with documented disabilities.

Policy E2 – Emergency Response

This policy outlines the emergency response procedures related to facility emergencies, threats or severe weather conditions.

Policy G4 – Recordings

This policy outlines the established guidelines where there is a requirement to gain the consent of an individual before they may be recorded.

Policy H1 – Discrimination and Harassment

Red River College will not tolerate harassment or discrimination in any form, whether it occurs on College property or in relation to College activities.

Policy IT1 – Acceptable Use of Information Technology Resources

Read this policy to understand what constitutes acceptable and unacceptable uses of College information technology resources, including equipment and network.

You should note that a normal expectation of privacy cannot be guaranteed to a user of College information technology resources. Violations of this policy may result in disciplinary actions.

Policy E5 – Smoking

- Red River College is a smoke-free environment. Smoking is not allowed anywhere inside College buildings.
- Smoking is allowed in designated smoking zones in outdoor areas.
- Violations of this policy may result in disciplinary actions.
SAFETY AND SECURITY INFORMATION FOR STAFF AND STUDENTS

Red River College is committed to providing a safe environment for students, staff and visitors in which to work and learn.

All Staff and Students must be made aware of the College's Safety Procedures. Deans and Chairs should ensure that all instructional staff communicate the following information to all new intakes of students.

Fire Alarms

- If you hear an alarm you must immediately exit the building.
- Close doors on the way out and move well away from the building.
- Go to the nearest Muster Point where available.
- Do not use elevators.
- Do not visit lockers or delay your departure from the building.
- Do not enter any building for any purpose when an alarm is sounding.
- Do not re-enter until authorized by the Fire Department or Security.

In case of inclement weather (cold or rain), once outside, evacuees will be directed to a safe location. In locations with Muster Points, follow the signs to the nearest location.

Persons with mobility restrictions who are not able to evacuate the building on their own should be assisted to a safe location, usually a stairwell landing inside the fire doors. Someone should wait with that person while another reports their position to security or Fire personnel.

Security

Security Services offices are located at the Notre Dame Campus, The Roblin Centre and at PGI, and are staffed 24 hours a day, seven days a week.

Security contact numbers

<table>
<thead>
<tr>
<th>Location</th>
<th>Phone Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>Notre Dame Campus</td>
<td>204.632.2323</td>
</tr>
<tr>
<td>The Roblin Centre</td>
<td>204.949.8305</td>
</tr>
<tr>
<td>PGI</td>
<td>204.631.3381</td>
</tr>
</tbody>
</table>

Policy S1 – Student Code of Rights and Responsibilities

The Student Code of Rights and Responsibilities outlines the behaviours, attitudes and conduct expected of all students registered at Red River College, and your individual rights. Violations of this policy may result in disciplinary action.

Policy S2 – Student Discipline

This policy outlines the steps of progressive discipline for all forms of non-academic misconduct including reprimand, behavioural contract, suspension and expulsion.

Policy S3 – Student Appeals

This policy outlines the process to appeal all decisions made that have an effect on your academic career. This includes:

- Decisions regarding academic evaluations
- Decisions regarding discipline
- Decisions regarding any other matter that affects your academic career

It includes the steps and timelines for informal resolution, formal appeal and Appeal Committee hearings.

If you are seeking to appeal a decision on the basis of this policy, you may obtain additional information through the Student Service Centre. You may receive advocacy support through the Students’ Association.

Policy S4 – Academic Integrity

The College expects that you will conduct your academic work with honesty and integrity.

This policy defines the forms of and penalties for academic misconduct, such as:

- Plagiarism
- Cheating
- False or misleading representation
- Accommodation under false pretenses
- Collusion
- Unauthorized collaboration
- Sabotage

Policy S5 – At-Risk Students

From time to time, the College may become aware of current, former or prospective students who have demonstrated behaviours or unique circumstances that may reasonably cause a concern for the safety of themselves or others. The College will take proactive measures to address any issues arising with respect to At-Risk Students.
You can also contact Security directly by using any of the Safewalk phones throughout the above campuses.

Our Security offices also serve as the campus Lost and Found. If you find something, or have lost something, please contact Security. Unclaimed items are held for 60 days.

**Safewalk**

To enhance and maintain personal safety, RRC offers a Safewalk program at the Notre Dame campus, The Roblin Centre and PGI. Using Safewalk, you can request an escort between any two points on or near each campus, including bus stops and parking lots. Safewalk escorts are available seven days a week, 24 hours a day. We encourage you to use this service, especially when leaving either campus late in the evening.

**Threats / Inappropriate Behaviour**

Red River College has zero tolerance for violent or threatening behavior. Any such incidents MUST be reported immediately to RRC Security at 204.632.2323. Disciplinary action may range from reprimand to expulsion. Student disciplinary issues may be referred to the Behavioural Intervention Team. Staff issues are referred to Human Resources for investigation and resolution.

For more information see RRC's Worrisome Behaviour Protocol at rrc.ca/worrisomebehaviour.

**Suspicious Activity**

If you notice suspicious activity, contact RRC Security immediately.

**Severe Threat to Safety**

We are currently in review and will be updating the philosophy, procedures and best practice on how to best deal with a severe threat to safety, such as an active shooter or other violent events.

In review is a program called A.L.I.C.E. (Alert, Lockdown, Inform, Counter, Evacuate.) A.L.I.C.E. focuses on critical thinking and doing what is best to keep yourself and those around you safe. (Run, Hide, Fight.)

As our new procedures roll out, RRC will provide communication from several different venues so that students and staff are well informed. Please check the Safety and Security microsite for updates as well as the Mobile Safety App.

**Download the RRC Mobile Safety App**

The free Mobile Safety App works on all smartphones regardless of carrier. The app provides direct contact with RRC Security by phone or email, as well as links to a variety of student and community resources both on and off campus. In addition to a regular message feed on status at the College, the app will provide emergency messages to students through Push Notifications, alerting of any danger or even campus closures or cancellations. The app is available through your phone's app store.

**Sign up for Text Alerts**

RRC has an SMS Text Alerting system in place which will send time-stamped text messages to registered users in case of a lockdown, emergency situation or a Campus closure. Students can register on the RRC website or Portal. Presently this service is only open to MTS subscribers.

**Smoking Policy**

Smoking is prohibited on all Red River College grounds, with the exception of designated areas at the Notre Dame Campus.

Smoking while walking across campus, or while on route to a designated smoking area is a violation of College Policy and may lead to suspension or expulsion from RRC.

E-cigarettes are NOT allowed on College property except in designated smoking areas.

**Medical Emergencies**

Call 911 if an ambulance is needed. First aiders trained by EHS services are listed and available throughout the facilities. AEDs are placed throughout the facilities by EHS services.

If calling 911, also call Security Services so they can assist ambulance personnel to the correct place.

Security Services will notify Health Services if assistance is needed for medical related emergencies.

**More information**

For more information on these or other topics please visit rrc.ca/safety.
For more information, contact a Red River College Student Service Centre.

Notre Dame Campus
2055 Notre Dame Ave, Building D, Room D101
Hours: Monday to Thursday, 8am-5pm
Friday, 9am-4pm

Exchange District Campus
160 Princess Street, The Roblin Centre, Room P104
Hours: Monday to Thursday, 8am-4:30pm
(June - August, 8am-4pm), Friday, 9am-4pm

Phone: 204.632.2327 or 1.800.903.7707
(Monday to Friday, 8am-3:45pm)
Email: register@rrc.ca
Facebook: facebook.com/redrivercollege
Twitter: twitter.com/rrc

rrc.ca/studentservices