



**Student Wellness  
& Accessibility**



St. Lawrence  
College

# **Accessibility Services: STUDENT REFERENCE GUIDE**

## **2019/2020 Academic Year**

It is recommended that all students who are registered with Accessibility Services read this handbook.

Please contact your campus Student Wellness & Accessibility office if you have any questions about the information contained in this guide.

St. Lawrence College is committed to making our resources usable by all people, whatever their abilities or disabilities. This information will be made available in alternative format upon request.



## Table of Contents

Student Wellness & Accessibility Offices .....	1
Booking Appointments: Frequently Asked Questions.....	1
Academic Accommodations Explained.....	2
Reduced Course Load .....	3
Learning Strategies Services .....	3
Adaptive Technology Services .....	4
Test Centres .....	4
Kingston .....	5
Brockville.....	6
Cornwall .....	6
Alternative Format Textbooks.....	7
What You Need.....	7
Accommodations: Frequently Asked Questions .....	9
Student Rights and Responsibilities.....	12
Statement of Confidentiality .....	13
Confidentiality and Protection of Information .....	13
Sharing and Exchange of Personal, Health or Disability-Related Information.....	14
Disclosure.....	14
Additional Support Services at SLC.....	15
Counselling Services .....	15
Academic Support Centre.....	15
Student Success Facilitators .....	16
Peer Tutoring .....	16
Appeals .....	17
Behavioural Intervention Team (BIT) .....	17
OSAP (Ontario Student Assistance Program) .....	17
Other Helpful Resources.....	19



## Student Wellness & Accessibility Offices

### **Brockville Campus**

2288 Parkedale Avenue  
Brockville, ON K6V 5X3  
**Room 100**

Phone: 613-345-0660  
**ext. 3154 or ext. 3111**

Fax: 613-345-7871

### **Cornwall Campus**

2 St. Lawrence Drive  
Cornwall, ON K6H 4Z1  
**Room M1461**

Phone: 613-933-6080  
**ext. 2709**

### **Kingston Campus**

100 Portsmouth Avenue  
Kingston, ON K7L 5A6  
**Room 01230**

Phone: 613-544-5400  
**ext. 5504**

Fax: 613-548-7793

**Office Hours:** Monday – Friday, 8:00 AM to 4:00 PM

**Email:** [accessibility@sl.on.ca](mailto:accessibility@sl.on.ca)

## Booking Appointments: Frequently Asked Questions

### **Q: Who is my Counsellor/Accessibility Advisor?**

**A:** Your Advisor is the person you will meet with to discuss your disability-related needs, accommodations, and other related issues. When you contact Accessibility Services for the first time, an appointment will be set up for you to meet your advisor.

### **Q: How do I book an appointment with my Advisor?**

**A:** Please contact the front desk at your campus Student Wellness & Accessibility office or email [accessibility@sl.on.ca](mailto:accessibility@sl.on.ca) to book appointments with your Advisor.

### **Q: Can I book regular appointments?**

**A:** Your Advisor will speak to you about your individual needs and will make recommendations regarding frequency of appointments.

[BACK TO TABLE OF CONTENTS](#)

**Q: What if I need to cancel an appointment?**

**A:** Please contact your campus Student Wellness & Accessibility office to cancel your appointment. If possible, we ask that you give 24 to 48 hours' notice when cancelling appointments as this allows another student the opportunity to book an appointment.

Please note that missing appointments may result in a delay in service and/or a delay in the implementation of your accommodations. We cannot provide supports if you do not engage in discussions with your Advisor about your needs.

**Q: What if I am late for an appointment?**

**A:** Please contact your campus Student Wellness & Accessibility office immediately. Your appointment may be rescheduled to ensure that there will be sufficient time to adequately address all of your questions and/or concerns. You may be required to reschedule your appointment if you are more than 10 minutes late.

## Academic Accommodations Explained

Students with temporary or permanent disabilities or functional limitations (as defined in Section 10 (1) of the Ontario Human Rights Code, 1990) can access individually-designed supports, personal counselling and accommodations to meet their academic and placement needs. The goal of Student Wellness & Accessibility is to address the attitudinal, informational, communication, technological, organizational, and physical barriers that can hinder the success of students with disabilities as they strive to achieve their educational, personal and career goals.

Academic Accommodations provide support to all students with disabilities, both temporary and permanent, with valid documentation. An **accommodation** is a change in the typical way a student is expected to learn, complete assignments or take part in class. Accommodations include things like alternative reading formats or physical changes to the classroom.

St. Lawrence College will accommodate students with temporary or permanent disabilities. Accommodations are based on the functional limitations associated with a student's disability that interfere with their academic functioning, keeping in mind specific program requirements. Students who receive accommodations must still meet the essential course and program requirements in order to be successful. This means two people with the same diagnosis might have different accommodations because of the unique aspects of their circumstances and the courses they are taking. Accommodations provided to our students with disabilities equalize the learning environment. They do not guarantee success and do not provide an advantage - they simply "level the playing field".

### Examples of Common Accommodations:

- Extra time for tests/exams
- Recorded lecture
- Note-taking services
- Access to computer in class

Other accommodations are explained below in further detail.

## Reduced Course Load

Students with a **permanent disability** who are registered with Student Wellness & Accessibility have the option of taking a reduced course load. A reduced course load means that students take a smaller number of courses each semester, and then add semesters on to the end of their program. For example, if a student is in a one-year program and decides to take a 50% course load, the program becomes two years. There is a tuition subsidy (discount) for the additional semesters, for eligible students. Students on a reduced course load maintain full-time student status as long as the course load remains between 40% and 100% of a full course load. Full time student status means that students remain full time for OSAP purposes and retain other full time student benefits such as the bus pass, health plan, and so on. To discuss this option, come to Student Wellness & Accessibility. If it is determined that a reduced course load will best support your academic success, you will need to complete some forms at Student Wellness & Accessibility before it becomes official and before you withdraw from any courses.

## Learning Strategies Services

Learning Strategies (LS) are active plans or approaches that help you to learn more effectively and efficiently.

Our Learning Specialists assist students with the development of skills and motivation necessary for academic success. Learning Strategy appointments use a **one-on-one approach** with a focus on the **individual needs of each student**. Learning Specialists and students work collaboratively to create a plan to work on skills such as time management, organization, note-taking strategies, effective textbook-reading methods, study practices, and more.

## Adaptive Technology Services

**Adaptive or Assistive Technology (AT)** is a generic term that includes any piece of equipment or software that is used to increase efficiency, maintain function, or improve the capability of individuals with disabilities. AT is used to achieve greater independence while compensating for any functional deficits. The Adaptive Technologists work closely with the Counsellors/Accessibility Advisors in supporting students with disabilities.

After a referral, students may see an Adaptive Technologist for:

- an AT assessment and/or review of existing AT
- assistance with the ordering / purchasing process
- on-going training and troubleshooting needs

## Test Centres

The Test Centre provides a quiet, comfortable, professional and secure testing environment for students with disabilities when those needs cannot be met in the classroom. The Test Centre can accommodate pen-and-paper tests as well as electronic, online tests. If you are registered with Student Wellness & Accessibility and have a current Accommodation Letter that includes use of the Test Centre as an accommodation, you can do your tests/exams in the Test Centre.

### ***Procedures to Note***

- You must show your student ID card or photo ID to the supervising proctor.
- If you use extra time and your test conflicts with another class or test, you are encouraged to discuss alternate arrangements, in advance, with your professor.
- Ensure you allow enough time to write your tests, considering the Test Centre hours.
- It is your responsibility to monitor your time throughout your tests.
- Unless you indicate otherwise to your instructor, your “default” for tests is a Test Centre.
  - If you choose to write in the classroom instead of a Test Centre, you are required to notify your professor at least 2 business days prior to the scheduled test. Similarly, if you have notified your instructor that your default for tests is the classroom, and you want to write a test in a Test Centre, you are required to notify your instructor at least 2 business days prior to the scheduled test.



- If you do not notify them of changes in time, you will need to write in the default location.
- Make note of your default test location for each course. Professors are not expected to have extra copies of tests in the classroom and are not expected to put tests in the Test Centre if they are not given enough notice.

## Kingston

### **Test Centre – Kingston**

- If you have “Test Centre – Kingston” on your Accommodation Letter, it gives you access to the 2nd floor Test Centre in Rm 22120.
- You do not book to do your tests in this Test Centre unless you need a computer.
- There are computers in this Test Centre, for tests using Microsoft office programs or for Blackboard tests (no assistive software available). Contact the Test Centre (see below) at least 3 business days prior to test to book.

**Kingston Test Centre Location**  
Room 22120

**Contact Information**  
613-544-5400 x 1236, or [testcentreakingston@sl.on.ca](mailto:testcentreakingston@sl.on.ca)

### **Accessible Test Centre (ATC)**

- If you have “Accessible Test Centre” accommodations on your Accommodation Letter, it gives you access to Room 00485. The ATC provides access to accommodations not available in the 2nd floor Test Centre, such as assistive software.
- If you have been referred to the ATC by Student Wellness & Accessibility, you must register for this Test Centre by attending a Learning Coach Coordinator intake appointment (made at the front desk of Student Wellness & Accessibility).
- You must also book your tests online at least 3 business days prior to each test.

[BACK TO TABLE OF CONTENTS](#)

**Please note:** If you miss this deadline, you can still write in the 2nd floor Test Centre (Rm 22120), no booking required. However, you would only have access to an extra time accommodation (if this is applicable to you), and you would not have access to any other accommodations.

**Accessible Test Centre (ATC) Location**  
Room 00480

**Contact Information**  
613-544-5400 x 1194, or [ATCKingston@sl.on.ca](mailto:ATCKingston@sl.on.ca)

## Brockville

Students in need of specific accommodations and accessibility for tests/exams should contact Tammy Hall, our Test Centre Clerk for the Brockville campus.

**Brockville Test Centre Location**  
Room 212

**Contact Information**  
613-345-0660, ext 3129, or [testcentrebrockville@sl.on.ca](mailto:testcentrebrockville@sl.on.ca)

Students may also wish to contact their on-campus Student Success Facilitator, as well as Student Wellness & Accessibility, for additional resources.

## Cornwall

Students in need of specific accommodations and accessibility for tests/exams should contact Lynn Charron, our Test Centre Clerk for the Cornwall campus.

**Cornwall Test Centre Location**  
Room M1420

**Contact Information**  
613-933-6080 x 2202, or [testcentrecornwall@sl.on.ca](mailto:testcentrecornwall@sl.on.ca)

Students may also wish to contact their on-campus Student Success Facilitator, as well as Student Wellness & Accessibility, for additional resources.

## Alternative Format Textbooks

Students who are registered with Student Wellness & Accessibility may be eligible for alternative format textbooks based on their disability.

A request for textbooks in alternative format must be submitted. This can be done online at <https://stlawrencecollege.ca/forms/alternative-format-textbook/>. Paper submissions are also accepted at the Accessible Technology Computer Lab (ATCL) on Kingston Campus, Room 00490.

### What You Need

#### 1. A copy of your SLC Booklist

This document can be found by logging into the student portal at [slc.me](http://slc.me). On your Homepage you will find a link near the top of the page titled: "PLEASE USE THIS LINK TO VIEW BOOKLISTS." Search the booklists by campus and semester.

- For online submissions, save a copy to your computer/device. This can be uploaded with the online form.
- For paper submissions, print a copy to submit.

#### 2. A copy of proof that you have purchased the textbooks that you require in alternative format

Your book receipt(s) is preferred.

- For online submissions, a scan or clear photo of your receipt, or forwarded email receipt are acceptable. This can be uploaded with the online form.\*
- For paper submissions, a photocopy of your receipt will be made.

If you do **NOT** have your book receipt, bring your book(s) to the campus contact below. You will receive a stamp and signature in your book.

- For online submissions, take a clear photo of this stamped page and the cover of the book. This can be uploaded with the online form.\*
- For paper submissions, the stamped page and the cover the book will be photocopied.

#### 3. Completed Alternative Textbook Request Form

- For online submissions, this form can be completed at <https://stlawrencecollege.ca/forms/alternative-format-textbook/>. The above 2 items can be uploaded with this form before submitting.
- For paper submissions, application forms can be picked up at the Accessible Technology Computer Lab (ATCL) on Kingston Campus, Room 00490. Hard copies of the 2 above

[BACK TO TABLE OF CONTENTS](#)

items should accompany the completed form.

\* Due to a limit on the size and number of uploads to the online form, you may receive an error message when submitting photos. If you do, remove your uploaded photos and submit the form without them. Then, send your photos to [altmedia@sl.on.ca](mailto:altmedia@sl.on.ca) using your student email, and we will make sure that the application form and supporting information are linked.

If you need assistance, please visit your campus location below, or contact the Altmedia Technician at [altmedia@sl.on.ca](mailto:altmedia@sl.on.ca).

***Brockville Campus***

**Student Wellness & Accessibility Office**

2288 Parkedale Ave. Brockville ON K6V 5X3

Room 100

Phone: 613-345-0660, ext. 3154 or ext. 3111

***Cornwall Campus***

**Student Wellness & Accessibility Office**

2 St. Lawrence Drive, Cornwall ON K6H 4Z1

Room M1461

Phone: 613-933-6080, ext. 2709

***Kingston Campus***

**Assistive Technology Computer Lab**

100 Portsmouth Ave., Kingston ON K7L 5A6

Room 00490

Phone: 613-544-5400, ext. 1636

## Accommodations: Frequently Asked Questions

**Q:** I have an accommodation to write my tests in the Test Centre. What if I want to write my test in the classroom instead?

**A:** You can change the location for quizzes/tests/exams (Test Centre to classroom or classroom to Test Centre) as long as you notify your professor by email at least 2 business days before the scheduled date. Professors are not obligated to have extra copies of tests in the classroom and therefore if you show up to write your test in the classroom, you will likely be told you need to go to the Test Centre to write the test.

**Q:** I have accommodations in place, but I find I'm struggling academically. What can I do?

**A:** Make an appointment at the Student Wellness & Accessibility front desk to review supports available. The earlier you get in touch with Student Wellness & Accessibility, the better it will feel to get things on track.

**Q:** Am I required to use the services and accommodations available to me?

**A:** No. Your accommodations are designed to meet your disability related needs, but those needs may vary depending upon the format of your course. As such, you may find that there are times when you choose not to use the available supports. In these cases, we strongly encourage you to speak to your Advisor about your decision.

**Q:** I want to get a tutor, how do I do that?

**A:** Contact your Student Success Facilitator (SSF) to apply for tutoring. If you do not know who your SSF is for your program, ask any of your professors or at the Student Wellness & Accessibility front desk.

**Q:** One of my friends has an accommodation that I want. How do I get it added to my Accommodation Letter?

**A:** The accommodation process is an individualized process, based on the student's needs and the disability documentation provided by the student. This means that students are eligible for only the accommodations that are appropriate to their individual needs, and Accommodation Letters will be different for different students. If you would like to review your accommodations, please

[BACK TO TABLE OF CONTENTS](#)

book an appointment at Student Wellness & Accessibility. Sometimes students decline an accommodation but later realize it would be helpful for them. We can change an Accommodation Letter at any time in the semester, provided any accommodation changes support the identified functional need or limitation. If you have new or additional disability documentation you would like Student Wellness & Accessibility to consider, please provide it to Student Wellness & Accessibility at the time of booking the appointment.

**Q:** I'm in my first year of a 2-year program. Will my Accommodation Letter be sent to my professors next year?

**A:** Check the expiry date at the top left of your Accommodation Letter. Upon expiry of your Accommodation Letter, you will need to renew your Accommodation Letter, either at the Student Wellness & Accessibility front desk, or online at:

<https://www.stlawrencecollege.ca/forms/accommodation-letter-renewal-form/>

**Q:** I provided Student Wellness & Accessibility with disability documentation to get accommodations. Do I need to provide that documentation every year?

**A:** If your disability documentation is out-of-date or is only valid for a certain period of time, you will see “interim” or “temporary” at the top-left of your Accommodation Letter; this means that you need to provide updated disability documentation to Student Wellness & Accessibility to be able to renew your Accommodation Letter. If your Accommodation Letter indicates that it is “permanent”, you do not have to provide disability documentation again, unless you are requesting additional accommodations. If you are requesting additional accommodations, you might (or might not) need to provide additional disability documentation; check with Student Wellness & Accessibility.

**Q:** Do I have to disclose my disability to my instructors?

**A:** No, the choice to disclose is entirely yours. Your professor will be aware that you need accommodations when they receive a copy of your Accommodation Letter. However, this letter contains no information about your disability. In some circumstances, however, disclosing the nature of your disability could be very helpful to you or your professor for the purposes of arranging your accommodations. You are encouraged to speak with Student Wellness & Accessibility at any time if you have questions or concerns about disclosing your disability to anyone outside of the Student Wellness & Accessibility office.

**Q: What should I do if my professor is not implementing my accommodations as I thought they would?**

**A:** Your Accommodation Letter represents the SLC Student Wellness & Accessibility formal approval of your academic accommodation plan. Instructors are expected to honour this letter, but sometimes misunderstandings can occur. You are encouraged to communicate your concerns to your professor and/or contact Student Wellness & Accessibility to help you resolve the issue.

**Q: Will taking a reduced course load affect my eligibility for disability grants/bursaries of Ontario Student Assistance Program (OSAP)?**

**A:** Most scholarships require confirmation that you are registered in a full-time program at college or university. If you are taking a reduced course load as an accommodation of your disability, it can be considered the equivalent of a full course load carried by a student without a disability. OSAP requires a minimum course load of 40%.

**Q: What if I become ill or the symptoms of my disability become so severe that I need to withdraw from my program and come back at a later time?**

**A:** If you're not sure whether to withdraw or not, we encourage you to come to Student Wellness & Accessibility to discuss your situation. If you decide to withdraw, you need to complete a Program Status Change Form at your School Office (e.g., School of Community Services, School of Skilled Trades). After that, you have the option to submit a Medical Withdrawal Form to the Registrar's Office to request a) a pro-rated refund of your tuition fees, and/or b) replacing any F (Fail) grades with W (Withdrawal) grades on your transcript, so that your withdrawal does not adversely affect your GPA. You can get the Medical Withdrawal Form at Student Services or at Student Wellness & Accessibility. The form needs to be signed by your physician, supporting the withdrawal on a medical basis. If you need help with this process, come to Student Wellness & Accessibility and we can assist you.

**Q: What if I have a medical emergency and I miss a due date or a test?**

**A:** Contact Student Wellness & Accessibility to discuss your situation as soon as possible. When appropriate, we can make alternate arrangements with your professors. In these cases, we will need medical documentation about the period of time you were absent due to a medical condition.

[BACK TO TABLE OF CONTENTS](#)

## Student Rights and Responsibilities

### Students with Disabilities at St. Lawrence College have a *right* to:

- equal access and equal opportunity to participate in the academic experience
- be treated with dignity and respect regarding their disability, accommodation and/or access needs
- appropriate, individualized accommodation
- protection and security of their personal, health, disability and other confidential information
- timely service provision
- prompt, equitable investigation and resolution of concerns

### Students with Disabilities have a *responsibility* to:

- provide Student Wellness & Accessibility with appropriate information and documentation from a regulated health professional relating to your needs.
- participate in discussions regarding possible accommodation solutions, based on needs.
- inform Student Wellness & Accessibility as soon as possible if your needs change or if difficulties arise so that other options or arrangements can be explored.
- continually monitor your progress and self-advocate as needed.
- inform Student Wellness & Accessibility of any changes in faculty and/or courses (including relevant on-line or Ontario Learn courses) to support updated Accommodation Letter distribution.
- complete any necessary steps identified and discussed with Student Wellness & Accessibility to initiate your accommodations.
- renew your Accommodation Letter with Student Wellness & Accessibility each semester/year as appropriate. The expiry date is indicated on your Accommodation Letter. Submit renewal requests online through [www.stlawrencecollege.ca/caas](http://www.stlawrencecollege.ca/caas) “Returning Students” page.
- notify Student Wellness & Accessibility if you would like to discuss the option of a reduced course load. Students with confirmed disabilities are permitted to take as low as 40% of a full course load, upon completion of required documentation with your Accessibility Advisor or Counsellor.
- notify Student Wellness & Accessibility if you require placement accommodations. To support smooth implementation of placement accommodations, notify Student Wellness & Accessibility no later than the semester prior to placement.
- submit an “Alternative Format Request Form” through [www.stlawrencecollege.ca/caas](http://www.stlawrencecollege.ca/caas) “Returning Students” page or “Academic Accommodations” link if you require educational materials in an **alternative format**.



## Statement of Confidentiality

Student Wellness & Accessibility collects and stores personal and health information as is reasonably required to provide disability-related services and is allowed under the authority of the *Personal Health Information Protection Act, 2004*.

Information pertaining to a student's disability, and/or functional limitations arising from a disability, specifically as it relates to accommodations in the academic context is collected. Information pertaining a student's participation in academic studies at St. Lawrence College including name, birth particulars, contact information, emergency contacts and academic status is also collected.

Student Wellness & Accessibility collects this information for the following purposes:

1. To determine a student's eligibility for accessibility services
2. To design and approve appropriate individualized accommodation plans
3. To determine eligibility for funding supports (e.g., *Bursary for Students with Disabilities, Ontario Student Assistance Program – Ontario Student Assistance Program (OSAP)*)
4. To facilitate referrals to on or off-campus supports

### Confidentiality and Protection of Information

The College is committed to maintaining confidentiality when providing academic accommodations and related support services to students with disabilities. All information provided by students including written documentation related to their disability and information disclosed by students to Student Wellness & Accessibility staff personnel in appointments, emails or phone calls is held in strictest confidence. Discussion or clarification of your accommodations with other staff or faculty may need to be done by Student Wellness & Accessibility for the sole purpose of implementing your accommodations efficiently and effectively.

Student paper records are maintained in locked file cabinets in the Student Wellness & Accessibility office and are accessed only by Student Wellness & Accessibility employees. Student Wellness & Accessibility also stores student electronic records on an encrypted, secured server that is maintained by Information Technology Services. Only Student Wellness & Accessibility staff is authorized access to these student electronic records.

Student Wellness & Accessibility maintains records for 10 years after the last contact with the service before being destroyed. This enables students to access their file with Student Wellness & Accessibility for various purposes for a period after leaving St. Lawrence College, such as applying for admission to other academic institutions or accommodation on professional qualifying exams.

[BACK TO TABLE OF CONTENTS](#)

## Sharing and Exchange of Personal, Health or Disability-Related Information

### ***Outside of Student Wellness & Accessibility***

No information about a student's disability and/or their registration with Student Wellness & Accessibility is shared with others at St. Lawrence College, without the student's explicit consent, including with professors, teaching assistants, staff in academic departments, Student Awards, Registrar's Office, Residences or other units.

Students are not required to share *any* information about their disability or health condition with anyone outside of Student Wellness & Accessibility.

Information about a student's disability/health condition, their registration with Student Wellness & Accessibility and/or their receipt of academic accommodations does not appear on any official file with the College, including transcripts or degree documents.

## Disclosure

There are some exceptions where Student Wellness & Accessibility may be required by law or statute to share information about students registered with its services. These exceptions include:

- If there is a known risk of serious harm to the student or another person
- In the case of apparent, reported, suspected or potential child abuse or neglect
- In response to a court order or summons for records or testimony
- If a student reports sexual abuse by a Regulated Health Care Professional
- For the purpose of contacting a relative, friend or potential substitute decision-maker if the student is injured, incapacitated, or ill and unable to give consent personally
- If the student is known to be involved in a fraud investigation
- For the purpose of a proceeding or a contemplated proceeding in which Student Wellness & Accessibility is expected to be a party or a witness if the information relates to or is a matter at issue in the proceeding

Consent forms to grant any sharing of their personal, health or disability-related information are available from Student Wellness & Accessibility staff as needed.

## Additional Support Services at SLC

Outside of academic accommodations, there are many services offered to support learning.

### Counselling Services

Counselling Services are a part of Student Services, and are designed to provide support to students during their time at St. Lawrence College. Meeting with a friendly and professional counsellor with whatever may be challenging or troubling, can make a difference. Our counsellors provide a wide range of strategies and supports to assist you in doing your best during your time at St. Lawrence College.

#### ***Who should seek counselling?***

Any student of St. Lawrence College is welcome to seek service. We understand that being in college can be an exciting time, but that it can also be accompanied with stressful times.

Some common areas of concern addressed in counselling are:

- transition to college life,
- adjustment to disability or health related concerns,
- anxiety or mood issues,
- stress management,
- conflict with family and friends,
- grief/loss,
- relationship problems,
- self-esteem,
- sexuality,
- substance use,
- and much more.

### Academic Support Centre

(Formerly the Math & Writing Centre)

Are you looking to improve/enhance your writing, math, or science skills? The Academic Support Centre is here to help. They offer a safe, friendly, and collaborative learning environment for you to develop your abilities and strengthen your confidence. Their team is happy to assist you with a variety of different topics and can offer free one-on-one or group tutoring sessions. They welcome students from all programs. To find handouts and reference materials or to inquire about our services, please visit [slc.me](http://slc.me), or visit the Academic Support Centre located in or near the library on your campus.

[BACK TO TABLE OF CONTENTS](#)

## Student Success Facilitators

Worried about how to study effectively? Not sure who to talk to about finances? Wondering how to cope with learning lots of new material? Student Success Facilitators (SSF) provide support and resources to help you achieve your academic and personal goals. They work closely with faculty and College services to ensure that you have a positive learning experience. They also assist you with adjusting to college life, finding College resources, obtaining a peer tutor, becoming a peer tutor, understanding how to develop the academic skills you will need, and more.

- Development of effective learning and study strategies - check out their learning resources: <https://www.stlawrencecollege.ca/campuses-and-services/services-and-facilities/student-success-facilitators/learning-resources/>
- Information and referral to College resources and services
- Academic advising
- Peer Tutoring
- Help with adjusting to college life
- Resources for finances

## Peer Tutoring

If you are having difficulty in one or more of your courses, the Peer Tutoring Program may be of benefit to you. Peer Tutors provide practice and review of course material to help students enhance their understanding of the course content.

Peer Tutoring is available for most courses in most programs but is subject to Peer Tutor availability.

On the Kingston campus, Peer Tutors may work individually or with small groups of students. Peer Tutoring is a paid Student Bursary position. Peer Tutors may opt to accumulate hours towards a Student Life Credit instead of being paid.

Students who are strong academically in their courses may be interested in becoming a Peer Tutor. Peer Tutors should possess excellent communication skills and a friendly, helpful attitude. The rewards of becoming a Peer Tutor include extra income, excellent experience, reinforcement of your own knowledge and the satisfaction of helping others.

If you are interested in receiving Peer Tutoring or would like to become a Peer Tutor yourself, please learn more by visiting the Peer Tutoring page specific to the campus you are attending or contact your campus' Student Success Facilitator.

<https://www.stlawrencecollege.ca/campuses-and-services/services-and-facilities/peer-tutoring/>

## Appeals

St. Lawrence College is committed to fairness and requires adherence to policy in decisions affecting students. The goal of the Academic Appeal Procedure is to seek resolution when a student feels that they have not been treated fairly with respect to academic policy. Academic appeals provide a mechanism for reasonable review of academic decisions. A student who feels that a College policy has been violated or that a decision is excessive or unwarranted may appeal the academic decision. If you would like more information about the Academic Appeal Procedure, please contact the Student Rights and Responsibilities Officer (below).

### **Student Rights & Responsibilities Officer**

Anya Brooker  
[abrooker@sl.on.ca](mailto:abrooker@sl.on.ca)

### **Academic Appeal Procedure**

<https://www.stlawrencecollege.ca/about/college-reports-and-policies/academic-policies/academic-appeals/>

## Behavioural Intervention Team (BIT)

The top priority of the SLC Behavioural Intervention Team is the safety and well-being of students, staff, faculty and the college community. The team wants to be notified of individuals on campus who are experiencing distress or jeopardizing campus safety. As a team they coordinate resources and facilitate a caring, restorative approach to best assist the individual of concern. You can make a report anonymously online, or contact the BIT directly to voice your concern.

To learn more, visit:

<https://www.stlawrencecollege.ca/campuses-and-services/services-and-facilities/report-a-concern/>

## OSAP (Ontario Student Assistance Program)

*All information is interpreted from the OSAP website and is subject to change without notice.*

OSAP is a mix of grants and loans for students to supplement the financial resources you have available to aid with the costs of your post-secondary education. Through one OSAP application, you have access to this mix of different financial aid programs, depending on your circumstances.

OSAP is open to Ontario residents who are a Canadian Citizen, permanent resident or protected person. If your home is in another province, contact your Provincial Ministry of Education for information about their student aid programs.

[BACK TO TABLE OF CONTENTS](#)

As a government program, OSAP is not intended to meet all your educational and living costs, you are expected to help pay for your studies. What OSAP aims to provide is equality of opportunity for all Ontario students who wish to pursue post-secondary studies.

**It is of the utmost importance to keep your contact information updated with OSAP and the National Student Loans Service Centre (NSLSC).** Failure to keep updated contact information can result in missed information from the National Student Loans Service Centre and OSAP that could lead to problems with your current or past student loans. You can also contact NSLSC by calling 1-888-815-4514.

### **SLC Financial Aid/OSAP Offices**

#### ***Brockville Campus***

2288 Parkedale Ave. Brockville ON K6V 5X3

613-345-0660, ext. 3230

[osapb@sl.on.ca](mailto:osapb@sl.on.ca)

#### ***Cornwall Campus***

2 St. Lawrence Drive, Cornwall ON K6H 4Z1

613-933-6080, ext. 2722

[osapc@sl.on.ca](mailto:osapc@sl.on.ca)

#### ***Kingston Campus***

100 Portsmouth Ave., Kingston ON K7L 5A6

613-544-5400, ext. 5503

[osapk@sl.on.ca](mailto:osapk@sl.on.ca)

## Other Helpful Resources

***Regional Assessment and Resource Centre Transition Guide:***

[www.queensu.ca/rarc/transition-programs-and-services/transition-resource-guide](http://www.queensu.ca/rarc/transition-programs-and-services/transition-resource-guide)

***Learning Disabilities Association of Ontario***

[www.ldao.ca](http://www.ldao.ca)

***Canadian Mental Health Association – Understanding Your Mental Illness***

<https://cmha.ca>

***Autism Ontario***

[www.autismontario.com](http://www.autismontario.com)

***Autism Canada – Post-Secondary Education***

[www.autismcanada.org](http://www.autismcanada.org)

***Canadian National Institute for the Blind***

[www.cnib.ca/en/ontario/Pages/default.aspx](http://www.cnib.ca/en/ontario/Pages/default.aspx)

***Canadian Hearing Society***

[www.chs.ca](http://www.chs.ca)

***Spinal Cord Ontario***

[www.sciontario.org](http://www.sciontario.org)

***Ontario Brain Injury Association***

[www.obia.ca](http://www.obia.ca)

***Ontario Assistive Devices Program***

[www.health.gov.on.ca](http://www.health.gov.on.ca)

***March of Dimes Canada***

[www.marchofdimes.ca/EN/Pages/default.aspx](http://www.marchofdimes.ca/EN/Pages/default.aspx)

[BACK TO TABLE OF CONTENTS](#)