



Ace Acumen Academy



**SPRING 2024**



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# REGISTRATION PROCEDURES

## FEE PAYMENT FOR NEW AND RETURNING STUDENTS

Your student invoice outlines your current account summary. If you have not already paid your Winter fees in full, the remainder of your fees are due by **April 5, 2024**. We cannot guarantee that a position will be held for you if you do not pay the balance of your fees by the deadline date.

If you are going to pay your full year's tuition, please remit payment *by the due date*, to the College using one of the payment methods mentioned below.

## PAYMENT METHODS

We encourage you to pay for your tuition using one of the following methods:

**Through Your Bank:** Fees can be paid through all major Financial Institutions using either online or telephone banking. You will need to set up 'St. Clair College' as a payee, the account number is your 7-digit student ID. If they require 8 digits, add an extra (0) at the front making it 8 digits. Please allow three (3) business days from the date of payment to show on your student account.

**International Payment Options:** Overseas payments should be made online using our online payments platforms Flywire and WU® GlobalPay for Students.

You can pay online or by bank transfer in the currency of your choice. [Click here](#) for more information



**Please Note:** St. Clair College no longer accepts credit cards as a form of payment for tuition. We encourage students to pay using online banking through their financial institution.

## MANDATORY TRAINING MODULES FOR ALL STUDENTS

St. Clair College requires all New Students for the Spring 2024 semester to complete three training modules. The modules are each 20-30 minutes in length and include the following.

- St. Clair Emergency Response for Students
- St. Clair College Consent and Sexual Misconduct Reporting
- Student Code of Rights and Responsibilities

It is important to everyone in the College community to understand what to do during an emergency, how to prevent and respond to sexual violence and sexual misconduct and how to protect yourself from violating the code of student rights and responsibilities.

All Spring 2024 students, new to the College this academic year, must complete the three mandatory training modules by June 30<sup>th</sup>. The training modules are on your Blackboard page. You should also be able to see whether you have complete the training if you are uncertain.

**Failure to complete these modules will result in being withdrawn from your next semester. Please complete these very important training modules before June 30<sup>th</sup> in order to be enrolled in your next semester.**

For more information please view <https://www.stclaircollege.ca/hub/student-mandatory-training-faqs>.

# ABOUT YOUR FEES 2023/2024

<b>EXAMPLE OF ANNUAL STANDARD (Compulsory) TUITION FEES FOR THE FIRST TWO SEMESTERS (8 MONTHS)</b>	
<b>FEES</b>	<b>ACE ACUMEN</b>
Standard Tuition	\$13,640.76
Student Buildings - Building Operating	\$190.00
Student Achievement and Records - Graduation	\$35.00
Student Achievement and Records - Transcripts	\$20.00
Health Insurance	\$233.32
Athletics & Recreation	\$190.00
Academic Support - Student Representative Council	\$81.25
Academic Support - St. Clair College	\$43.75
Campus Safety	\$15.00
SRC Membership Fee	\$70.00
Alumni Association Membership Fee	\$50.00
Career Services	\$10.00
Student ID Cards	\$20.00
Health & Counselling	\$25.00
<b>Total Tuition &amp; Ancillary Fees</b>	<b>\$14,624.08</b>

**Please Note: The College reserves the right to change, amend or alter fees as necessary without notice or prejudice.  
Program Annual Tuition Fees may increase each academic cycle (commencing September).**

## TUITION FEES

1. Students enrolled in programs longer than two (2) semesters per year will pay additional fees.
2. Health Insurance fees are pro-rated according to program start date.
3. A list of fee descriptions and program applicable material fees are available on the College website. [Click Here](#) for more information.
4. Optional fees, such as lockers and parking, books and deposit/deferrals are not shown.

## FEE PENALTIES

- Full time students who have not registered and paid fees by the registration deadline indicated on their registration letter for the Spring 2024 semester, may be allowed to pay their fees and register if there is still room in the program.
- Notification of outstanding tuition fees will begin approximately thirty (30) days after the beginning of each new semester. Academic results and graduation certificates/diplomas will be withheld if you have outstanding tuition fees.
- **You may not re-register if you have an outstanding debt with the College.**
- We cannot guarantee your place in the program or course if payment or financial arrangements are not made at the time of registration.

## TOTAL CONTACT HOURS and YOUR TUITION

If you register in courses that bring your total contact hours above the normal contact hours of your program for a semester, you will be subject to an additional fee. International students will be charged at the rate of \$25.00 per additional contact hour. If you register in deregulated program courses, you will also be subject to an increased additional fee per additional contact hour (varies by program).

## PART TIME STATUS

To be assessed as a part time student, you must be registered for less than 66 2/3% of the suggested courses for your semester and 70% of the hours associated with your semester registration.

## WITHDRAWAL FROM YOUR PROGRAM

Should you decide to withdraw from the College, it is your responsibility to complete an official College Withdrawal Form and submit it to the Windsor Campus Registrar's Office by the deadline date. \*Non-attendance does not mean "withdrawal". (\*Deadline dates are posted on the Windsor Campus' Registrar's Office website).

If you fail to complete an official College Withdrawal Form and submit it to the Windsor Campus Registrar's Office, you will be liable to the College for any and all outstanding fees for which you have been assessed and have not paid for the semester in which the withdrawal occurs (see Receiving a Refund). An encumbrance may be placed against your record should you fail to follow the official withdrawal procedures.

For International withdrawals, please follow the link for more information: [Withdrawal and Refund Policy - St. Clair College \(stclaircollege.ca\)](#)

You can contact the following staff at your campus:

Brampton: [xian.lyu@canadaacumen.ca](mailto:xian.lyu@canadaacumen.ca)

Mississauga: [phillip.widdis@canadaacumen.ca](mailto:phillip.widdis@canadaacumen.ca)

Toronto: [rifat.behzetoglu@canadaacumen.ca](mailto:rifat.behzetoglu@canadaacumen.ca)

## RECEIVING A REFUND

You will receive a refund for all but \$2,649.95 (for international students) of a semester's tuition if your withdrawal is received by the Windsor Campus Registrar's Office up to and including the tenth day of classes in the semester. If you fail to withdraw during this period, you will be liable for any and all tuition assessed for the semester.

If you withdraw from the College after the tenth day of classes in any semester, you will be refunded only that portion of fees which has been paid for future semesters (see Important Dates to Remember for deadline dates at <https://www.stclaircollege.ca/programs/academic-dates>).

If you would like a refund for a credit on your account, you can do this in your [SIS](#) – Self Service – Campus Finances – Request a Refund. Instructions can be found online. <https://www.stclaircollege.ca/sites/default/files/inline-files/Students-How-to-Request-a-Refund.pdf>

#### GUIDE TO STUDENT INFORMATION SYSTEM (SIS)

Help With Self-Service:

[FAQs regarding your Student Information System \(SIS\)](#)

How to Log In:

Current Students:

1. Click on the [mySt.Clair](#) link at the top of the college website.
2. You will be required to use your St. Clair ONE username and password to log into myStClair. Your initial password to this account would have been emailed to your personal/home email address. If you do not have your initial password, please see FAQ: [How do I reset my password if I forget it?](#)
3. Once inside the mySt.Clair site, click on the SIS tile or try a specific SIS direct link tile.
4. If you have any difficulties, please visit <https://www.stclaircollege.ca/it-services/contact> where you can file your ticket issue to the IT department at St. Clair College.

Previous Students/Alumni:

1. Visit the [Student Information System \(SIS\)](#)
2. Username is W + Your student ID number. Ex: W1234567
3. If you forget your password, visit <https://www.stclaircollege.ca/it-services/contact> where you can file your ticket issue with the IT department at St. Clair College.

[Self-Service Policy](#)

[Instructions to access College email account](#)

# IMPORTANT THINGS TO KNOW- Academic

## DROPPING or ADDING A COURSE

You must contact the Student Services Coordinator at your campus if you wish to add a course(s) or withdraw from a course(s).

Brampton: [xian.lyu@canadaacumen.ca](mailto:xian.lyu@canadaacumen.ca)

Mississauga: [phillip.widdis@canadaacumen.ca](mailto:phillip.widdis@canadaacumen.ca)

Toronto: [rifat.behzetoglu@canadaacumen.ca](mailto:rifat.behzetoglu@canadaacumen.ca)

You may “**add**” courses during the first ten (10) days from the start of classes.

Students who “**drop**” courses during the first ten (10) days from the start of classes, will not have these classes recorded on their transcripts. In addition, dropping classes at this time could affect fees and student full time status. If you have questions, please ask the Student Engagement Advisor for further clarification before dropping classes.

As of day eleven (11) of class, you may “**drop**” courses within the first two-thirds (2/3) of a given semester. If you drop courses during this time period you will notice that “DROPPED”, “DROP”, or “DR” will appear on your record.

You may be permitted to drop a course(s) after the “**drop**” period, excluding the last week of any semester, with the permission of the academic department. Grades of Withdraw/Passing (WP) or Withdraw/Failing (WF) will be assigned by the instructor(s) based on your performance at the time of withdrawal. It is your responsibility to complete the paperwork for the assignment of a ‘WP’ or ‘WF’. While ‘WF’ is calculated in the Grade Point Average for the semester, ‘WP’ is not. (See Important dates to Remember for deadline dates).

### IMPORTANT:

- **NO REFUND will be given for courses dropped after the first ten (10) days of classes or for Advanced Standing requested after the first ten (10) days of classes.**
- **NO COURSE(S) CAN BE ADDED after the first ten (10) days of classes in any semester.**
- **NO COURSE(S) CAN BE DROPPED during the last week of any semester.**

**\*PLEASE NOTE:** If adding a course(s) brings your course contact hours above the program maximum hours, additional fees will be assessed (see Total Contact Hours and Your Tuition).

It is your responsibility to ensure that your Account Summary matches the timetable that you are following. For example, if after registering, any changes in courses or sections occur in your program, you must see your Learning Strategist Advisor for guidance to correct your registration. Please remember that if you remain registered in a course you are not taking, an “F” grade will automatically be assigned to that course on your grade report and your transcript. If you take a course which is not listed on your registration, you will not receive credit for the work you have done in that course.



## CREDIT TRANSFER INFORMATION

Credit Transfers can be applied for by students who wish to obtain the transfer of previously acquired academic credit(s) towards a St. Clair College at Ace Acumen Academy course in a program in which the student is currently registered or plans to be registered in the near future. These previously acquired academic credits may have been taken at another post-secondary educational institution (external academic credit) or may have been taken as part of a different program offered at St. Clair College at Ace Acumen Academy (internal academic credit). All approved transfers of academic credit (both internal and external) will be recorded on the St. Clair academic transcript as 'AS' (advanced standing) and will not be calculated in the GPA for the program in which the transfer of academic credit was granted (College Policy #1.6.9). In order for your credit transfer application to be reviewed, the following are required:

1. There is a \$25 fee per course evaluation, up to \$100 maximum per submission.
2. A minimum of 23 hours of instruction are required to be equivalent to a 2.0 credit course, 38 hours of instruction for a 3.0 credit course and 53 hours of instruction for a 4.0 credit course.
3. A minimum grade of C or 60% for non-degree programs is required in the previous course to be eligible for credit transfer. For Degree programs, a grade of B or 70% is required.
4. A completed Request for Transfer of Academic Credit form.
5. Official, unopened transcript from the institution you previously attended.
6. Course outlines for the courses you have previously taken that are being used for this transfer.

Please note: Refunds will NOT be issued for requests not approved. Requests that do not meet the above requirements will not be reviewed.

Instructions for requesting a Credit Transfer can be found online: <https://www.stclaircollege.ca/sites/default/files/inline-files/Credit-Transfer-Information-Instructions.pdf>

The Credit Transfer Request form can be found online at: <https://www.stclaircollege.ca/sites/default/files/inline-files/forms/credit-transfer-request.pdf>

## ACADEMIC STANDING

To be academically eligible to graduate from a program at St. Clair College at Ace Acumen Academy, a student must pass all required courses and achieve a 2.00 Grade Point Average in the courses related to that program. In cases of sub-standard performance, students will receive one of the following standings: academic warning, academic probation or academic dismissal.

A student on academic warning or probation may be required to successfully complete failed courses before proceeding in the program.

Provisions of this policy may not apply to certain programs. Any other exceptions to the regular policy for academic standing will appear in the program descriptions in the current issue of the handbook.

Students who are in need of academic advising to assist them in mapping out a path to graduation after a dismissal or being unsuccessful in a course can contact their Student Advisor.

### *Academic Standing: Good*

A student will receive academic good standing at the end of a semester when the student has successfully completed all courses and received a Grade Point Average of 2.00 or greater.

### *Academic Standing: Warning*

A student will receive an academic warning at the end of a semester if the student has failed 1 to 15% of the program credit hours.

### *Academic Standing: Probation*

A student will be placed on academic probation at the end of a semester if the semester Grade Point Average falls below 2.00 or if the student fails 16 to 32% of the credit hours.

### *Academic Standing: Dismissal Mode (Dismissal 1, Dismissal 2, Dismissal 3)*

A student will receive an academic "dismissal" if he/she:

1. Fails three (3) or more courses, or
2. Fails 33% or more of the program credit hours, or
3. Any student that has been previously placed on probation and their next consecutive semester calculates a 2nd probation, the student will automatically be placed on a 1st Dismissal, or
4. Fails the same course twice.
5. Is on probation following re-admission to a program and fails to achieve a semester Grade Point Average of 2.00 by the next evaluation period.

### READMISSION POLICY

Students who receive an initial dismissal from a program must apply for readmission through the Director of Student Services.

Brampton: [mathew.qaqish@canadaacumen.ca](mailto:mathew.qaqish@canadaacumen.ca)

Mississauga: [amrit.bal@canadaacumen.ca](mailto:amrit.bal@canadaacumen.ca)

Toronto: [eva.almeida@canadaacumen.ca](mailto:eva.almeida@canadaacumen.ca)

Students who have received a Dismissal Notice from St. Clair College at Ace Acumen Academy, should review the communication sent from the Windsor Campus Registrar's Office. The Dismissal Letter includes instructions for the next steps should a student wish to be considered for re-admission based on College policies and procedures.

Students who are readmitted in accordance with the above will be placed on probation and must achieve a semester Grade Point Average of 2.00 by the next evaluation period. If a student fails to meet such requirements, the student will be dismissed (2nd dismissal) and will not be eligible for re-admission into that program without approval from the Director of Student Services, Campus Operations. If denied, the student will not be eligible for a return to that program under any conditions for a period of two (2) years from the start of the semester from which the student was dismissed. Students whose requests are denied by the Director of Student Services, Campus Operations will be allowed the opportunity to choose a new program of study.

A student who has been dismissed three times from any post-secondary program at St. Clair will not be eligible to enroll in another full time St. Clair College at Ace Acumen Academy post-secondary program for a period of two (2) years from the start of the semester from which the student was dismissed.

Students needing academic advising to assist with mapping out a path to graduation after a dismissal or being unsuccessful in a course can contact their Student Services Coordinator.

### EXAMINATION POLICY

A student who is unable to write an examination at the scheduled time must notify the faculty in writing with supporting documentation as soon as the examination conflict becomes known to them. Deferral of an examination will be considered for the following circumstances: Religious Grounds, Medical Grounds, Compassionate Grounds or Extenuating Circumstances. Vacations and sports practices are not suitable grounds for deferred examination. Supporting documentation must be provided along with the request (ie. death certificate, etc.). Failure to notify faculty of an issue pertaining to deferral in a timely manner constitutes grounds to reject the request.

### PLAGIARISM

Plagiarism is presenting someone else's work or ideas as your own, with or without their consent, by incorporating it into your work without full acknowledgement. Learn more about plagiarism [HERE](#).

[Grammarly](#) is a helpful resource to check your work for plagiarism, and other writing issues.

IMPORTANT DATES TO REMEMBER

CAMPUS	CODE	PROGRAM NAME	AAL	TERM	WEEKS	START DATE	END DATE	ADD/ WITH DRAW	DROP DATE	GRADE DATE
MISSISSAUGA	M018	Data Analytics (Spring Start)	A04	24S	15	5/6/2024	8/16/2024	5/17/2024	7/16/2024	8/23/2024
TORONTO	M019	Data Analytics (Spring Start)	A01	24S	15	5/6/2024	8/16/2024	5/17/2024	7/16/2024	8/23/2024
TORONTO	M019	Data Analytics (Winter Start)	A02	24S	15	5/6/2024	8/16/2024	5/17/2024	7/16/2024	8/23/2024
TORONTO	M019	Data Analytics	A03	24S	15	5/6/2024	8/16/2024	5/17/2024	7/16/2024	8/23/2024
BRAMPTON	M228	Office Administration – Health Services (Winter Start)	A01	24S	15	5/6/2024	8/16/2024	5/17/2024	7/16/2024	8/23/2024
BRAMPTON	M228	Office Administration – Health Services (Spring Start)	A02	24S	15	5/6/2024	8/16/2024	5/17/2024	7/16/2024	8/23/2024
BRAMPTON	M228	Office Administration – Health Services	A03	24S	15	5/6/2024	8/16/2024	5/17/2024	7/16/2024	8/23/2024
BRAMPTON	M228	Office Administration – Health Services (Spring Start)	A04	24S	15	5/6/2024	8/16/2024	5/17/2024	7/16/2024	8/23/2024
TORONTO	M802	Human Resource Management (Spring Start)	A01	24S	15	5/6/2024	8/16/2024	5/17/2024	7/16/2024	8/23/2024
TORONTO	M802	Human Resource Management (Winter Start)	A02	24S	15	5/6/2024	8/16/2024	5/17/2024	7/16/2024	8/23/2024
TORONTO	M977	Business (Spring Start)	A01	24S	15	5/6/2024	8/16/2024	5/17/2024	7/16/2024	8/23/2024
TORONTO	M977	Business (Winter Start)	A02	24S	15	5/6/2024	8/16/2024	5/17/2024	7/16/2024	8/23/2024
TORONTO	M977	Business	A03	24S	15	5/6/2024	8/16/2024	5/17/2024	7/16/2024	8/23/2024
TORONTO	M977	Business	A04	24S	15	5/6/2024	8/16/2024	5/17/2024	7/16/2024	8/23/2024
TORONTO	M791	Public Relations (spring Start)	A01	24S	15	5/6/2024	8/16/2024	5/17/2024	7/16/2024	8/23/2024
MISSISSAUGA	M979	Computer System Technician – Networking (Spring Start)	A01	24S	15	5/6/2024	8/16/2024	5/17/2024	7/16/2024	8/23/2024
MISSISSAUGA	M979	Computer System Technician – Networking (Winter Start)	A02	24S	15	5/6/2024	8/16/2024	5/17/2024	7/16/2024	8/23/2024
MISSISSAUGA	M979	Computer System Technician – Networking	A03	24S	15	5/6/2024	8/16/2024	5/17/2024	7/16/2024	8/23/2024
MISSISSAUGA	M979	Computer System Technician – Networking	A04	24S	15	5/6/2024	8/16/2024	5/17/2024	7/16/2024	8/23/2024
BRAMPTON	M995	Social Service Worker – Gerontology (Spring Start)	A01	24S	15	5/6/2024	8/16/2024	5/17/2024	7/16/2024	8/23/2024
BRAMPTON	M995	Social Service Worker – Gerontology (Winter Start)	A02	24S	15	5/6/2024	8/16/2024	5/17/2024	7/16/2024	8/23/2024
BRAMPTON	M995	Social Service Worker – Gerontology	A03	24S	15	5/6/2024	8/16/2024	5/17/2024	7/16/2024	8/23/2024
BRAMPTON	M995	Social Service Worker – Gerontology	A04	24S	15	5/6/2024	8/16/2024	5/17/2024	7/16/2024	8/23/2024
TORONTO	M999	International Business Management – Logistics Systems (Spring Start)	A01	24S	15	5/6/2024	8/16/2024	5/17/2024	7/16/2024	8/23/2024
TORONTO	M999	International Business Management – Logistics Systems (Winter Start)	A02	24S	15	5/6/2024	8/16/2024	5/17/2024	7/16/2024	8/23/2024
TORONTO	M999	International Business Management – Logistics Systems	A03	24S	15	5/6/2024	8/16/2024	5/17/2024	7/16/2024	8/23/2024
TORONTO	M999	International Business Management – Logistics Systems	A04	24S	15	5/6/2024	8/16/2024	5/17/2024	7/16/2024	8/23/2024

**Spring 2024 Semester Academic Dates**

**Monday May 6, 2024** All post-secondary classes start.

**Monday May 20, 2024** Victoria Day – the College is closed.

**Monday July 1, 2024** Canada Day – the College is closed.

<b>Sunday July 7, 2024 to Sunday August 12, 2024</b>	Spring and Summer (for most classes) IFS Instructional Feedback Survey for 15 week courses. Surveys conducted online.
<b>Monday, August 5, 2024</b>	Civic Holiday – the College is closed.
<b>Monday, August 12, 2024 to Friday, August, 16, 2024 (last day of term)</b>	Final exams (15-week programs) are held the last week of the semester during regularly scheduled classes unless changes are requested through the Scheduling Department.
<b>Friday, August 23, 2024</b>	Deactivation of spring/summer Teams Courses.

#### GRADE RETRIEVAL: How to Get Your Grades

You will need your St. Clair College at Ace Acumen Academy username and password to retrieve your grades on-line through our self-service website <https://campus.stclaircollege.ca>

#### ACADEMIC GRADE REVIEW POLICY

If a student wishes to have a final grade reassessed, it is suggested that the student address the concern with the faculty member who conferred the grade. However, in the event an official grade appeal is required, the following two (2) levels of formal appeal are available.

##### Step 1

Appeal the final grade by filing an official Grade Appeal Application with the Registrar’s Office within ten (10) college business days following the release of grades. The student will complete Part A and B of the Notice of Grade Appeal. The Program Coordinator will conduct a first level inquiry and attempt to secure a mediated resolution within eight (8) college business days.

##### Step 2

In the event the Program Coordinator has not been able to mediate a resolution of your grade appeal, or if the timeline (8 college business days has passed without a resolution, complete Part C of the Notice of Grade Appeal and file with the Registrar’s Office in order to refer the appeal to the College Appeal Panel. The Appeal Panel makes every effort to hold a hearing within ten (10) college business days. The Associate Director, Quality Assurance and Compliance, will communicate the decision to the student within two (2) college business days.

A \$25.00 fee per course must accompany the application. This fee will be refunded if the review is upheld.

**NOTE:** Time limits are expressed in College business days. [Students' Guide to Grade Appeals](#), [Grade Appeal Policy](#) and [Notice of Grade Appeal Form](#) are all available by the links provided to our website and also available from Student Services.

#### LEARNING STRATEGIES

The Learning Portal is a Hub to help you develop the skills you need to succeed in your program and cope with the demands of college. Each unit covers practical study skills that will build a foundation for academic success. Learn more [HERE](#).

#### MICROSOFT OFFICE SOFTWARE

Office 365 allows you to install most of the Office MS tool for free. As a St. Clair College at Ace Acumen student, you have access to the MS Office Suite. Learn how to install it [HERE](#)

# IMPORTANT THINGS TO KNOW- Other

## WHERE TO FIND INFORMATION ON St. Clair College at Ace Acumen Academy SERVICES

St. Clair College at Ace Acumen Academy has provided a number of helpful links on the College website to help students navigate all the services we offer, as well as links to frequently asked questions. Try visiting this page if you haven't found the information, you're looking for here in Just the Facts. [www.canadaacumen.ca](http://www.canadaacumen.ca)

## STUDENT IDENTIFICATION VALIDATION POLICY

To ensure we protect students' privacy and personal information, the following will outline the approved processes to access, change, distribute and release student information.

### *Username and Passwords for PeopleSoft and Academic Computing*

For information relating to your accounts and logging into Student Self-Service go to: [I.T. Services](#)

The Information Technology Services departments support the College's computers, audiovisual, IT infrastructure, cybersecurity, systems services, web services and telecommunication services.

For students, St. Clair ONE accounts are created 24h to 48h after you have officially registered for your program.

If you have any support issues, please enter a ticket via the [mySt.Clair](#) and choose the IT Help Desk tile or call 519-972-2727 ext. 2500.

If you do not have access to your account, please complete the web form on the [contact us page](#).

All students are to register for Self Service Password Reset. This will allow you to reset your password for your St. Clair One account without having to contact the IT Help Desk.

### *Telephone Verification and Opt-Out Option*

**Telephone Verification:** In the event the student is unable to attend the IT Consolidated Service Desk in person (i.e., geographic location), the student will be referred to the Windsor Campus Registrar (or designate) for validation purposes. The Windsor Campus Registrar (or designate) will provide information to the student once verification has been confirmed.

**Opt-Out Option:** In the event the student does not want the College to release information over the telephone to anyone, including the student, an opt-out form is available. Please see Release of Personal Information.

## TRANSCRIPTS

Transcript requests require a minimum of 3-5 days to process. Requests can be made by email:

Email to [transcripts@stclaircollege.ca](mailto:transcripts@stclaircollege.ca), your email request must contain the following:

- Student Number
- Registered Program
- Social Insurance Number or Date of Birth
- Current Address
- Email address where the transcript is to be sent.

Upon request, transcripts can be **MAILED** to any educational institution, the student's "Home" or "Local" address providing it matches our Student Information System.

## DIPLOMA / CERTIFICATES

To obtain a diploma or certificate, students must complete the "Application for Certificate" form or be in their graduating semester.

Students must provide photo identification when PICKING UP their diploma or certificate.

Diplomas or certificates can be MAILED to the student's "Home" or "Local" address providing it matches our Student Information System.

Two (2) weeks after the official graduation ceremonies (January, June, and October), diplomas or certificates that have not been picked up will be mailed to the student's "Home" address as indicated in our Student Information System.

## PROOF of ENROLMENT

Students attending St. Clair College at Ace Acumen Academy can print off their own Proof of Enrolment for the semester that they are currently enrolled in, as well as past semesters. To do this, log in through the SIS - mySt.Clair portal. Once you are logged into your account click on "Self Service". Next on "Academic Records". Finally click on "Print Proof of Enrolment".

## GRADUATION LETTER

Students who are in their final semester of their program will have access to print off an International Convocation Letter. This letter is used to show proof that you are in your final semester of a program and may be helpful to assist family members from out of town to attend your upcoming Convocation. To do this, log in through the SIS - mySt.Clair portal. Once you are logged into your account click on "Self Service." Next on "Academic Records." Finally click on "Intl. Convocation Invitation"

Students will be reviewed for program completion approximately three (3) weeks after the release of final grades from your last semester. Once this is done, students who have met all requirements will be completed in their program. At that time students who met all requirements will be able to access their Graduation Letter through their SIS. This letter can be used to show completion until you receive your diploma/certificate/advanced diploma/ degree at the upcoming Convocation. Students can access their Proof of Graduation Letter through their SIS - mySt.Clair portal. Once you are logged into your account click on "Self Service". Next on "Academic Records." Finally click on "Graduation Letter."

## NAME CHANGE

Students must provide legal documented proof to change their first or last name (Examples: Marriage certificate, divorce decree, driver's license.).

## ADDRESS CHANGE

If possible, students should be directed to change their address using Self Service. Address changes can also be requested by telephone, if the following information is validated:

- Student Number
- Registered Program
- Social Insurance Number or Date of Birth
- Current Address

## T2202 TUITION TAX FORM

Students are issued a T2202 tax form at the end of February for all credit course(s) taxable fees at St. Clair College at Ace

Acumen Academy.

Please note that T2202 are for the previous calendar year (January - December) and not based on the school year (September - August).

In addition, the tax form shows fees based on when the classes were taken and not date of payment. E.g., Payment made in December 2023, but class started in January 2024, this payment would show on the 2024 T2202 form. For more information on how to access this document please visit <https://www.stclaircollege.ca/it-services/sis>

In preparation for the release of Form T2202, Canada Revenue Agency requires your Social Insurance Number (SIN) to be included for the 2023 taxation year. Your SIN can be added to your T2202 through your [mySt.Clair](#) student portal log-in (SIS). T2202 Tax forms will be available to download by February 28th.

#### RELEASE OF PERSONAL INFORMATION

For approved agencies, organizations or individuals (colleges, universities, police, banks, prospective employers, etc.) the Windsor Campus Registrar's Office will only:

- Confirm that a student is or has been registered at the College.
- Confirm whether a student has graduated from a specific program.

Please note that no other student information, including educational history, will be released without:

1. The Windsor Campus Registrar's Office receiving a signed Consent Form from the student which has been received and validated with photo ID and matching signature.
2. The Windsor Campus Registrar's Office receiving a signed Consent Form from the student that has been notarized and verified using photo ID and matching signature.
3. The issuing of a legal warrant.

### Opt-Out – Telephone Verification

I, \_\_\_\_\_, do not authorize St. Clair College at Ace Acumen Academy to release any of my personal or academic information over the telephone, including requests made by myself. The cancellation of this opt-out option must be completed through the Windsor Campus Registrar's Office.

\_\_\_\_\_  
Student Name

\_\_\_\_\_  
Student ID #

\_\_\_\_\_  
Student Signature

\_\_\_\_\_  
Date

#### REGISTRAR'S OFFICE, WINDSOR CAMPUS – Contact Information and Hours of Operation

Should you have any questions or require assistance, please contact the Windsor Campus Registrar's Office:

Monday through Thursday between 9:00 a.m. and 5:00 p.m. and Friday between 10:00 a.m. and 4:00 p.m.

The Registrar's Office can be contacted by email at [info@stclaircollege.ca](mailto:info@stclaircollege.ca) or phone 519-972-2759.

For a complete listing of the Registrar's Office Program Contacts, please visit <https://www.stclaircollege.ca/sites/default/files/inline-files/RO-Chair-Contact-Info.pdf>

#### INTERNATIONAL STUDENT HEALTH INSURANCE PLAN 20223-2024

International students attending St. Clair College at Ace Acumen are registered for the SCC International Student Medical &

Wellness Plan provided by Student VIP, as part of your tuition costs. Coverage begins on the first of the month when your program is scheduled to begin. **It is mandatory for all international students here on a Study Permit to have medical insurance coverage while in Canada.**

The Medical & Wellness Plan includes insurance for doctor and hospital visits, surgery, medication, dental, vision, accident, travel expenses and more. The plan also includes a free 24/7 mental health counseling service for any student who needs to speak privately to a counselor.

To learn more about the SCC International Student Medical & Wellness Plan, please visit [www.studentvip.ca/scc](http://www.studentvip.ca/scc) or [info@studentvip.ca](mailto:info@studentvip.ca) for support.

## FINANCIAL AID and AWARDS

### SCHOLARSHIPS

Annual scholarships are provided by St. Clair College at Ace Acumen Academy to assist students demonstrating financial need and academic excellence. The money does not have to be repaid.

Submissions for Financial Awards are accepted every November. The online submission link is provided to all students at that time.



# STUDENT SERVICES

## STUDENT WITH DISABILITIES

St. Clair College at Ace Acumen Academy provides educational support services to students with disabilities who are applying to or attending the College. Early self-identification of your learning disability, emotional disorder, or temporary or permanent physical, visual or auditory limitation is important to ensure the provision of appropriate accommodations. The disclosure of disability related educational needs is not used to discriminate against students but rather is used to determine the assistance required to help equalize your opportunity for success in your chosen program. If you require any of these support services, please contact the Director of Student Services, Campus Operations prior to the start of your program.

Toronto – ASSOCIATE DIRECTOR OF STUDENT SERVICES, CAMPUS OPERATIONS, Eva Almeida, [eva.almeida@canadaacumen.ca](mailto:eva.almeida@canadaacumen.ca)  
Brampton - DIRECTOR OF STUDENT SERVICES, CAMPUS OPERATIONS, Mathew Qaqish, [mathew.qaqish@canadaacumen.ca](mailto:mathew.qaqish@canadaacumen.ca)  
Mississauga - DIRECTOR OF STUDENT SERVICES, CAMPUS OPERATIONS, Amrit Bal, [amrit.bal@canadaacumen.ca](mailto:amrit.bal@canadaacumen.ca)

## LIBRARY SERVICE

Students have on-campus and remote access to up-to-date research databases, videos, eJournals and eBooks on a wide range of topics located at [www.stclaircollege.ca/library](http://www.stclaircollege.ca/library).

On-campus services offered include photocopiers, meeting rooms and a quiet study environment. Access the online resources from anywhere and email us for research assistance. Need an answer right away? Click on the AskON logo to chat or text your question.

Please email [library@stclaircollege.ca](mailto:library@stclaircollege.ca) for inquiries about database access and research assistance.

## TEXTBOOKS

We highly recommend that you purchase or rent textbooks for your courses throughout your semesters. Textbooks are a great resource to help students fully understand the material and to be able to study when you are not in class. *The name and edition of each textbook will be included on your class syllabus given to you by your instructor.* See below for the different options that you have for purchasing textbooks.

### Physical Textbooks

You can visit the [St. Clair College online Bookstore](#) and purchase books directly. There is also an option to rent textbooks from the bookstore. [Sign In](#) to learn more.

You can make an appointment to rent textbooks from St. Clair College at Ace Acumen Academy directly. You will need to pay a cash deposit of \$30 at the beginning of the semester. When the books are returned in proper condition, you will receive \$20 of your deposit back. If you would like to inquire about textbook rentals, please email:

Toronto Campus: [info.toronto@canadaacumen.ca](mailto:info.toronto@canadaacumen.ca)  
Mississauga Campus: [info.mississauga@canadaacumen.ca](mailto:info.mississauga@canadaacumen.ca)  
Brampton Campus: [info.brampton@canadaacumen.ca](mailto:info.brampton@canadaacumen.ca)

### E-Textbooks

There are websites that students can purchase electronic textbooks from and they will be stored in an electronic library. You can find one example of this at [VITAL SOURCE](#). There is no guarantee that *all* of your textbooks will be there. There are options to purchase or rent for a certain amount of time at a lower cost.

#### Textbooks Directly from Publishers

You can order physical and electronic textbooks directly from the publishers. Please see below for links to the publishers' websites. Some publishers will give you the option to purchase or rent the textbook at a lower cost. Check your course syllabus for the details on the materials your instructor will be using for the course.

[MCGRAW HILL](#), [NELSON/CENGAGE](#), [PEARSON](#), [CITTA](#), [FITT](#), [EDMOND PUBLISHING](#), [CISCO PRESS](#), [HUMAN KINETICS](#), [VRETTA](#), [UNIVERSITY OF TORONTO PRESS](#), [SAGAMORE VENTURE](#), [WILEY BLACKWELL](#), [HERITAGE HOUSE](#)

#### PEER TUTORING SERVICE

FREE tutoring services are available on all campuses to enrolled students who need assistance to improve academic performance. One-on-one peer tutoring may be available in person or through a virtual meeting using MS Teams.

For more information, to book a session, or to learn about becoming a tutor visit <https://canadaacumen.ca/tutoring-services/>

#### MENTAL HEALTH SERVICES

College years can be times of growth and learning, life challenges and significant stress and asking for help can be difficult. If you are feeling overwhelmed, facing a problem you don't know how to handle or would just like to talk to someone in a safe place, we're here to help. The Mental Health Services Department at Ace Acumen is committed to providing students with the tools, resources, and support needed to help students maintain positive mental health and wellness. Book an appointment with our mental health coordinator: [mhservices@canadaacumen.ca](mailto:mhservices@canadaacumen.ca)

We have **FREE Online Resources available 24/7/365**. These include the following:

Good2Talk 1-866-925-5454 [www.good2talk.ca](http://www.good2talk.ca)  
Student VIP Direct2U Counseling request online [www.studentvip.ca/scc](http://www.studentvip.ca/scc)  
Student VIP Well Clinic Crisis Response Center 1-877-554-6935

For more information about the Mental Health Services available to students, visit <https://canadaacumen.ca/mental-health-services/>.

#### CAREER SERVICES

Career Services assists St. Clair College at Ace Acumen Academy students seeking employment – permanent, part-time, temporary and seasonal. Resources and information are available on employment-related topics including resumes and cover letters, job applications, interview skills and job search techniques. Virtual workshops and resume support sessions are scheduled throughout the academic year to provide students with the techniques needed to successfully market job skills in today's labor market.

Learn more [HERE](#), or contact the Careers and Alumni Services Coordinator: Mitch Tepperman, [Mitch.Tepperman@canadaacumen.ca](mailto:Mitch.Tepperman@canadaacumen.ca)

#### HOUSING

St. Clair College at Ace Acumen Academy is happy to provide support to students who need assistance in finding housing accommodations. A variety of options are available – from short term stays when landing in Canada, to support finding a

homestay, or a long-term lease.

International students arriving for their first semester are provided up to three (3) free nights at a partner hotel in the community. To reserve your 3-night stay, please complete and submit the form on the [Pre-Departure and Arrival Information](#) website.

There are many off campus housing options in the GTA. For your convenience please find additional Housing and Accommodation information [HERE](#).

## THRIVES

The first semester is almost every student's most important time in college and it can also be the most challenging. Why? Because, for many students, adjusting to college isn't easy. Statistics show that students who succeed in their first year are most likely to continue to complete their program.

The THRIVES Modules present some of what we know about the actions and attitudes of successful students. It's a Toolbox for Help and Resources to Increase Value and Empower Students. With wellness in mind during the development, each portion of THRIVES is intended to help ease stress and provide beneficial resources.

The information in the THRIVES modules can help you stay motivated when things get tough, and you can learn the skills and behaviours for succeeding in college. Almost everything in these modules —from time management to social skills, from study skills to staying healthy—will contribute to your overall success and, yes, to achieving better grades.

We have provided all [First Semester Students](#) with access to THRIVES in Blackboard as one more way to gain access to a range of valuable information because the first year of college is the most critical. These modules will remain available to you throughout your first year, so come back at any time. We invite you to explore THRIVES as the first step of your transition to St. Clair College at Ace Acumen Academy - and know we'll be here every step of the way!

THRIVES is available to first [semester](#) students St. Clair College at Ace Acumen Academy students in Blackboard. Simply log into mySt.Clair and access Blackboard. THRIVES should appear in your course list.

If you don't see THRIVES, email us at [THRIVES@stclaircollege.ca](mailto:THRIVES@stclaircollege.ca) and we will add you to a course.

## ACCOMMODATION STATEMENT

The College will provide support and services to all students with disabilities, both temporary and permanent, with valid supporting documentation. Interim accommodation requests will be received in good faith and can be provided pending receipt of medical documentation. Retroactive accommodations will be considered based on the unique circumstances of the individual matter. The College will give all Human Rights Code-related requests for accommodation meaningful consideration.

**Procedure:** The student is responsible for meeting with a counsellor in Accessibility Services to discuss their functional limitations and accommodation needs and provide Accessibility Services with supporting documentation. Students are not required under the Ontario Human Rights Code to disclose their disability diagnosis (with the exception of Learning Disabilities) to receive accessibility supports and services and/or academic accommodations. Students are encouraged to meet with a counsellor prior to the start of a semester to provide information and arrange accommodations.

## PRIVACY ACT AND NOTICE OF DISCLOSURE

St. Clair College at Ace Acumen Academy adheres to the Freedom of Information and Protection of Privacy Act.

St. Clair College at Ace Acumen Academy is required to report student-level enrolment-related data to the **Ministry of Training, Colleges and Universities** under the authority of the Ontario Colleges of Applied Arts and Technology Act, 2002, S.O. 2002, Chapter 8, Schedule F, Section 6. The Ministry collects this data, which includes limited personal information such as Ontario Education Numbers, student characteristics and educational outcomes, in order to administer government postsecondary funding, policies and programs, including planning, evaluation and monitoring activities.

Information collected by the College is used for educational, administrative and statistical purposes of the College and/or ministries and agencies of the Government of Ontario and the Government of Canada.

Further information on the collection and use of student-level enrolment-related data can be obtained from the Government of Ontario or Ministry of Training Colleges and Universities websites or by writing to the:

Director, Postsecondary Finance Branch  
Postsecondary Education Division,  
7th Floor, Mowat Block, 900 Bay  
Street Toronto, ON M7A 1L2

**Statistics Canada** is the national statistical agency. As such, Statistics Canada carries out hundreds of surveys each year on a wide range of matters, including education.

It is essential to be able to follow students across time and institutions to understand, for example, the factors affecting enrolment demand at post-secondary institutions. The increased emphasis on accountability for public investment means that it is also important to understand 'outcomes'. In order to carry out such studies, Statistics Canada asks all colleges and universities to provide data on students and graduates. Institutions collect and provide to Statistics Canada student identification information (student's name, student ID number, Social Insurance Number), student contact information (address and telephone number), student demographic characteristics, enrolment information, previous education and labour force activity.

The Federal Statistics Act provides the legal authority for Statistics Canada to obtain access to personal information held by educational institutions. The information may be used only for statistical purposes and the confidentiality provisions of the Statistics Act prevent the information from being released in any way that would identify a student.

Students who do not wish to have their information used are able to ask Statistics Canada to remove their identification and contact information from the national database.

Further information on the use of this information can be obtained from Statistics Canada's website: [www.statcan.gc.ca](http://www.statcan.gc.ca) or by writing to the:

Postsecondary Section  
Center for Education Statistics 17th Floor, R.H. Coats Building Tunney's Pasture  
Ottawa, K1A 0T6

#### NOTE REGARDING INTERNATIONAL STUDENT DOCUMENTS

The College does not and will not retain or withhold an international student's passport, Study Permit or similar document under any circumstances.

#### CONTACT - CAMPUSES

##### **Toronto Campuses**

1440 Don Mills Rd  
1470 Don Mills Rd  
34 Kern Rd  
Toronto, ON  
416-756-7227  
[info.toronto@canadaacumen.ca](mailto:info.toronto@canadaacumen.ca)

##### **Mississauga Campus**

131 Brunel Rd  
Mississauga, ON  
905-487-5818  
[info.mississauga@canadaacumen.ca](mailto:info.mississauga@canadaacumen.ca)

##### **Brampton Campus**

21 Coventry Rd  
Brampton, ON  
905-799-1346  
[info.brampton@canadaacumen.ca](mailto:info.brampton@canadaacumen.ca)

#### CONTACT - DIRECTOR OF STUDENT SERVICES, CAMPUS OPERATIONS

##### **Toronto Campuses**

Eva Almeida  
[eva.almeida@canadaacumen.ca](mailto:eva.almeida@canadaacumen.ca)

##### **Mississauga Campus**

Amrit Bal  
[amrit.bal@canadaacumen.ca](mailto:amrit.bal@canadaacumen.ca)

##### **Brampton Campus**

Mathew Qaqish  
[mathew.qaqish@canadaacumen.ca](mailto:mathew.qaqish@canadaacumen.ca)