STUDENT HANDBOOK

FIND YOUR VOICE

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Columbia College acknowledges that we gather, work, and study on the unceded territories of the Coast Salish Peoples, including xwməθkw əyəm (Musqueam), Skwxwú7mesh (Squamish), and Səlílwətaʔ/Selilwitulh (TsleilWaututh) Nations. We also acknowledge all non-status peoples and members of other tribes who live in Vancouver.

Welcome to
Columbia College!

Welcome to Columbia College! We're thrilled you've joined our community and are here to support you as you pursue your academic goals.

You are now part of a vibrant, multicultural community of students from across the globe. At Columbia College, we pride ourselves on fostering a supportive learning environment where dedicated faculty and staff are committed to helping you succeed. With our diverse programs, small class sizes, and engaging co-curricular activities, you'll have the opportunity to thrive academically, grow personally, and confidently **Find Your Voice.**

About Us

Established in 1936, Columbia College proudly serves as one of Canada's longest established international not-for-profit colleges.
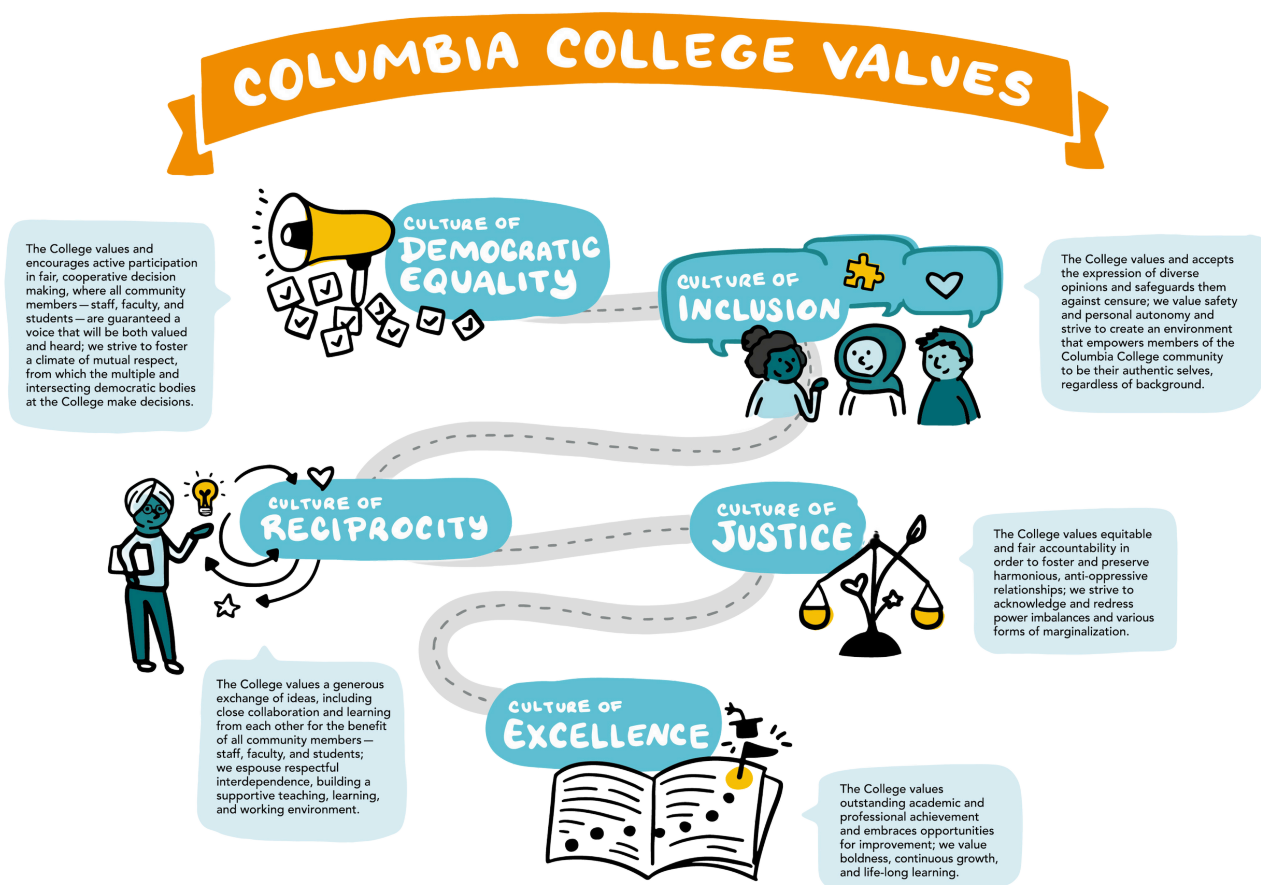
Columbia College is an independent charity that offers first and second-year university level courses, a High School Program and an English for Academic Purposes Program.

MISSION

Equip students to become responsible global citizens who can communicate, think critically, and make a positive impact in communities around the world.

VISION

An inclusive society where students can access the education of their choice and contribute to positive social change.

COLUMBIA COLLEGE VALUES

CULTURE OF DEMOCRATIC EQUALITY

The College values and encourages active participation in fair, cooperative decision making, where all community members — staff, faculty, and students — are guaranteed a voice that will be both valued and heard; we strive to foster a climate of mutual respect, from which the multiple and intersecting democratic bodies at the College make decisions.

CULTURE OF INCLUSION

The College values and accepts the expression of diverse opinions and safeguards them against censure; we value safety and personal autonomy and strive to create an environment that empowers members of the Columbia College community to be their authentic selves, regardless of background.

CULTURE OF RECIPROCITY

The College values a generous exchange of ideas, including close collaboration and learning from each other for the benefit of all community members — staff, faculty, and students; we espouse respectful interdependence, building a supportive teaching, learning, and working environment.

CULTURE OF JUSTICE

The College values equitable and fair accountability in order to foster and preserve harmonious, anti-oppressive relationships; we strive to acknowledge and redress power imbalances and various forms of marginalization.

CULTURE OF EXCELLENCE

The College values outstanding academic and professional achievement and embraces opportunities for improvement; we value boldness, continuous growth, and life-long learning.

COMMITMENT TO EQUITY, DIVERSITY & INCLUSION (EDI)

At Columbia College, we are deeply committed to fostering an inclusive, respectful, and welcoming environment where everyone feels valued, heard, and supported. By embracing EDI values, we aim to build a community where everyone can thrive — academically, socially, and personally.

We invite all students to reflect on how they can support equity and inclusion in their daily lives:

- 🤝 How can I better understand and appreciate my classmates' diverse backgrounds and experiences?
- 🎯 How can I ensure everyone feels included and supported in group settings or campus activities?
- 🔍 How can I challenge my own biases and contribute to a safer, more respectful learning environment?

Human Rights Support & Resources

If you experience or witness incidents involving discrimination, harassment, or violence, the following resources are available:

- BC Human Rights Clinic (BCHRC)
- Racist Incident Helpline – Call 1-833-457-5469
- Support for Gender-Based Violence Survivors

Indigenizing Columbia College

Columbia College is actively working toward Indigenization and Reconciliation by creating space for learning about Indigenous histories, cultures, and knowledge systems. Through our Indigenization Services, students can engage in:

- Educational workshops and guest speaker events
- Cultural learning opportunities and curated resources
- Volunteer roles and Co-Curricular Record (CCR) activities

📍**Indigenization Consultant Location**: Main Campus, Room 512

Academic Schedule

FALL 2025

August 26 - September 5	Orientation and registration for new students
September 1	**Labour Day - College Closed**
September 8	Fall 2025 classes start
	First day of course changes and late registration
September 16	Last day to register and to add or change courses
	Last day to drop courses
	Last day to claim refunds (subject to Refund Policies)
September 30	**National Day for Truth & Reconciliation - College Closed**
October 13	**Thanksgiving Weekend - College Closed**
October 24	**BCTF High School Pro-D Day - High School Classes Cancelled**
November 10	Last day for course withdrawals
November 11	**Remembrance Day - College Closed**
December 6	Last day of classes
December 8-12	Final Exams
December 24 - January 1	**Christmas & New Year's Break - College Closed**

WINTER 2026

January 2-9	Orientation and registration for new students
January 12	Winter 2026 classes start
	First day of course changes and late registration
January 19	Last day to register and to add or change courses
	Last day to drop courses
	Last day to claim refunds (subject to Refund Policies)
February 13	**Pro-D Day - All Classes Cancelled**
February 16	**Family Day - College Closed**
March 16	Last day for course withdrawals
April 3	**Good Friday - College Closed**
April 11	Last day of classes
April 13-17	Final Exams

SUMMER 2026

April 25 to May 8	Orientation and registration for new students
May 11	Summer 2026 classes start
	First day of course changes and late registration
May 18	**Victoria Day - College Closed**
May 29	Last day to register and to add or change courses
	Last day to drop courses
	Last day to claim refunds (subject to Refund Policies)
July 1	**Canada Day - College Closed**
July 13	Last day for course withdrawals
August 3	**BC Day - College Closed**
August 8	Last day of classes
August 10-15	Final Exams

FALL 2026

August 31 to September 4	Orientation and registration for new students
September 7	**Labour Day - College Closed**
September 8	Fall 2026 classes start

Important Policies

The Academic Board sets academic policies. You can also view all of our College policies on our website. If you have questions about these policies, please contact our Student Success Coordinator.

Scan this QR Code or click here to view Columbia College Policies

STUDENT CODE OF CONDUCT

Disruptive behavior is taken seriously and may lead to penalties, including failing grades or, in severe cases, expulsion. You may need to provide a medical certificate if you miss classes due to illness.

Students are expected to act respectfully on and off campus, caring for others and College property. Misconduct can result in probation or dismissal.

ACADEMIC ACCOMODATIONS

Students with disabilities or special needs should contact their Academic Advisor as early as possible to discuss their situation. To arrange accommodations, students must provide medical or psycho-educational documentation, including a formal diagnosis (within the past three years) outlining the nature and extent of their disability or special needs. Acquiring this documentation before arriving in Canada can help avoid delays.

Once appropriate accommodations are determined, Columbia College will make reasonable adjustments to support the student. These may include preferential seating, alternative lecture formats, quiet spaces for tests and exams, permission to record lectures, extended time for assignments, and regular breaks.

Please note that students are responsible for any costs related to diagnosis, obtaining documentation, and securing accommodations.

ACADEMIC MISCONDUCT

Plagiarism and cheating are considered misconduct at Columbia College. Plagiarism involves presenting another person's work as your own. Other dishonest practices include falsifying data, cheating, and making false statements for personal gain. Electronic devices, except approved calculators, are not allowed in exams and will be considered cheating. Students should review the College's Cheating and Plagiarism Policy and Protocols and Academic Misconduct Policy.

If an instructor suspects academic misconduct, they will report to the Student Success Coordinator. A student charged with academic misconduct will receive a notice by email. Following notice, the student has a 7-day appeal period. The email will include details of the charge, the consequences, and the student's appeal rights.

Students charged with academic misconduct should contact the Student Success Coordinator immediately. They will review the policy and offer advice. Minor issues may be resolved informally if both parties agree.

ACADEMIC STANDING

At Columbia College, we have a Satisfactory Academic Progress policy which is a tool used each semester to assess a student's semesterly academic achievement (GPA), as well as their achievement over the course of their studies (CGPA). When assessed, students can fall into one of three academic standing categories:

Good Academic Standing
Students in good academic standing have both a semester GPA and CGPA higher than 2.00 and have completed at least 9 credits of course ork at the Institution.

Academic Alert
Students who have a semesterly GPA and/or a CGPA of less than 2.00 are placed on Academic Alert.

Academic Probation
Students on Academic Probation have, in the term immediately previous, been on Academic Alert and have a CGPA or semester GPA below 1.67. Students on Academic Probation risk being required to withdraw from the Institution. Students will be required to meet the requirements set from time to time for students on Academic Probation.

The purpose of this assessment is to ensure students are notified of their academic standing, particularly where their academic progress is not meeting the College's expectations and allows them to seek academic assistance.

HONOUR ROLL

Each semester, full-time University Transfer students with at least 12 credits and a GPA of 3.7 or higher, and full-time High School students with a semester average of 3.5 or higher, will be placed on the College Honour Roll and receive Honour Roll Certificates.

Student Resources

CAMPUS SECURITY

Your safety is our priority at Columbia College. **Paladin Security** team is on site during operating hours to ensure a safe and welcoming environment for all students, staff, and visitors. Remember, we're all part of keeping Columbia College safe—if you see something, say something!

📍**Security Desk Location**: Main Campus, Ground Floor, Main Entrance
📞**Emergency Contact (On Campus)**: Dial 604--831-0836

Security Guards and members of the Operation Team might and can ask for your Student ID or to log into your MySIS account for safety and verification purposes.

The building which Columbia College operates on is private property and only current employees and is only accessible to current employees and students. Previously enrolled Columbia College students and members of the public should have an appointment prior to entering the building.

LEARNING CENTRE

The Learning Centre provides free academic services to help you succeed—whether it's course work or general academic skills. There are tutoring, workshops, and other support to provide students with extra support in various aspects of their academic journey. The services are:

Tutoring
You can book up to two free 30-minute tutoring sessions per week in subjects like English, Math, Natural Sciences, Academic Coaching, and more! Tutoring is offered online and in-person.

Peer tutoring
You can also book an appointment with our peer tutors, who are current students that have excelled in the classes/courses they are providing tutoring in.

Workshops
including English (CELPIP/IELTS) support workshops, Trigonometry workshops, MPT retake workshops

Other services
Including university application support, study groups (hosted by peer tutors), French lessons

If you have any questions about the services offered at the Learning Centre, you can contact us at tutors@columbiacollege.ca. To book a tutoring or peer tutoring appointment, click here: CC Learning Centre

📍**Learning Centre Location:** Main Campus, Ground Floor, Room 140
⏰**Learning Centre Hours:** Monday-Friday from 9am to 5pm

Scan this QR Code or click here to learn more about the Learning Centre

STUDENT SERVICES ASSISTANTS (SSA)

A Student Services Assistant (SSA) at Columbia College is a part-time student employee who works closely with the Student Services team to support students and assist with administrative and event-related tasks. SSA's respond to student inquiries in person and email, assist with data entry and document preparation, design digital posters, and support events like Orientation, Convocation, and Health & Wellness initiatives.

SCHOLARSHIPS & AWARDS

Columbia College is committed to recognizing and rewarding academic excellence, leadership, and community involvement. Our **Scholarships and Awards** are designed to support students who demonstrate outstanding performance and engagement. There are also needs-based financial aid options for students. For more information on scholarships, awards, and application procedures, please visit the Scholarships, Awards & Bursaries page on the college website.

Scan this QR Code or click here to learn more about our Scholarships, Awards & Bursaries

Classroom Appreciation Awards

Columbia College values the positive impact students have within the classroom environment. The **Classroom Appreciation Awards** recognize students who contribute to a supportive and engaging learning atmosphere.

Award recipients are nominated by faculty members based on observed contributions to classroom dynamics.

Semester Scholarships

Awarded every semester, these scholarships acknowledge high-achieving students in both the University Transfer, Associate Degree and High School programs.

Annual Scholarships

These prestigious scholarships are awarded annually to students who have demonstrated exceptional academic performance over multiple semesters.

CAREER SERVICES

Practical experience in the workplace provides an important step along the path to career success. For many newcomers it can be incredibly challenging to gain work experience in Canada aligned with their long-term career goals.

Our Career Services team is ready to support you every step of the way in exploring career paths, applying for jobs, or planning your next move after graduation. Appointment bookings are available through Microsoft Booking, click here to schedule your appointment.

On–Campus Work

Our Employment Preparation Program is designed for students to gain valuable work experience by working on-campus in select divisions or departments at Columbia College.

The program provides paid externships, during which students offer administrative services and project-based or entry-level support to specific college areas while continuing their studies.

Off–Campus Work

In the Community Connections Program, students have the opportunity to gain valuable work experience off-campus and build relationships with local organizations.

The program provides paid internships for students to take on projects and provide support services to local community benefit organizations.

To participate in either program, please get in touch with our Student Career Advisor at studentcareers@columbiacollege.ca.

Get a Social Insurance Number

What is a SIN?
A Canadian SIN (Social Insurance Number) is a 9-digit number used for employment, taxes, and accessing government services.

Nearest Service Canada Centre to Columbia College
Inside Sinclair Centre, 415-757 West Hastings Street, Vancouver, BC

Processing Time
There is often a long queue. It's recommended to go early. Once you have waited in line, you will receive your SIN immediately on a piece of paper. *Keep this document safe and do not share your SIN with anyone.*

Cost: Getting a SIN is free.

Required Original Documents (photocopies are not accepted)
- Passport; and
- Study Permit; and
- Confirmation of Enrolment Letter from CC (if work permitted); OR
- Confirmation Document from CIC (if work prohibited)

ESSENTIAL TECHNOLOGY AND WORKPLACE SKILLS PROGRAM

The Essential Technology and Workplace Skills Program's primary purpose is to improve all learner's digital literacy and work-ready skills by providing accessible, up-to-date training modules. The program provides fundamental training in Microsoft Word, Excel, Powerpoint, as well as a Typing Essentials Program, to ensure students in all disciplines are equipped for full participation in academic programs as well as the future workforce.

Typing Essentials Program

The ability to type quickly and accurately may be one of the most underrated and overlooked digital skills. The online Typing Essentials Program is 3 weeks long and students will complete daily typing lessons, typing games, and typing challenges. Students with all levels of typing skills are welcome.

LinkedIn Learning Circle

The LinkedIn Learning Circle (LLC) is here to help students make the most out of LinkedIn Learning, an online learning platform that offers video courses taught by industry experts in business, technology, and creative skills. The library of over 16,000 courses is provided to all students for free.

Co–Curricular Record (CCR)

At Columbia College, we want to validate all your learning experiences and the efforts you have demonstrated.

The Co-Curricular Record (CCR) is an authenticated document that recognizes activities, opportunities, and experiences beyond academic courses that have contributed to your learning and personal growth. It can be accessed through your Student Portal.

IMMIGRATION SERVICES

International students are responsible for following immigration regulations and maintaining their status in Canada. Students must have the following:
- A valid Study Permit; and
- A Temporary Resident Visa (TRV); or
- An Electronic Travel Authorization (eTA)

Be sure to check the accuracy and validity of these documents, as they typically cannot be issued beyond the expiry date of your passport.

Immigration, Refugees & Citizenship Canada (IRCC) is the Canadian federal department responsible for immigration, refugee protection, and programs to help newcomers settle in Canada.

Lost or Stolen Documents
Request replacements for lost or stolen documents through the IRCC website. There is a $30 processing fee. You can continue studying or working while waiting for the replacement but should only leave Canada once you receive it.

If your passport is lost or stolen, replace it immediately. You will need your new passport to apply for any new immigration documents.

Processing times vary depending on the application type and time of year. Please visit the IRCC processing times page.

Communication with IRCC

By Phone
IRCC Call Centre at 1-888-242-2100 (within Canada)
Open Monday through Friday, 8 am to 4 pm local time

Expect hold times. Calling early in the morning is recommended. Record the date, time, agent's name, and exact information given during the call.

By Case-Specific Enquiry Portal
Access your MyCIC account and use the Case-Specific Enquiry Form to amend application information, such as contact details or adding documents.

Custodianship `MORE INFO`

In Canada, any international student under the age of 19 (the age of majority in British Columbia) is considered a **minor**. To study in Canada, minor students must either:

- Be accompanied by a parent or legal guardian, or
- Have a **custodian** in Canada

This is a legal requirement from IRCC for all unaccompanied minor students. Students must have a custodianship arranged **before arrival** and submit their notarized [Custodian Declaration Form (IMM 5646)](#) as part of their student permit application.

Who is a Custodian?
A custodian is a responsible adult who:
- Is 25 years of age or older
- Is a Canadian citizen or permanent resident
- Has been legally authorized to act in place of a parent

Options for Custodianship
1. Homestay Program Custodian
Columbia College offers custodianship through our [homestay program](#). Minor students who choose to live with a host family can be matched with a custodian as part of their homestay package. This is the simplest and most supported option for minors new to Canada.

2. Private Custodian
Students not living in a College-arranged homestay must arrange their own private custodian. These students must submit their completed and notarized custodianship documents before registering for classes at Columbia College.

Read More
For more information on custodianship and forms, visit the [IRCC Custodianship Page](#).

Custodianship

RESETTLEMENT SERVICES

Columbia College offers resettlement services to help students with refugee backgrounds adjust to life in Canada. These services guide settling into the local community, including assistance with finding accommodation, navigating the healthcare system, and understanding Canadian culture and customs. Our team supports students in making a smooth transition, ensuring they feel welcomed and well-prepared to succeed in their studies and life in Vancouver.

Bursary Program

Columbia College offers fully funded bursaries to eligible refugee claimants in Metro Vancouver, covering tuition, textbooks, fees, and field trips. Ideal candidates are 15 to 29 years old, with intermediate English and a strong desire to restart their education in Canada. Applicants must submit a written statement, immigration documents, and academic records (if available). Bursary recipients must maintain a 2.0 GPA and participate in extracurricular activities. More information here.

Resettlement Bursary

The Resettlement Bursary is designed for students who have recently arrived in Canada through refugee resettlement programs. It is available to students aged 15 to 29 who arrived in Canada under a refugee resettlement program (e.g., Government-Assisted Refugees, Joint Assistance Sponsorship, Private Sponsorship, or Blended Visa Office-Referred) or have a positive decision from the Immigration and Refugee Board (IRB).

Internal Claimant

The Internal Claimant Bursary supports students who have made a refugee claim within Canada and are navigating the refugee claim process.

Eligibility Criteria:
- Aged between 15 and 29 years.
- Have made a claim for refugee protection in Canada.

Canadian Mobility Exchange

The Canadian Mobility Exchange Bursary aims to support students who are Canadian citizens, permanent residents, or holders of the Canada-Ukraine Authorization for Emergency Travel (CUAET) in accessing post-secondary education.

World University Services of Canada (WUSC)

WUSC is a non-profit organization that supports education, global development, and refugee resettlement through the Student Refugee Program. At Columbia College, we have a WUSC Local Committee that brings together students, faculty, and staff to raise awareness about sustainability, human rights, and global issues while helping refugee students resettle and succeed in Canada. Join our Local Committee to make a difference on campus and in the community! Learn more here.
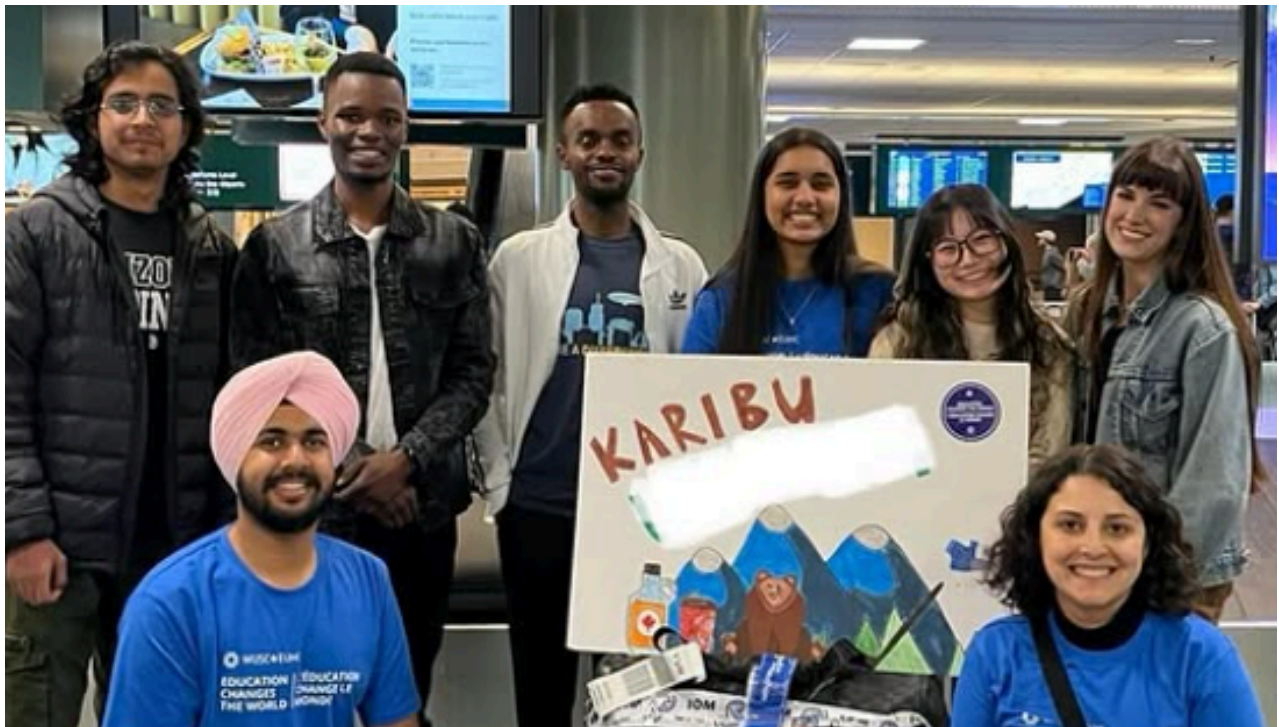
Student Refugee Program (SRP)

The Student Refugee Program (SRP) provides refugee youth with opportunities to resettle in Canada and pursue higher education, supported by campus-based student committees across the country. Learn more here.

STUDENT LIFE

Get ready to make memories, meet new people, and grow as a leader! We are more than just academics—participate in a vibrant student life with events, trips, clubs, and leadership opportunities that bring our community together.

From cultural festivals to trivia nights —there's always something happening! We host regular events on campus, and you'll get the chance to explore Vancouver through exciting off-campus trips.

Student Trips:
Your Vancouver + BC Adventure

We believe that truly settling into life in Canada means getting to know your local community. Join one of our off-campus trips! We plan affordable and accessible adventures so you can experience the best of Vancouver and British Columbia with your classmates.

Past Trip Highlights:
- 🎃 Pumpkin Patch Adventure in the fall
- 🎄 Holiday Lights Tour around the city
- 🎿 Ski Trips (yes—snow!)
- 🧗 Indoor Rock Climbing and other active outings
- 🖼️ Museum and Gallery Visits for culture buffs
- 🎢 Playland amusement park
- 🎮 The Rec Room for games, food, and fun
- 🎨 Ethnic festivals, and more!

Student Events

At Columbia College, student life is vibrant, diverse, and full of opportunities to connect. Our **on-campus events** are designed to celebrate who we are as a community—where students from all around the world come together to learn, lead, and laugh.

Student events aren't just fun (though they're very fun!)—they're also a way to:
- Build friendships
- Learn about each other's cultures
- Take a break from academics
- Get involved and feel connected

Events happen almost every week! Keep an eye on posters, digital screens, your email, and our Instagram @columbiacollege1936 for the latest updates.

Cultural Celebrations

We're proud of our global student body—and we love celebrating it! Throughout the year, we host events that highlight and honour cultural holidays, traditions, and festivals from around the world.

Some examples include:
- 🏮Lunar New Year Festival
- 🪔Diwali Celebration
- Nowruz
- ☪️Ramadan
- 🥮Mid-Autumn Festival
- 🎉and more!

School Traditions

We also host school-specific traditions to help you feel at home and part of the Columbia College family.

Some favourites include:
- 🎈Welcome Week: Kick off each semester with free snacks, games, giveaways, and club sign-ups
- 👻Halloween Costume Contest
- 💝Valentine's Day Pop-Ups
- 🎭Movie Nights
- 🎤Karaoke and Talent Shows

These events are often led by student clubs or cultural leaders—so if you want to share your own culture with the community, talk to the Student Life Team - we're here to support you!

Student Clubs

Looking to find your people? Clubs are the heartbeat of student life! Popular clubs include Badminton, Chess, Creative Writing, D&D, and more!

Club Leadership

Run your own club or take on a leadership role in an existing one. You'll organize events, manage budgets, promote your club, and foster community on campus. Training and support are provided!

New clubs are always welcome. All it takes is an idea, some friends, and a quick chat with the Student Life team to get started.

Get Plugged In

Visit our [Clubs website](#) to see a list of active clubs and find out how to join!

Student Association (CCSA)

The [Columbia College Student Association (CCSA)](#) is run by students for students. It supports student initiatives, social events, and projects that enhance campus life.

All students are automatically members and can get involved in committees or run for positions on the Board.

Twelve students are elected as Executive Committee representatives to participate the following four subcommittees.

- Events & Promotions
- Student Advocacy
- Health & Wellness
- Public Outreach

Student Council (NCSC)

North Campus Student Council (NCSC) is a representative structure comprised of **High School** students who become involved in the affairs of the school. The Student Council helps share student ideas, interests and concerns with Columbia College teachers and staff. Student Council members also gain valuable leadership, event planning, and team building experience.
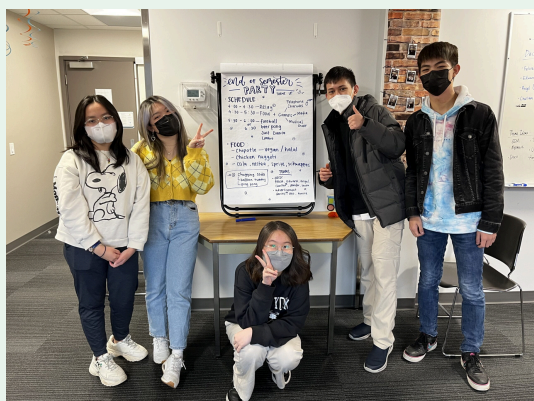
ACADEMIC SERVICES
Academic Advising

[Academic Advisors](#) offer a safe and confidential space to answer your questions and provide expert guidance on your academic and career goals. They can assist with course planning, GPA and academic probation, class attendance concerns, withdrawal policies, plagiarism issues, leave policies, university transfers, grade appeals, and complaints.

📍**Drop-in:** Student Services Office (2nd Floor, Main Campus)
🌐**Book online:** Through your [Student Portal](#)

Academic Concessions

`MORE INFO`

If you are facing a short-term illness or unexpected situation that stops you from participating in course activities, you can consider requesting an Academic Concession. These situations should be temporary and resolved quickly.

An academic concession is a change in the schedule or requirements of a course or program due to a reason outlined in the Academic Concession Policy.

Before requesting a concession, please review the following:
- Academic Concessions cannot be requested for ongoing, recurring issues. Students who submit multiple Academic Concession requests in one semester may be contacted by their Academic Advisor for further information.
- Requesting an Academic Concession does not guarantee it will be granted. It is within the instructor's discretion to grant or deny the request once processed.
- Students who are absent for three weeks or more of classes may not be eligible for concessions.

Student Emergency Support Program (SESP)

SESP is a financial assistance program that helps eligible students get back on their feet when an urgent or unexpected need arises that they cannot meet themselves. The fund can support their basic needs, including physiological and safety needs. Students work with counsellors and other staff to create a realistic and sustainable plan for meeting their own needs in the long term.

To apply, contact the Student Success Coordinator at twoo@columbiacollege.ca.

HEALTH & WELLNESS

Mental Health

Student wellness is a top priority at Columbia College. Students deal with many different personal challenges and stressful situations on top of school work!

You are not alone. Our Counselling team provides free support for a wide range of concerns—anxiety, depression, stress, relationships, grief, addiction, adjustment to life in Canada, even academic and career planning.

Book online
🌐Through your Student Portal
🌐By email to ssa@columbiacollege.ca

GuardMe Student Support Program (GMSSP)

Call a Counsellor
Free 24/7 mental health support is available anytime at 1-844-451-9700 or 001-416-380-6578 outside of CAD/USA.

Get the TELUS Health Student Support app

[Download on the App Store] [GET IT ON Google Play] [Direct download Android]

Visit www.gmssp.org for more information and resources.

Psychological Assessment

We provide psychological assessments through Adler Community Health Services (ACHS) to offer insights into how you think, feel, and learn—helping you improve personally and academically. ACHS guides students in recognizing their strengths, challenges, mental health needs, and identify the proper support for your educational journey.

Limited number of assessments available each semester. Express interest early!

1. **Understanding Your Feelings:**
   - **Mood Concerns:** Helps you understand feelings like sadness or extreme highs.
   - **Trauma Impact:** Examines how tough experiences affect your well-being, including assessing for Post-Traumatic Stress Disorder (PTSD).
   - **Anxiety Check:** Identifies different types of anxiety you might be experiencing.
   - **Thoughts and Reality:** Checks for conditions like schizophrenia that can affect perception.
2. **Focus and Learning Challenges:** Assesses issues like trouble concentrating, possibly due to Attention Deficit Hyperactivity Disorder (ADHD), to help identify the right supports for your studies.
3. **Learning Style Insights:** Identifies specific ways you learn best or areas where you might need extra help in school or everyday life.

For more information, reach out to wshen@columbiacollege.ca.

Physical Health

General medical services are available to students at no charge. School Nurses can see you in-person and online if you have concerns about an illness or injury or if you'd like a health assessment. The Nurses can help connect you with resources in your community, pass on nutritional advice, answer questions about medical insurance or help you to see a doctor.

📍**Main Campus, Room 223**
Monday – Wednesday: 9am-5pm
Thursday – Friday: 9:30am-5pm
Saturday: 9am-4pm

📍**North Campus, Room 403**
Monday – Wednesday 9:30am-4pm

Our Nurses:
- Claire Goth at cgoth@columbiacollege.ca
- Kelly McIntyre at kmcintyre@columbiacollege.ca

Medical Insurance

Medical care in Canada can be very expensive. Medical insurance provides essential health benefits and helps pay for medical costs.

GuardMe International Insurance
As a new Columbia College student, you are automatically enrolled in GuardMe Insurance. No other form of insurance will be accepted.

Starting your second semester, there will be a **$190 fee per semester** for the insurance unless you show proof of MSP coverage.

BC Medical Service Plan (MSP)
Columbia College requires all students to enroll in the B.C. Medical Services Plan (MSP). It's your responsibility to apply for MSP, but the School Nurse can walk you through the MSP application process. The MSP fee for international students is **$75.00 per month**. Once your MSP coverage is active you can opt-out of GuardMe.

GuardMe International Insurance

GuardMe offers short-term urgent care coverage in case you become sick or injured. GuardMe does not pay expenses for an illness or injury that you have before the start date of your policy, or for routine doctor's visits or treatments.

It covers up to $5,000,000 CAD and lets you visit walk-in clinics across Vancouver and the Lower Mainland for free with your insurance card.

Make sure you understand your GuardMe policy benefits and limits. Call customer service at GuardMe (1-877-873-8447) or talk to the Nurse.

Visit the GuardMe Portal to set up your account, access your policy information, submit a claim, or find a list of clinics in your area.

> Remember to show your MSP card to Student Services to avoid being charged for Guard.me in your second semester!

BC Medical Service Plan (MSP)

Canada has a universal public health-care system. Each province and territory have their own health insurance plan. British Columbia's health insurance plan, the Medical Services Plan is mandatory for B.C. residents. When you show your B.C. Services (MSP) card you will not have to pay up front to use public health care services such as hospitals, clinics, or laboratories.

If you plan to study here for more than one semester, you are required to Apply for MSP as soon as you arrive.

Once you apply, you will receive a letter at your home confirming your coverage period. Then, within four weeks you will receive the MSP card. If you do not receive your card within 8 weeks, call Health Insurance B.C. at 604-683-7151 to ask about your application. MSP coverage may start, even if you do not receive your B.C. MSP card.

If you change your address or documented status (study permit, work permit, PR status, citizenship) you must inform Health Insurance B.C. of the change.

You can do this here:
Update Address or Extend MSP

If You Are Not Feeling Well

Medical Care in Canada for International Students

Taking care of your health is essential—especially when you're studying far from home. As an international student in Canada, you have access to medical care, but it's important to understand how the system works and what you're covered for.

Where to Get Medical Help

- **On Campus**: In addition to the School Nurse, a Counsellor, Security Guard, or certified First Aid Attendant can also help you.
- **Walk-in Clinics**: Best for non-urgent health concerns like colds, minor injuries, or prescription renewals. No appointment needed.
- **Family Doctor**: Register with a regular doctor if you plan to stay long-term.
- **Telehealth (811)**: Free 24/7 health advice from a nurse (many languages).

📌*Always your health card (MSP) or Guard.me card with you!*

Nearby Medical Clinics

- **With Guard.me Coverage:** Use the GuardMe Clinic Search tool to find a clinic near you.
- **With MSP Coverage:** You can visit most walk-in clinics without additional charges.

⚠️ IMPORTANT **Hospitals:** Only go to the hospital **if it is a true emergency**—such as a serious injury, chest pain, difficulty breathing, or other life-threatening situation. Hospitals in Canada are for emergency situations, can require a very long wait, and can be very expensive without proper coverage. For anything else, a walk-in clinic or 911 is your best first step.

Hospitals in Vancouver

- Vancouver General Hospital
- St. Paul's Hospital
- Mount St. Joseph's Hospital
- BC Women's and Children's
- UBC Hospital

You won't need to pay hospital fees if you have MSP coverage. With guard.me coverage, you might have to pay first and claim the costs later. Be sure to keep all your receipts and documents.

Getting Medical Help: What to do and What NOT to do

✅ **What to Do**	❌ **What NOT to Do**
Go to a walk-in clinic for colds, infections, minor injuries, or general health concerns	Don't go to the hospital for non-urgent care—it's for emergencies only
Call 811 for free advice anytime from a nurse	Don't ignore symptoms—seek help early if you're unsure
Use your Guard.me or MSP card every time you visit a clinic or doctor	Don't forget your health ID—no card might mean full cost out of pocket
Contact **Student Services** if you're not sure where to go	Don't self-diagnose if you're feeling unwell—get support!

If you're ever unsure, call 811 first. They'll guide you on whether to see a doctor, go to a clinic, or head to the hospital.

Dental Work

Dental work is not covered under your medical insurance.

See the School Nurse for information about dentists in the Lower Mainland. It is a good idea to ask for the dentist's fee before having any dental work.

You can get dental treatment for less money at the UBC Faculty of Dentistry. Call **604-822-2112** to arrange an appointment, but be prepared for a long wait. Emergency dental care is at the extended care unit, UBC, and the phone number is **604-822-2112**.

Community Cupboard

The [Columbia College Community Cupboard (CCCC)](#) is a food support program that has been operating since May 2022. It's here to help students supplement their food at home with healthy and accessible options. Students can access the CCCC independently or with support from the School Nurse.

How the CCCC supports students

1. 🛒**Grocery Donations**
   - Pick up what you need from the Main Campus 3rd Floor Student Lounge - no registration required.
   - Open on Mondays, Thursday and Saturdays.
   - Bring your own reusable bags.
   - Available while quantities last.
2. 🍎**Healthy Snack Kits**
   - Grab-and-go snacks are available at the Nursing Station or Student Services.
   - Kits may include oatmeal, yoghurt, cheese, fruit, trail mix, chips, or granola bars. (Items may vary.)
   - Available while quantities last.
3. 🥪**Community Resources**:
   - Need more support? The Nurse can connect you with referrals to community resources and grocery gift cards.

Community Cupboard Partners
The CCCC runs with the support of two incredible community organizations:

Want to Give Back?
Students and staff are welcome to donate non-perishable food they're not using. Drop items off anytime in the Student Lounge to help others and reduce food waste.

ACCOMODATIONS

Renting in Vancouver `MORE INFO`

Vancouver offers diverse rental options—from shared rooms and apartments to homestays and furnished suites. At Columbia College, we've partnered with Places4Students to provide students with off-campus rental listings.

📌 **What You'll Find:**

- Real-time housing listings with descriptions, photos, mapping from each rental property to campus, and landlord contact info
- Option to post a free roommate profile or sublet listing on the platform

⚠️ **Important Notice:** *Columbia College does not inspect or endorse specific rental listings. Agreements are between you and the landlord. Always review BC tenancy laws and watch for rental scams. The platform provides tips and scam alerts to help you stay safe.*

Homestay `MORE INFO`

Living with a local host family is a convenient and interesting way to experience Canadian life and build your language skills. Our homestay program includes a private room, internet, laundry facilities and meals. Our network of host families are required to follow guidelines that ensure students are well supported.

Monthly Fee:
$1,300
Fees may vary depending on the options selected by each student.

GEC Living `MORE INFO`

We offer affordable off-campus housing to students in partnership with GEC Living. Enjoy independent apartment living just 25 minutes away from campus. Units are fully furnished and include a shared kitchen, lounge, bathrooms, balcony, internet, in-suite laundry and more!

Monthly Rent:
$1,025 Private Room
$755 Shared Room

For more information on any program listed above, please contact Sara Gill, Housing Coordinator at sgill@columbiacollege.ca.

GRADUATION

Graduating from Columbia College marks a significant academic achievement, and we're here to help you celebrate it!

Convocation is the formal celebration of your academic success! It's a special event held once each year where graduates are recognized in front of friends, family, and the Columbia College community.

All students who have completed their degree or certificate in the year preceding the ceremony are invited to apply for the ceremony. Applications open early in the year (January to April).

Visit our website for application forms and updates on future ceremonies.

LIBRARY & BOOKSTORE `MORE INFO`

The Columbia College Library is more than just a place to study — it's your academic hub for learning, resources, and school essentials.

Located in the Main Campus, the Library provides access to:

- **Academic Resources**: A wide selection of books, journals, citation guides, and databases.
- **Textbooks**: Limited quantities available for 3-hour loans.
- **Research Support**: One-on-one help with finding research sources and using the library's databases.
- **Various zones**: The library has room for all types of learning—from social areas to quiet study spaces.
- **Technology**: Printers and computers are available for student use.
- **Borrow Books**: Physical books are available for 3-week loans.

Whether you need to prep for a big exam or dig into a research project, the library is here to support your success. You can also explore online resources or book appointments with librarians at columbiacollege.ca/library.

Students must use their Student Cards to print or borrow Library materials.

Bookstore (Now part of the Library!)
The Bookstore has been consolidated into the Library, making it easier for you to access everything in one place.

Browse and order:
- Textbooks for your courses
- School supplies like notebooks, pens, and lab gear
- Columbia College merch including hoodies, water bottles, and more

🌐**Shop online**: Visit the Library & Bookstore portal to explore available items and place your order.

📍**Pickup**: All purchases are available for pickup at the Library.

Need help? Just ask a librarian — they'll point you in the right direction!

TRANSCRIPTS AND OFFICIAL LETTERS

Columbia College provides updated transcripts at the end of each semester. For students under 19 in Foundation or ESL programs, copies are sent to parents, while parents of University Transfer students must contact Student Services for updates. Students over 19 are protected under Canadian privacy laws; progress information requires written consent. Students can access unofficial transcripts via the Student Portal, while official transcripts can be ordered online for a fee and sent directly to institutions. Official transcripts are not typically released to students directly.

PAYING SCHOOL FEES

Students are responsible for paying their tuition and fees by each semester's deadlines. Payments can be made online via Flywire, the student portal, or in person at the College. International students can also use bank transfers. Late payments may lead to penalties or restrictions on course registration, so it's important to regularly check your fee statement. For more information or assistance, contact the Finance Office. Detailed payment options can be found on the Payment Methods page.

TUITION INSTALMENT PLAN (TIP)

Columbia College offers a Tuition Instalment Plan (TIP) for full-time students, allowing them to pay their tuition in three equal installments. To qualify, students must be enrolled in a minimum number of credits or courses. The plan has specific deadlines for each installment, and students must submit the TIP application before registering. Failure to meet the deadlines could result in restrictions on future TIP enrollment. For more details on the payment schedule and criteria, visit the Tuition Instalment Plan page on the Columbia College website.

Student Platforms

STUDENT PORTAL

The Student Portal makes it easier for students to stay organized and informed throughout their time at Columbia College.

Students can manage various academic and personal tasks:

- Register for courses
- View final grades
- Book appointments with tutors or advisors
- Check their tuition balance
- Update personal information, such as their home address and emergency contact details

How to Log in:

1. Visit: student.columbiacollege.ca
2. Username: Student ID Number
3. Password: cc! + your birthday in MMDDYY format (ex. cc!051401 for birthday of May 14, 2001)

How to Change Your Password:

1. Click on your profile image in the top-right corner of the screen and select "Change Password" from the drop-down menu.
2. Enter your current password.
3. Type in your new password.
4. Confirm and submit your new password.

How to Update Your Contact Information

1. Click on the top right corner of the screen and select "Edit Profile" from the drop-down menu.
2. Select "Edit" under the action on the page.
3. Edit the necessary information and press "Update."

How to Check Your Financial Statement

1. Select the "Admin" tab on the top menu bar and choose "My Ledger" from the drop-down menu.
2. Your billing statement will be displayed on the page.
3. To make a payment, click the "Make a Payment" button to redirect you to Flywire.

If you have any questions or need further assistance with the Student Portal, please contact Student Services. Scan below to access the Student Portal.

MICROSOFT 365

What is Microsoft 365?

Microsoft 365 (formerly Office 365) is a suite of productivity tools that includes popular Office apps like Word, PowerPoint, and Excel, as well as collaboration services such as Microsoft Teams and OneDrive.

Who Can Use Microsoft 365?

- Current CC Faculty, Staff, and Students: Eligible to install Microsoft 365 for free on up to 5 devices (laptop, tablet, smartphone). Just so you know, the availability of specific apps may vary. For details, please take a look at IT Services.
- CC Retirees, Emeritus, and Adjunct Professors: Eligible for Office 365 online, which includes Office services but does not support desktop installs. The suite is accessible via a browser.

How to Install Microsoft 365

- For Individual Use: Current CC faculty, staff, and students can install Microsoft 365 on their devices. Follow the Getting Started page for sign-in and installation instructions. If you need help, please contact the IT Service Desk at helpdesk@columbiacollege.ca.

What's Included?

- Microsoft Office: This includes Word, PowerPoint, Excel, OneNote, Outlook, and Publisher. It is available to CC faculty, staff, and students.
- Microsoft OneDrive: A file storage and synchronization service for CC faculty, staff, and students. It lets you securely store, share, and access your files from any device.
- Microsoft Teams: A collaboration app for CC faculty, staff, and graduate students that integrates with Office and OneDrive for a virtual connection.

Visit microsoft.com to learn more.

Microsoft 365 Installation Guide

GETTING STARTED

To get started with Microsoft 365 at CC, follow the steps below:

1. Log in at Microsoft 365 Portal

STEP 1. LOG IN TO THE MICROSOFT 365 PORTAL

1. To sign in, visit the Microsoft 365 Portal.
2. At the Microsoft login screen, enter your **Columbia College email address** (i.e., *yourCCID**@columbiacollege.ca***).
3. To sign in, visit the Microsoft 365 Portal.
4. At the Microsoft login screen, enter your Columbia College email address (i.e., yourCCID@columbiacollege.ca).
5. You will be re-directed to the CC login screen. Log in using your CC ID and password.
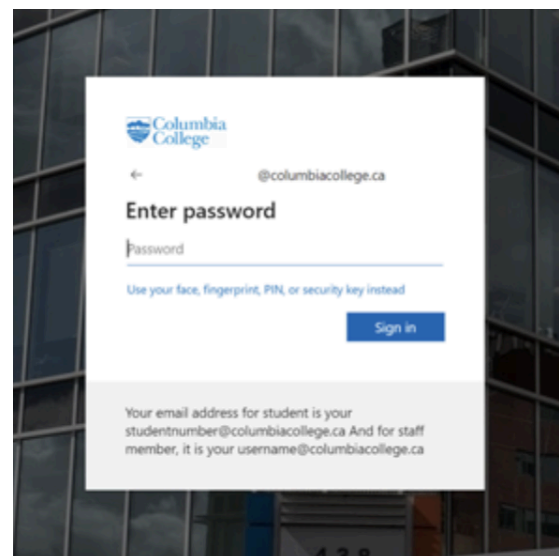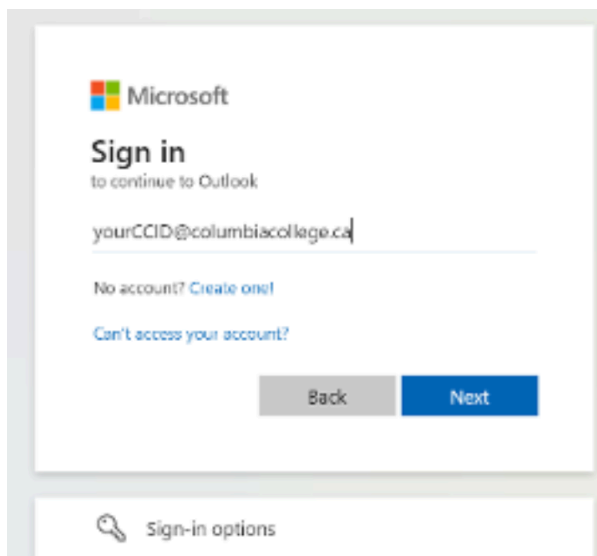
STEP 2. INSTALL MICROSOFT 365 APPS ON PERSONAL DEVICES (OPTIONAL)

All current CC faculty, staff and students are eligible to install Microsoft 365 for free on up to 5 individual-use devices, such as a laptop, tablet, or smartphone.

1. Log in to the Microsoft 365 Portal. Please refer to the section above for log in instructions.
2. Select Install Office, located at the upper right corner of the page.
3. Choose Office 365 apps from the drop-down menu.
4. Follow the on-screen directions to complete the installation.

For a step-by-step illustration on how to install Microsoft 365 on a PC or Mac, please visit Microsoft's Support Page.

IT HELP DESK

The IT Help Desk provides a centralized point of contact for information technology support and computing issues for the College. The Help Desk teams support faculty, staff, and students by troubleshooting, identifying and attempting to resolve problems quickly. When quick resolution is not available or achievable, the IT Help Desk will collaborate with IT technical experts to find a workable solution.

The Help Desk assists with service requests and inquiries to IT Services and the College.

There are many ways to attain support.
1. Visit our Help Desk Portal to browse our knowledgebase articles, review our uptime status, request support or review the progress of your existing open tickets.
2. Send an email at helpdesk@columbiacollege.ca.
3. Visit It Services in person on the 4th floor of the main campus.

COURSE REGISTRATION

ENGLISH & MATH PLACEMENTS

Your courses will be determined by your
- English Placement
- Math Placement
- Program
- Concentration

Scan to learn more about English Placements

Scan to learn more about Math Placements

Placement Information: English

Students without an external test score such as IELTS or TOEFL are required to take our Language & Writing Assessment (LWA). The LWA is two and a half hours long and consists of two parts: a multiple choice grammar test, and an essay component.

Following the LWA, Some students may be asked to take the English Placement Test (EPT) to further determine their English level. When you arrive for your registration, you will be informed if you are required to take this test.

Placement Information: Math

All students registering for university-level mathematics, science, computer science, and economics classes at Columbia College must take a Math Placement Test (MPT) on their registration day, unless they have a prerequisite course from another Canadian institution.

The required MPT depends on your highest level of completed high school math:
- MPT 1 (75 minutes): For students who do NOT have Math 12 (minimum grade C)
- MPT 2 (100 minutes): For students who have taken Math 12 (minimum grade C)

Your MPT score will determine the appropriate Math course placement. The MPT can be retaken once, 12 weeks after the first attempt if you do not take a Math course in your first semester.

REGISTRATION GUIDE

If you plan to complete an Associate Degree, any university-transferable courses you take in your first semester will count toward your degree requirements. If you are in the University Transfer Program, consult an Academic Advisor for course planning. Be sure to read each course description in the Academic Calendar to confirm your interest and ensure you meet the prerequisites.

Columbia College offers classes from Monday to Saturday. Most classes are an hour and 55 minutes long and begin at 8 AM.

Creating your timetable
- Choose Courses: Select 3 to 4 courses you want to take (e.g., ENG 100, ANTH 110, MATH 110).
- Check Sections: Many courses have multiple sections (e.g., ART 100 at 8 AM, 10 AM, 3 PM, or 6 PM) on different days or times.
- Plan for Alternatives: Some courses may fill up quickly, so have backup options ready.
- Avoid Conflicts: Ensure no courses are scheduled on the same day and time.
- Schedule Breaks: Don't schedule more than 8 hours of class in a row. Plan to include breaks for eating, studying, and resting.
- English Requirement: Remember to take an English course by your third semester.

Finding Course Information on the Student Portal
1. Sign In: Go to student.columbiacollege.ca and sign in.
2. Navigate to Course Offerings: Click the "Admin" tab and select "Course Offering."
3. Filter Courses: Select the "Show Filter" option to filter courses by days, departments, etc.
4. Apply Filters: Click "Apply Filter" to see the courses offered based on your criteria.

How to Register for a Course
1. Sign In: Go to student.columbiacollege.ca and sign in. Select the correct term (e.g., "Fall 2024").
2. Allow Pop-Ups: Disable your browser's pop-up blocker. If prompted, select "always allow" pop-ups.
3. Access Registration: Click the "Admin" tab and select "Registration."
4. View Available Courses: If you register at the correct date and time, you will see a list of available courses.
5. Search for Courses: Enter the course number in the search box. For example, for Computer Science 225, find CSCI and type 225.
6. Add Courses: Click the "Add" box to add the class to your registration list.
7. Check Requirements: Ensure you have met the course's prerequisites and co-requisites (see the Academic Calendar for details).
8. Finalize Registration: Click the blue "Process Registration" button. You will be led to a "Registration Checkout" page showing your class schedule.

How to Add or Drop Courses
1. Open Registration Window: You will see a dialogue box showing all registered courses for the term.
2. Add Courses: Search for the course you wish to add by entering the course ID in the search box. Click the "Add" button next to the course name. The portal will hold the course for 30 minutes for you to pay and complete registration.
3. Drop Courses: Check the "drop" box next to the course you want to drop, click "Process Registration," and then click the "Complete Registration" button to finalize adding or dropping courses.

If you have questions or need more help regarding course registration, visit our website or get in touch with Student Services.

More Resources

GETTING AROUND VANCOUVER

By Public Transit

TransLink is the public transportation system in Metro Vancouver. They operates buses, SkyTrain lines, the SeaBus, and West Coast Express from West Vancouver to Langley.

Get a Compass Card

To ride public transit, you'll need a Compass Card — a reusable, reloadable card used to pay for fares. are reloadable fare cards that can be used to pay for public transit. Cards can be purchased and reloaded online, at SkyTrain stations, or at participating retailers.
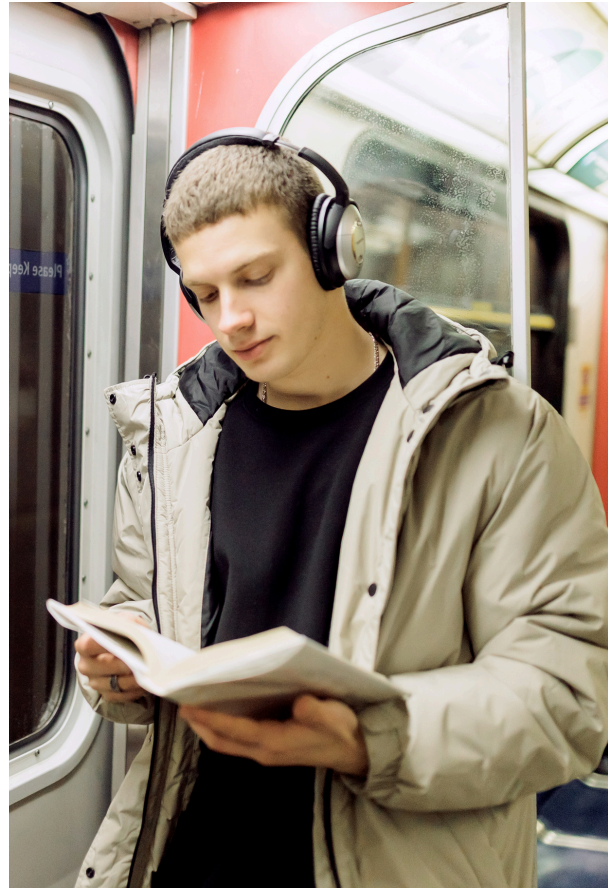
Smart Transit Tips for Students

- **Register Your Card**: Protect your balance if your card is lost or stolen, load your card online and set up automatic payments. Visit compasscard.ca.
- **Plan Ahead**: Use the Transit App or Google Maps to plan your route. These apps also show real-time bus and SkyTrain arrivals.
- **Tap In & Tap Out**: Buses only tap in, but SkyTrain, SeaBus, West Coast Express requires tap in AND out. Avoid being overcharged!
- **Watch for Transit Alerts**: Delays happen! Follow @TransLink on X (formerly Twitter) or check the Alerts page on TransLink.ca to stay updated.
- **Keep Your Card Loaded**: Always keep your Compass Card topped up to avoid travel delays. Set up auto-load online at compasscard.ca!
- **Mind the Zone System**: Metro Vancouver is divided into 3 fare zones. Traveling across more zones costs more (except evenings & weekends, when it's 1-zone fare all day! 🙌) Buses always charge 1-zone fare.

aCCess Benefit Program

The aCCess Benefit Program is designed to make transit more affordable for students. Eligible students will receive stored value credit on their Compass Card once every semester.

The value can be used to pay for a 1-Zone Monthly Pass, or simply used as stored credit.

Am I eligible?
To qualify, students must:
- Be age 19 or older
- Be currently registered at Columbia College
- Have a Compass Card
- Apply for the program

How do I apply?
1. Review eligibility
2. Register your Compass Card
3. Submit your information at Student Services before the deadline.

🌐 **For any questions or assistance, email** access@columbiacollege.ca

By Car

Driving in Vancouver

If you're planning to drive in Vancouver, here's what you need to know to stay safe, legal, and stress-free on the road.

What is ICBC?

ICBC (Insurance Corporation of British Columbia) is responsible for driver licensing, vehicle registration, and providing basic auto insurance in BC.

Can I drive in BC as an International Student?

Yes! As a full-time international student, you can drive with your valid home country's driver's licence for up to 6 months. To use your licence longer than 6 months, you must apply for a student exemption for being enrolled full-time at Columbia College within 30 days of arriving in BC. Otherwise, you may be required to get a B.C. driver's licence. It is strongly recommended to have an official translation of your licence or an International Driving Permit (IDP).

🔍 Learn more: ICBC

Parking at Columbia College

Parking on the Columbia College campus is paid parking. Hourly and daily rates are available. You can pay via permit, paystation, or app.

🔍 Learn more: Columbia College - Parking

OPENING A BANK ACCOUNT

In Canada, you have the right to open a bank account with proper identification. You can open an account even if you don't have a job or money to deposit immediately.

To open an account, you typically need to:
- Visit a financial institution in person.
- Provide acceptable identification documents.

You must present original identification documents, usually two pieces from the following list:
- Valid Canadian driver's license
- Passport
- Social Insurance Number (SIN) card
- Provincial or territorial health insurance card (if allowed by local laws)
- Permanent Resident Card
- Study Permit
- Debit or bank card with your name and signature

HOW TO GET A CELLPHONE PLAN

To get a cell phone plan in Vancouver, you need two pieces of ID. Your passport is mandatory, and the second piece can be a government-issued ID card, study permit, SIN card, or a valid credit card in your name. Additionally, you need an accommodation letter or rental agreement as proof of address, as phone companies typically will only activate your plan with it.
Here's what you need to consider:

Plan Options:
- Monthly Plans without Contract: Ideal for short-term students, many phone companies offer exclusive student plans that are cheaper and better. Check out the student plans offered by different providers.

Payment Methods:
- Prepaid: You pay upfront, and the service lasts for 30 days. Your phone service stops unless you add more money after it runs out.
- Postpaid: You use the service first and pay later. Be cautious; your service won't be cut off, and your bill will keep increasing. Not paying on time can affect your credit score. Check the late payment fees with your phone company if you choose a postpaid plan.

Contact Information

DEPARTMENT CONTACTS

To find your instructor, visit the Faculty directory on our website.
Student Services: ssa@columbiacollege.ca
Tuition & Accounts: accounting@columbiacollege.ca
Technology Support: helpdesk@columbiacollege.ca

Legal Information
If you need legal information or advice, you can contact:
UBC Legal Clinic 604-822-5791
Lawyer Referral Service 604-687-3221

Finally, if you wish any further information about any of these topics, feel free to contact a counsellor in Student Services. We would be glad to help in any way we can.

EMERGENCY NUMBERS

Greater Vancouver Emergency Numbers
Police   911
Fire & Rescue   911
Ambulance   911

Vancouver Police Department Non-Emergency Numbers
General Inquiry 311
Report a Crime   604-717-3321