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Welcome to Red River College.

We hope you will enjoy your time at the College, and believe familiarizing yourself with the following information will help make your experience an even more positive one.

ACCOUNT INFORMATION, PAYMENTS AND REFUNDS

Financial Information

For a complete listing of all fees and financial procedures please visit rrc.ca/financial

Online Payments - Quick and Easy 24/7

Save time by paying your fees online. Log in to your **WebAdvisor** account and pay using a credit card.

In-Person Service

In-person financial services are available at both Student Service Centres. When paying by credit card, the credit card must be yours or you must present written authorization from the card holder stating you have permission to use their card.

Late Fees

All overdue accounts will be subject to a late payment fee in addition to all other amounts owing to the College. If your account remains outstanding your record will be labelled 'Not in Good Standing,' and your marks, parchment and future registrations will be withheld until your financial obligation to the College has been met in full. If you fail to pay your account within the specified deadline, your account may be forwarded to a collection agency.

Sponsored Students

Where program/student fees are to be billed to a third party, a completed Sponsorship Authorization Form or a letter of commitment must be provided to the RRC Controller's Office, Room C212, 2055 Notre Dame Ave., Winnipeg, MB, R3H 0J9, before the term start date. This form is available at rrc.ca/sponsored

Refunds

Refunds are based on the amount of time you were enrolled in your program. The effective withdrawal date will be the date the Student Withdrawal Form for Students in Full-Time Programs is received by the College (see Withdrawal Form Studies section).

- Withdrawal within the first 7% of the term: 100% refund of fees less deposit, if applicable
- Withdrawal between 7-25% of the term: 50% refund
- Withdrawal after 25% of the term: no refund
- Health and Dental fees are fully refundable up to 30 days from start of the program

This refund policy excludes Contract Training and Regional Campuses. Refunds will be processed in the same manner as the original payment method with the exception of cash and debit payment refunds. Cash and debit card payments will be refunded by cheque, or can be deposited to your bank account if you enter your banking information through your WebAdvisor account. Cheques will be mailed to the last recorded address.

rrc.ca/financial

BENEFITS PLAN (HEALTH AND DENTAL)

Eligible full-time students are automatically enrolled in the Health and Dental plans for 12 months of coverage. Plan(s) fees are mandatory in order to offer coverage at affordable rates.

Opting Out

You may be eligible to waive the Health and/or Dental plan(s) if you have, and can provide confirmation of, comparable extended health and/or dental coverage. (Basic Provincial Health Care is not eligible comparable coverage.)

Confirmation of coverage must be submitted along with a completed opt-out waiver form or NEW online opt-out. The waiver form can be obtained from the Student Benefits Plan Offices or at mystudentplan.ca/redriver/en/waiver-form. Your waiver form or online opt-out must be received in either office no later than 30 calendar days after the start date of your program.

Family Add-On

To purchase family coverage, a family add-on form must be submitted to either office with payment no later than 30 calendar days after the start date of your program.

E-mail: redriverplan@mystudentplan.ca
mystudentplan.ca/redriver/en/home

BOOKS AND SUPPLIES

The Campus Store provides students with their authentic course booklist and their required course materials and supplies. They offer for sale new and used printed copies as well as digital copies of your course materials. Some titles are available to rent.

Booklists are posted on the Campus Store website approximately three weeks prior to your course start date. It is strongly recommended you obtain your books and supplies prior to the first day of class. Store hours are available on their website and Facebook page.

rrc.ca/books
facebook.com/@RRC.CampusStore

COURSE CHANGE REQUEST

If you are enrolled in a full-time program and wish to add, drop or withdraw from a course, you must submit a completed **Course Change Request Form for Students in Full-Time Programs**. This form is available via the Student Portal.

The add/drop period is the first five business days of the term. Withdrawal from a course after the add/drop period and within 80% of the course duration will result in the course appearing on your transcript with a grade of 'WV' (Voluntary Withdrawal). Your fees may be adjusted. Withdrawal from a course after 80% of the course duration will result in the course appearing on your transcript with a grade of 'F'.

rrc.ca/shareforms

OFFICE 365 EMAIL

The College is reducing the number of hardcopy (paper) items mailed to you. Office 365 is the College's student academic email system and is the official method of electronic communication (email) between you and the College. Please ensure you check your Office 365 account on a regular basis for important information related to registration, class start dates, fees, convocation, etc. Also, please ensure you keep your personal email address current by updating your WebAdvisor account or by calling 204.632.2327. Please refer to the Student Computer Systems and Accounts page for more information.

rrc.ca/studenttech

LOCKER RENTALS

Locker rentals may be purchased online or in person from the Print and Graphic Centre on your campus.

rrc.ca/lockers

PHOTO ID CARD

Student photo ID cards are mandatory for identification purposes, accessing College services such as gyms and computer labs, and entering either Student Service Centre. To avoid long lineups we encourage you to obtain your Photo ID during the month prior to your class start date. Please bring a current piece of photo ID (e.g., Driver's License).

rrc.ca/photoid

PRINT SHOPPE

Red River College uses a Client Software program for printing documents on the networked printers, available in the designated student labs using personal student laptops, tablets and RRC workstations. Students can conveniently pay for their printing directly out of their print account. Student print accounts can be loaded with funds through the account pay stations available at NDC and EDC, or at both RRC Print Shoppe locations. The software also allows 24/7 convenient access to a detailed summary of their printing balances and total print jobs completed.

Please note: Printing credits are non-refundable.

For more information on how to use this Client Software (powered by PaperCut) go to blogs.rrc.ca/its/help-resources/papercut-features

RECOGNITION OF PRIOR LEARNING (RPL) INCLUDING TRANSFER CREDIT

Recognition of Prior Learning (RPL) is a process that documents and compares an individual's prior learning gained from education, work and life experiences, and personal study to the learning outcomes in College courses/programs.

[Transfer Credit Request Form](#)

Transfer Credit

To request credit for courses completed in another post-secondary institution (or in another RRC program) please complete the Transfer Credit Request Form and submit it with official transcripts and course outlines prior to the first day of classes. Approval of transfer credit will not necessarily result in a reduction of your program fees.

rrc.ca/RPLForm

STUDENT EMPLOYMENT SERVICES

Employment Services will assist you with job-seeking strategies, resume and cover letter writing, interview preparation, and access to current job postings on JobCentral, RRC's internal job posting site.

rrc.ca/employmentservices | Job Postings: jobcentral.rrc.ca

PARKING AND CARPOOLING

Exchange District Campus (EDC)

For monthly parking options and rates please contact IMPARK at 204.943.3578.

Notre Dame Campus and Stevenson Winnipeg Campus

If you require parking between 6am and midnight, Monday to Friday, you must purchase parking. Parking is free on weekends and holidays. As parking is limited and often sells out, we recommend you purchase multi-month passes that cover the duration of your program.

Parking and carpooling information can be found at rrc.ca/parking under Notre Dame Campus.

TIMETABLES

Timetables are available from your instructor on the first day of classes or via your WebAdvisor account. Most class hours are Monday to Friday, 8am to 4 or 5pm, however occasionally classes may finish later. Please note that some programs include evening/weekend time commitments.

hub.rrc.ca/HUB

WITHDRAWAL FROM STUDIES

If you decide to withdraw from your program, which includes not returning for an upcoming term, you are responsible for submitting a completed Withdrawal Form for Students in Full-Time Programs. The effective withdrawal date will be the date the form is received in a Student Service Centre or the Registrar's Office, and will determine any eligibility for refund (see Account Information, Payments and Refunds section). You are responsible for all applicable fees up to the date the form is received by the College. The **Withdrawal Form for Students in Full-Time Programs** is available both as an online form as well as a PDF fillable form.

rrc.ca/shareforms

DECLARATION OF WAIVER

The information in this brochure is accurate as of May 2017. The College does its best to update information regularly, however changes do occur. Therefore, after May 2017, the College reserves the right to modify or cancel any program, process, or procedure without notice or prejudice. Please visit our website at rrc.ca for complete and up-to-date information.

Red River College - Student Services

Notre Dame Campus: D101-2055 Notre Dame Ave., Winnipeg, MB R3H 0J9
P: 204.632.2327 | F: 204.697.0584

Exchange District Campus: P104-160 Princess St., Winnipeg, MB R3B 1K9
P: 204.632.2327 | F: 204.949.9105