

# STUDENT AND COLLEGE RESOURCES

## ACCESSIBILITY SERVICES

Clearwater Campus  
Room 260  
Tel: 780-791-8934  
Fax: 780-791-4866

### Hours of Operation

Monday to Friday: 8:30 a.m. – 4:30 p.m.  
All services are free to Keyano students.

Accessibility Services is the central campus resource for students with disabilities. Reasonable accommodations are provided to students with disabilities to remove barriers to learning and provide equal access to a full range of programs.

## SERVICES FOR STUDENTS

### Learning Strategist:

Learning strategy appointments and sessions are available to students and are designed to enhance your learning potential.

### Assistive Technology:

Adaptive technology appointments and sessions are available to students to assist with learning. For example, Read & Write Gold is a software program designed to create an audio version of your textbooks.

## CONFIDENTIALITY

Information regarding a student's disability is confidential. Although faculty must be aware that a student requires accommodations, they will only receive specific information about the nature of the disability at the student's request. Information will not be released about a student's disability without his/her written authorization.

## ATHLETICS

Syncrude Sport & Wellness Centre  
Tel: 780-791-4852  
Fax: 780-715-3929  
athletics@keyano.ca

All registered Keyano College students receive complimentary access to all Huskies home games. In addition, these registered full-time Keyano College students have the opportunity to try-out and compete within the following intercollegiate sporting opportunities:

- Men's and Women's Volleyball
- Men's and Women's Soccer
- Men's and Women's Basketball
- Men's and Women's Futsal

To exercise the student right to tryout, intentions must be revealed to the program Head Coach or Athletic Director in the first week of classes in September or the first week of January for the sport of Futsal.

The Huskies are members of the Alberta Colleges Athletic Conference and compete against 15 other institutions across Alberta and Saskatchewan. Athletes who are members of the volleyball, basketball, and soccer teams may be eligible for a Jimmie Condon Award and/or a Student Athlete Enrollment Bursary. The value of these awards will align with student awards policy.

Additional information can be obtained by contacting the Associate Athletic Director, 780-791-4852 or athletics@keyano.ca.

## BOOKSTORE

Clearwater Campus  
Tel: 780-791-4960  
Fax: 780-791-4998  
bookstore@keyano.ca  
keyano.ca/current-students/bookstore

### Hours of Operation

Monday- Thursday 7:30 AM - 6:30 PM  
Friday 7:30 AM - 4:30 PM

The Bookstore provides textbooks and supplies, a wide variety of collegiate wear as well as snacks, gift items and school supplies. Parking Passes and RMWB bus passes are also available.

Printing credits can be added to student accounts in addition to the two pay stations available in the Student Commons and next to the Bookstore. User accounts are also available for visitors and students taking non-credit courses.

# STUDENT AND COLLEGE RESOURCES

## FINANCIAL SERVICES

Clearwater Campus  
Cashier's Tel: 780-792-5722  
Student Accounts Clerk Tel: 780-715-3940

Housing rent and tuition fees owing to Keyano College can be paid anytime 24/7 by online banking at the following financial institutions: TD, CIBC, RBC, Bank of Nova Scotia, BMO, ATB and Credit Unions. Make your payments by using the bill payment option available in your online banking. The full 9 digit student ID# must appear with the payment – eg. 000-555-555. Allow up to 3 working days for your payment to be processed. Please note that this is the only available option to pay your fees. If your financial institution is not listed, then the tuition fees can be paid by cash at the mentioned financial institutions. Instruct the bank teller to pay the bill to Keyano College which is listed as one of the vendors in their online bill payment system. You can also use Plastiq online payment services at Keyano. [plastiq.com](http://plastiq.com).

### Online banking procedures:

1. Log in to your online banking at TD, CIBC, RBC, Bank of Nova Scotia, BMO, ATB or Credit Unions.
2. Select the option: “pay bills”.
3. Select “add payee” and you will be prompted to enter payee name.
4. Type in “Key” or “Keyano” and click search.
5. Select one of the following options:
  - Keyano College – Housing Rent
  - Keyano College – Credit Tuition Fee
  - Keyano College – Continuing Education
6. System will prompt for Payee Account – Type in your student number (the last nine digits of the student number, eg. 000-555-555).
7. Follow system prompts to complete payment.

## FOOD SERVICES

Clearwater Campus  
Tel: 780-791-4878  
[keyano.ca/catering](http://keyano.ca/catering)

### Hours of Operation

Monday to Thursday: 6:00 a.m. to 6:30 p.m.  
Friday: 6:00 a.m. to 4:00 p.m

Food Services is located in Elements Dining at the Clearwater Campus.

Breakfast and lunch service is available, as well as daily specials and a full line of hot and cold beverages. Catering for large and small functions is available. For part-time student employment opportunities, please see the manager with your resume. There is no meal plan for students; food is paid for on an individual basis. We offer reloadable zipthru cards. See [dineoncampus.ca/Keyano](http://dineoncampus.ca/Keyano) for more details.

## HEALTH SERVICES

Clearwater Campus  
Room C142  
Tel: 780-791-4808  
Fax: 780-715-3944  
[health.services@keyano.ca](mailto:health.services@keyano.ca)

### Hours of Operation

Monday to Friday: 8:30 a.m. – 4:30 p.m.

The College Nurse provides confidential walk-in, on-campus healthcare that includes health education and promotion with a wellness focus.

Services include:

- Assessment and nursing care for all illnesses
- Health education, health counselling and promotion
- First aid and emergency treatment
- Referrals to doctors, dentists, etc.
- Pregnancy testing
- Blood pressure monitoring
- Blood sugar testing
- Assessment of and possible provision of short term procedures (dressing change, suture removal, etc.)

Health Services on campus are free to students. Students with medical problems are encouraged to inform the nurse so that she may assist them more effectively should a problem arise. It is the student's responsibility to ensure that he/she has valid coverage under a provincial health plan. Students who need assistance in registering with this plan are encouraged to stop by Health Services and speak to a staff member or call Alberta Health Care Insurance Plan (AHCIP) toll free 310-0000 then 780-427-1432.

# STUDENT AND COLLEGE RESOURCES

## HOUSING

Keyano College provides both single and family residences for full time students only. It is your home away from home.

### For housing enquiries:

Keyano College Housing Departing  
Clearwater Hall 9809 King Street  
Fort McMurray, AB T9H 1L3  
Tel: 780-791-4926  
Fax: 780-791-4880

### GENERAL RESIDENCE GUIDELINES:

- Students are advised to apply well in advance of their program start date as housing is assigned on a first come first serve basis.
- Full payment is required along with the damage deposit is required to move into single student housing, while rent is paid on a month-to-month basis for family housing, plus a damage deposit upon move-in.
- Before applying, please read the following information regarding some basic rules and regulations affecting students who choose to access housing services. It is important to consider possible lifestyle changes while you are living as a student in a college housing environment. These basic housing rules are enforced on a strict basis.
  - All student housing (single and family residences) is smoke free
  - Firearms are not permitted on premises
  - Pets are not allowed
- You will be required to sign a Tenancy Lease agreement and a Student Code of Conduct agreement, which outlines your responsibilities and provides you with detailed housing rules and regulations.
- Students requesting single student housing must have an annual income of less than \$50,000/year, while students requesting family housing must have an annual income of less than \$120,000/year combined. You may be required to submit documentation confirming this information prior to being accepted.

### SINGLE RESIDENCE OPTIONS:

#### Clearwater Hall

Each furnished suite contains six private locking single bedrooms, a kitchen, storage room, living room and three bathrooms. You have your own private locking bedroom and share the kitchen/living room area as well as the washrooms with your roommates. Each unit has a cable TV outlet in the common area, however TV's are not provided. Each unit has wireless internet and hook-ups for your phone and cable. Laundry facilities are located on-site.

#### Riedel Place

These units consist of three and four bedroom townhouses. Each unit is furnished. They are located off campus but close to shopping centers, bus stops and grocery stores. You have your own private locking bedroom and share the kitchen/living room area as well as the washrooms with your roommates. Each unit has hook-ups for your phone and cable and internet. Laundry facilities are located on-site.

#### Penhorwood Townhouses

These units are the newest addition in single student housing. These units are located adjacent to Keyano College and beside the Syncrude Sport and Wellness Centre. Each unit consists of three to six private locking bedrooms, a kitchen, storage, a living room, two to three bathrooms (depending on unit size), parking and in-suite laundry. Each bedroom has hook-ups for phone, cable and internet.

Please note that single student residences do not provide any personal items. Items such as linens (bedding and towels), dishes, pots and pans, cleaning supplies, paper products (toilet paper, paper towels), etc. are the student's responsibility.

### FAMILY RESIDENCES OPTIONS

#### Riedel Place

Riedel Place is located off campus, at 8820 Franklin Avenue, approximately 1.5 km away from the Clearwater Campus. These townhouses all offer three bedrooms and a basement. This complex is on a main city transit route and is within walking distance of schools, shopping facilities, restaurants and other amenities. All units are unfurnished, although each unit comes equipped with a fridge and stove. Laundry facilities are located on-site within the complex.

#### Penhorwood Townhouses

Penhorwood Place is situated at 9914 Penhorwood Street, approximately 0.5 km from the Clearwater Campus. It is within walking distance of the College and the Syncrude Sport and Wellness Centre. Penhorwood Place consists of two and three bedroom townhomes with various floor plans. All units are unfurnished, although each unit comes equipped with a fridge, stove, washer and dryer.

### SINGLE & FAMILY RESIDENCE RENTAL RATES

Please refer to [keyano.ca/StudentLife/Housing](http://keyano.ca/StudentLife/Housing) for current rental rates.

*NOTE -- fees are subject to change without notification.*

# STUDENT AND COLLEGE RESOURCES

## INFORMATION TECHNOLOGY SERVICES (ITS)

Clearwater Campus  
CC182  
Tel: 780-791-4965  
its.helpdesk@keyano.ca

### Hours of Operation

Monday to Friday: 8:30 a.m. – 4:30 p.m.  
(excluding statutory holidays)

ITS provides the following services to students:

- Computer access in computer labs and the Info Common
- Student email
- Bring your own device (BYOD) functionality (accessing Keyano computer labs anywhere and from any device)
- Wireless Internet Access on campus
- Printing services
- Access to the Microsoft Office suite of products for personal computers and devices

Additional information about the services that we provide can be found at <http://www.keyano.ca/its>

## KEYANO THEATRE AND ARTS CENTRE

Clearwater Campus  
780-791-4930  
Box Office: 780-791-4990

The Keyano Theatre & Arts Centre has been the centre for arts and culture in the region for over 36 years. Keyano Theatre & Arts Centre boasts two outstanding theatrical venues: the 600-seat Mainstage and the 200-seat Recital Theatre.

Keyano Theatre Company (KTC) offers a four-play subscription season directed, designed and managed by professional artists while engaging our own community actors. With an emphasis on producing a quality product while offering patrons a wide variety of performances, Keyano Theatre Company will continue to present exciting entertainment.

There are many volunteer opportunities with The Keyano Theatre and KTC, onstage, behind the scenes and in our lobby during performances. Drop by our office or call 780-791-4930 for more information.

Tickets for our performances are available at the Keyano Box Office located in the Theatre lobby or by calling 780-791-4990.

For online purchases and information about upcoming shows visit our website at: [keyano.ca/theatre](http://keyano.ca/theatre).

## LIBRARY

Clearwater Campus  
Room 166  
Tel: 780-791-4917  
[circulation.services@keyano.ca](mailto:circulation.services@keyano.ca)

### Hours of Operation (Academic year)

Monday to Thursday: 8:30 a.m. – 7:00 p.m.

Friday: 8:30 a.m. – 4:30 p.m.

Saturday: 12:00 p.m. – 4:00 p.m.

Closed Sundays and all statutory holidays.

**Please see the Library webpage for details:**  
[keyano.ca/services/library](http://keyano.ca/services/library)

The Library offers research help, quiet study space and a computer lab for student use. The Library also offers the following resources:

- Books, magazines, print and online journals/articles
- One-on-one research help
- Newspapers, and videos/DVDs (library use only) to borrow
- Computers, printing, photocopying and scanning

### ONLINE AND OFF-CAMPUS SERVICES:

- Online database searching (newspapers, magazines and journal articles)
- Library catalogue
- Renew your books
- TAL (The Alberta Library) Card

Library services are free to Keyano College students with a valid student ID card. Fort McMurray residents can borrow from the Library using a TAL card.

# STUDENT AND COLLEGE RESOURCES

## OFFICE OF THE REGISTRAR

Clearwater Campus  
Room 167  
Tel: 780-791-4801  
Fax: 780-791-4952  
registrar@keyano.ca

### Hours of Operation

Monday to Wednesday & Friday 8:30 a.m. – 4:30 p.m.  
Thursday 10 a.m. - 4:30 p.m.

**Extended hours may be available during peak times – please visit [keyano.ca/academics/officeoftheregistrar](http://keyano.ca/academics/officeoftheregistrar) for details.**

The Office of the Registrar provides academic support services to students, faculty, administrators and staff through supporting the mission of Keyano College. We are committed to maintaining the confidentiality, integrity, and security of students' academic records. In addition to housing and maintaining student academic records the Office of the Registrar offers the following services:

### ACADEMIC ADVISING

Student Advisors are available to provide guidance to students seeking information on credit programs, admission requirements, and how to apply for admission. The advising team also offers assistance in choosing courses and transferability of courses and programs.

### ACADEMIC SUCCESS COACHING

The Academic Success Coach provides support, information, education and advice to students to enable them to successfully engage with college life and study, access relevant college services, achieve academic and personal goals and complete their studies.

Services and Resources include:

- Providing individualized supports and resources to academically at-risk students to persist and succeed
- Working with students in developing individualized Academic Action Plans that are tailored to students' strengths and needs.
- Facilitating students' access to College services
- Coaching of College Success Skills
  - College Knowledge: Keyano 101
  - Time-Management
  - Goal-Setting
  - Communication
  - Budgeting

## STUDENT AWARDS, SCHOLARSHIPS, BURSARIES & STUDENT LOANS

The Financial Aid and Awards Coordinator is available to provide guidance and information to students about our different funding options as well as our Student Awards

### TRANSCRIPTS

Academic transcripts are maintained by the Office of the Registrar. Transcripts can be issued upon receipt of a signed written request. The office will release official transcripts only when students have met all their financial obligations to Keyano College.

### CONFIRMATION OF ENROLLMENT LETTERS

Students may obtain a letter from the Office of the Registrar verifying their enrollment as documentation for student discounts, insurance, loan deferments or other purposes. The request must be made in writing and must indicate the student's name, address, phone number, and student identification number as well as the information to be released, the reason for the release and the location to which the letter should be sent.

### The Office of the Registrar also:

- Processes Credit and Continuing Education registration (drop/add)
- Processes address and name changes
- Provides parchments and parchment replacement
- Processes Applications to Graduate
- Monitors end of term grade process
- Coordinates yearly convocation

## SECURITY SERVICES

Clearwater Campus  
Room 153

Tel: 780-791-4911 or pick up any red telephone for direct access to Security.

Security Officers can be reached 24 hours a day for information regarding any of the services listed below:

- General Information
- Lost & Found
- Access Control
- Complaint Investigations
- Public Safety
- Emergency Medical Transportation
- Safewalk Program
- Personal Security Counselling

The goal of Security Services is to provide a safe and secure environment for students and staff.

# STUDENT AND COLLEGE RESOURCES

## SKILL CENTRE

Clearwater Campus  
Room 119  
Tel: 780-792-5620  
skill@keyano.ca

The Skill Centre is a learning space in the Clearwater Campus at Keyano College where students can gather to share ideas, collaborate on projects, get new perspectives on learning from our tutorial staff or make use of the Centre's educational resources. The Skill Centre provides academic support services to students registered in credit programs at Keyano College in the forms of tutoring, writing support groups, facilitated study groups, workshops and study space.

## TUTORIAL ASSISTANCE

The goal of the tutoring program is to foster a student's ability to learn effectively and independently. Students registered at Keyano College are welcome to drop by the Skill Centre to visit with any of our tutors to discuss their academic concerns.

### Tutors are available:

Monday to Friday: 8:30 a.m. – 4:30 p.m.  
Evening and weekend hours are posted in the Skill Centre and subject to tutor availability.

## INDIVIDUAL AND GROUP STUDY SPACE

The Skill Centre is open for independent study during regular College hours. The Centre offers a large common room, a multimedia room equipped with a SMART board for small group use, computers and a printer/copier.

## SUPPLEMENTAL INSTRUCTION AND FACILITATED STUDY GROUPS

Supplemental Instruction (SI) is a structured and facilitated study group offered as an optional support to specific courses. SI helps students to master their course material with organized activities that explore the course content.

The Skill Centre can assist students to form and conduct their own effective study groups. There is a conference room available in the Skill Centre that can be booked for group use. Tutors are available to support your study groups with course content and collaborative learning techniques. Drop in to the Skill Centre to discuss how we might assist you.

## PEER TUTOR PROGRAM

Peer tutors are an integral part of the tutoring team in the Skill Centre. Peer tutors are chosen from Keyano's student population based on academic achievement and instructor recommendation. Peer tutors work on a part-time basis, scheduled to be flexible around their coursework and college commitments. Please drop by the Skill Centre if you are interested in employment as a peer tutor.

## TESTING SERVICES

Clearwater Campus  
Bob Lamb 152  
Tel: 780-791-4838  
testing.services@keyano.ca

## EXAM SUPERVISION

Testing Services provides supervised exams in a quiet testing environment for Keyano College, and external students. The Testing Centre has multiple testing rooms for both paper and online exams.

Testing Services Guidelines are available at the Testing Centre, Office of the Registrar and online at [keyano.ca/TestingServices](http://keyano.ca/TestingServices).

## KEYANO COLLEGE TESTING CENTRE

Keyano College is a recognized testing facility authorized to administer examination supervision services on behalf of educational institutions, government agencies, corporations and professional regulatory bodies.

### Specialized Testing:

- BSO (Basic Safety Orientation)
- CSTS 09 (Construction Safety Training System)
- WHMIS (Workplace Hazardous Materials Information)
- GED (General Education Development Test)
- Skills and Competency Assessments
  - TOWES (Test of Workplace Essential Skills)
  - DAT (Differential Aptitude Test)
  - Frontline Supervisory Assessment
- TOEFL iBT
- CELPIP (Canadian English Language Proficiency Index Program)

For more information phone 780-791-4838 or email [testing.services@keyano.ca](mailto:testing.services@keyano.ca).

## SPORT & WELLNESS DEPARTMENT

The Keyano College Sport & Wellness Department is housed in the Syncrude Sport & Wellness Centre.

It is home to Huskies Athletics, Alberta Sport Development Centre, Be Fit for Life Centre, Shifting to Wellness, and provides all the sport and fitness programming for staff, students and community within the Sport & Wellness Centre.

# STUDENT AND COLLEGE RESOURCES

## SYNCRUDE SPORT & WELLNESS CENTRE ACCESS & MEMBERSHIP

Tel: 780-791-7792

[keyano.ca/sport-wellness](http://keyano.ca/sport-wellness)

### Hours of Operation

Monday to Friday: 5:00 a.m. – 11:00 p.m.

Saturday & Sunday: 8:00 a.m. – 10:00 p.m.

Holidays: Please visit [keyano.ca/sport-wellness](http://keyano.ca/sport-wellness)

The Syncrude Sport & Wellness Centre (SSWC) is a multi-use sport and wellness complex situated on the Clearwater Campus of Keyano College. The Centre welcomes students, staff and faculty along with local residents and community visitors. We are proud to be the home of Huskies Athletics.

Within the Centre the Sport & Wellness Department provides people with quality and diverse sport and wellness opportunities through education, training, programming and facilities. They provide a mixture of structured and casual sport and wellness opportunities that embrace the needs of Keyano College, residents of the Regional Municipality of Wood Buffalo (RMWB), as well as local, regional and provincial sporting organizations.

The Sport & Wellness Department is committed to:

- Providing a safe and welcoming environment within our facility.
- Providing programs and services that promote individual and community development.
- Providing adult and youth programming initiatives that promote healthy and active lifestyles.
- Providing high performance training for those athletes wanting to pursue athletics at an elite level.
- Continuing the commitment of Keyano College to provide excellent education training and services.

Full-time credit students wishing to activate their membership are required to provide evidence of their full-time status as well as their student card for programming. Part-time credit students are required to pay an additional (\$249) fee for their membership following the provision of evidence of enrollment and presentation of their student card. Online students do not qualify for membership discounts.

## USED BOOKSTORE

The SAKC operates a Used Bookstore located in Room CC178. Books are sold on a consignment basis, with the students selling the books setting the prices. This is a great place to shop for textbooks at a reduced cost as well as make a little extra money selling your already used books.

The Used Bookstore is open during the following months

- September
- December
- January
- April

After these times, students inquiring about books or wishing to drop off books for consignment can do so in King's Lounge or by appointment by calling 780-791-8978.

## WELLNESS SERVICES

Services: 780.791.8934 | After Hours: 780.791.4911

### Hours of Operations:

Monday to Friday - 8:30 AM to 4:30 PM

Weekends/Holidays - Call 211 or 911

Located in room CC260 at Keyano College's Clearwater Campus, wellness services support students' health and wellness, offering insights to meet both academic and life challenges providing counseling and support services in a confidential and safe environment.

Keyano College Wellness Services is a safe, caring, inclusive, and respectful environment, where students can access free group and individual support.

A Mental Health Coordinator can help you if you are experiencing:

- challenges in your personal life affecting your academic life
- concerns about your emotional and mental health
- persisting problems
- bullying, harassment, or threats
- an abusive relationship (physically, emotionally, or mentally)
- sexual assault, or other forms of abuse
- anything unusual or making you feel uncomfortable
- homesickness
- eating disorders
- a feeling of dread
- substance use or other addictions
- trouble sleeping or nightmares, mood swings, or trouble concentrating

We can help you:

- develop the skills, attitudes, abilities, and insights to meet both academic and life challenges
- overcome personal challenges that may stand in the way of your success
- connect you to additional community supports and experts
- be well emotionally, social, intellectually, and physically

### Confidentiality:

*Sessions with mental health coordinators are confidential.*

*Personal information is only shared with your permission, except in the case of imminent danger to self or others, court orders, or where otherwise required by law.*

*Accessing support services is not part of a student's record at Keyano College.*