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*Disclaimer: Although this information is prepared with care, Holland College accepts no responsibility for actions caused by misinformation contained in this handbook. This handbook is published for information purposes and outlines the intentions of Holland College in as timely a fashion as possible. Holland College reserves the right to revise information in this handbook and any policies, regulations and procedures cited in this document as it deems necessary without notice.*

## **Holland College Statement of Mission**

Dedicated to excellence in performance, Holland College stands committed to providing quality life-long learning opportunities to support learner, industry and community development.

## **Quality Service Statement**

The Holland College Quality Policy declares that the college is dedicated to providing educational opportunities and services that meet or exceed the needs of learners, industry/business and our community by:

- ◆ involving industry /business in both the development and evolution of our training programs and courses;
- ◆ ensuring that programs and services are redesigned and implemented with a commitment to meeting customer requirements;
- ◆ ensuring staff are highly qualified through ongoing recruitment, development and training;
- ◆ developing and delivering training that emphasizes competency based education principles;
- ◆ ensuring that standards are maintained and improved by active monitoring, reviewing and improving all activities.

Holland College achieved ISO 9001 Certification in 1999, was recertified to the ISO 9001:2000 standard in 2006, and, most recently, received the ISO 9001:2008 certification in 2009. ISO Certification means the college's quality system meets this internationally recognized standard. The scope of the Holland College's ISO Registration is the Design and Delivery of Education and Training to Students including related support services. For more information on the college's quality system, visit the quality website, [www.hollandcollege.com/quality](http://www.hollandcollege.com/quality)

## **A Brief History of Holland College**

On April 23, 1968, Premier Alex B. Campbell issued a Policy Statement on Post-Secondary Education. At that time Prince Edward Island had two universities, St. Dunstan's and Prince of Wales. The only other adult education was provided by the Provincial Vocational Institute in West Royalty and, to a lesser extent, by the Prince County Vocational Institute High School in Summerside. The policy statement prepared the way for the creation of Holland College a year later. On March 10, 1969, the name Holland College was chosen in honour of Captain Samuel Holland (1728-1801), Surveyor General of Quebec and British North America.

Holland College has centres across the Island, but training is not limited to Prince Edward Island. In addition to contract training and distance training, which can be delivered anywhere, the college offers several programs in China.

## A Message from the President

As a parent of three children who have gone on to post-secondary education, I can appreciate that you may have some feelings of uncertainty. At Holland College, your young person is part of a community dedicated to helping him or her reach his or her goals.

Holland College programs are designed to meet the real life demands of industry, and are structured to ensure that our students are well prepared for their chosen careers. One of the most important elements of their success will be their commitment - as long as they want to succeed, we're here to help them.

Many students find that their time at Holland College is one of transformation - they begin the year excited and enthusiastic, but perhaps with some trepidation. At the end of their program of study they emerge confident, skilled, and ready to take on the challenges of the work world. I am sure that your son or daughter will enjoy this experience and will be as proud of their personal growth and professional development as you will be.

If you have questions or concerns that are not addressed in this handbook, please feel free to contact the staff of Student Services & Athletics at the numbers provided.



Brian McMillan, Ph.D.  
President of Holland College



## 2009-2010 Calendar of Events

### All campuses except the Tourism and Culinary Centre

Sept 9	Students Return
Sept 14	Second Year Students Return
September	Part Time Job Fair
October	Volunteer Expo
Oct 12	Thanksgiving Day (No classes)
Fall	Student Union Elections
Nov 11	Remembrance Day (No classes)
Dec 16	Festival of Lessons & Carols (Charlottetown)
Dec 17	Christmas Activity (Summerside area campuses)
Dec 18	Last Teaching Day before Christmas break
Jan 4	Students Return from Christmas Break
January	Student Awards Night
Feb 3	Professional Development Day (No Classes)
Feb 15	Islander Day (Holiday)
Feb 8-12	Winter Carnival
Mar 15-19	March Break
Spring	Student Union Elections
March	Career Expo
April	Athletic Awards Banquet
Apr 2	Good Friday (Holiday)
Apr 5	Easter Monday (Holiday)
Weekend of May 20-23	Trades Graduation
Weekend of May 20-23	Charlottetown Centre Graduation
May 24	Victoria Day (Holiday)
June 4	Staff Appreciation Day (No Classes)
Weekend of June 24-27	June Graduation

### Tourism & Culinary Centre

Sept 9	1st Year Fall Intake
Sept 21	First Day of Classes for Professional Golf
Sept 29	First Day of Classes for 1st Year Applied Degree in Culinary
Oct 2	Last Day of Classes 1st Year Culinary Spring Intake
Oct 12	Thanksgiving Day (No Classes)
Oct 13	First Day of Classes for 2nd Year Applied Degree in Culinary
Oct 13	First Day of Classes for 2nd Year Fall Intake
Oct 16	Last Day of Classes for 2nd Year Spring Intake
Oct 24	Graduation – Spring Intake Students
Nov 11	Remembrance Day (No Classes)
Dec 18	Last Teaching Day before Christmas Break
Jan 4	Students Return from Christmas Break
February	Tourism Employment Showcase
Feb 3	Professional Development Day (No Classes)
Feb 15	Islander Day (No Classes)
Feb 8-12	Winter Carnival
Feb 17	First Day of Classes for 1st year Spring Intake
Mar 15-19	March Break (No Classes)
Apr 2	Good Friday (No Classes)
Apr 5	Easter Monday (No Classes)
Apr 14	First Day of Classes for 2nd Year Spring Intake
May 8	Tourism & Culinary Centre Graduation
May 24	Victoria Day (No Classes)
June 4	Staff Appreciation Day (No Classes)
July 1	Canada Day (No Classes)

*Please Note: Dates on this page are subject to change without notice as certain programs may require alternate dates due to course schedules.*

## How to reach us

### Registrar

Donna Sutton 629-4264

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### Manager, Student Services & Athletics

Albert Roche 566-9690

### Secretary

Lynn Carr 566-9515

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### Student Services & Athletics Officers

Andrew Dobson 888-6450/888-6438  
 Jeff Walker 566-9677

- o Orientation
- o Athletic, intramural & recreational activities
- o Graduation
- o Student associations

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### Recruiter

Nadine Stavert 566-9360

### Recruitment

Tracey Vessey 566-9503

- o Promotion of Holland College to prospective students
- o High school visitations/career fairs
- o Coordinate and conduct campus tours
- o Communications with external partners

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### Student Development & Employment Officer

Crystal Bailey 566-9374

### Coordinator, Internship/Graduate Opportunities

Susan Shaw 894-6830

- o Portfolio development
- o Employment opportunities
- o Service Canada programs
- o Career correspondence
- o Interview preparation
- o Employer recruitment
- o Internship opportunities
- o Preparation for international placements

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### Counselors

Tom Corcoran 566-9633

June Harper 894-6833

- o Counseling
- o Assessment referrals
- o Chaplaincy
- o Financial aid
- o Tutoring
- o Respectful learning environment

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### Registrar's Office

Yvonne Garnhum 566-9517

- o Transcripts/marks
- o Bursaries/scholarships

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### Admissions Officer

Shelly Bradley 566-9667

- o Program details
- o Admission requirements

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### Systems Officer

Tara MacCallum 566-9655

- o WebAdvisor
- o Income tax receipts (T220A)
- o Application for graduation

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### Information Officer

Melissa Josey 566-9518

- o Articulation agreements
- o Transfer credits

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### Financial Information

Peggy McInnis 629-4272

- o Student accounts

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### Coordinator of Student Academic Support

Velda Crane 629-4237

- o Arrange services for students with learning disabilities
- o Liaise with college staff & community support groups

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### Accommodations Manager

Tracey Campbell 367-7701

- o Administration of Charlottetown Area residence - Glendenning Hall

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### Student Union

Amanda O'Connell 566-9617

- o Health/dental plan
- o Special events/student wellness
- o Student government

## **Student Services and Supports**

Student Services assists students as they work to achieve their academic and personal goals. Student Services activities begin with orientation and continue until graduation, and include counselling, financial aid, accommodations, employment assistance, special needs, success planning and social/recreational programs. Holland College encourages students to participate in extracurricular activities in order to enhance their experience here. Over the year, students have an array of recreational options to choose from.

### **Orientation**

Orientation plays a major role in the success of students. The orientation process is an action packed program that includes career planning, academic activities, life skills, study skills and social/recreational pursuits. All these offerings are designed to ensure that students' first experiences at the college are positive.

### **Counseling**

Counseling is available free of charge to all Holland College students. The counselors are professionally trained and provide a variety of confidential counseling services. Counseling services promote student success by helping students identify issues, overcome barriers to success, and find effective ways to deal with personal concerns. Some of the issues students encounter during their time in college include anxiety, depression, relationship difficulties, challenges identifying coping strategies, managing learning disabilities, the need for career counseling, financial challenges, personal crises, health problems, bereavement, and adjusting to learning at the post-secondary level. Counselors are available Monday to Friday from 8:30 a.m. to 4:30 p.m. Appointments may be made by phone, in person, or via e-mail request. Drop-ins are accommodated if time permits. Counselors can, as needed, refer students to community agencies. Contact the Student Services office for more information.

### **Student Development & Employment Assistance**

The Student Development & Employment Officer and the Internship Coordinator help students to polish their resumés and cover letters, prepare for an interview or search for a job in their field of training. Their role is to help students have an enjoyable college experience and transition to the workplace successfully. There are group sessions, and information on a variety of work and college-related topics is available, including:

- |  |   |
|--|---|
| <input type="checkbox"/> Resumé and cover letter writing | <input type="checkbox"/> Portfolio development  |
| <input type="checkbox"/> Interview preparation           | <input type="checkbox"/> Personality dimensions |
| <input type="checkbox"/> Bursary/scholarship tips        | <input type="checkbox"/> Career searching       |
| <input type="checkbox"/> Student finances                |   |

Employers recruit on college campuses throughout the year. Notices of these visits and of job fairs are posted for students.

### **Athletics and Recreation**

Holland College is the home of the Holland Hurricanes athletics teams, which are active in varsity, club and recreational sports. The Hurricanes are members of the Atlantic Colleges Athletic Association and the Canadian Colleges Athletic Association. The mission of the athletics program is to promote the successful academic and athletic development of Holland College athletes through a respected

intercollegiate program. The achievements of the players and teams and the academic success of student athletes are a source of pride within the college community. Whatever their fitness level, degree of competitiveness, or available time may be, Holland College students have an opportunity to participate in the college's sport and recreation offerings. Information on teams and upcoming action are posted at each campus; on the Athletics website, [www.hollandcollege.com/athletics](http://www.hollandcollege.com/athletics); and in the Athletics Guide available at all college campuses.

Students in the Charlottetown area have access to the student-operated fitness centre, the Eye of the Hurricane, located in the Charlottetown Centre. Summerside area students can use the fitness centre at the Atlantic Police Academy. These facilities are available free of charge to all full-time students. A gymnasium, golf simulators and the Canadian Golf Academy are also available. Holland College athletes also have ample access to practice facilities and equipment to enhance and improve their athletic abilities.

### **Holland College Welshmen Community Concert Band**

Students who play instruments are encouraged to join the Holland College Welshman Community Concert Band. It's a great opportunity to meet with fellow musicians, keep one's skills up, and learn from others. The band, which is open to students, alumni, staff, and people from the community, rehearses weekly and plays at various Holland College events throughout the year. If there is enough interest, a jazz band and a pep band will be formed. For more information, contact Student Services & Athletics.

### **Student Representatives to the Holland College Board of Governors**

Two students are elected to represent the student body on the Holland College Board of Governors. The board of governors is responsible for governing the affairs of the college and meets once a month. To be eligible, a student must be enrolled at Holland College full time in a post-secondary program of one or more year's duration and be in good standing. This is an excellent personal and professional development activity.

### **Admissions Office**

The Admissions Office is located on the first floor of Montgomery Hall, 305 Kent St., Charlottetown, PE. Staff here can help with admission, financial, and articulation information, as well as Registrar's Office services such as providing transcripts, bursary and award information and official Holland College letters.

### **Articulation Agreements and Transfer Credits**

Articulation agreements and transfer credits give students the opportunity to begin studies at one institution and finish at another. For example, students may decide to obtain a diploma from Holland College and then further their studies at a university, or may have started studies in university, and be interested in continuing education at Holland College. Holland College has agreements in place with universities and colleges across Canada, the U.S., and overseas. There are a variety of joint applied degree programs and 2+2 programs, which mean that you can earn a diploma at Holland College and then earn a university degree in as little as two additional years. For more information about the agreements in place for specific programs, refer to each program's description on the website.

## **Accommodation for Students with Disabilities**

As an educational institution and a community organization, Holland College recognizes that it has a responsibility to provide reasonable accommodation to students who have a disability. An accommodation is reasonable when providing the accommodation would not pose undue hardship to the college community, giving due consideration to budgeting requirements, outside sources of funding/support, health and safety requirements, and would not in any manner reduce the standards, academic or otherwise, of the college.

Applicants with a disability who seek accommodation from Holland College are responsible for bringing their training and academic needs to the attention of the Registrar as part of the application process; for providing relevant documentation of their disability to the Registrar; and for undergoing an assessment, if determined to be necessary, to assist in the processing of their application.

## **International Office**

The Holland College International Office connects students from around the world with students, staff and programs here at Holland College. We help students to settle into life here at the college. To contact the international office, call (902) 566-9377.

## **Computer Services**

Students are responsible for reading, understanding and adhering to the Computer Lab Code of Practice. All students are required to sign the Computer Lab Code of Practice Student Acceptance Form. Computer and networking facilities provided by the college are owned by the college and are the responsibility of the college. The college, therefore, reserves the right to inspect any and all files stored in private areas of the college network in order to ensure compliance with policy. While the college will make every effort to protect the confidentiality of these files, this does not preclude the college's responsibility to ensure the college network system is operated according to policy and that it does not violate any laws. The use of any college resources for illegal activity is grounds for disciplinary action and the college will cooperate fully with any legitimate law enforcement activity.

## **Accommodations and Residence**

Holland College offers a smoke-free residence in the Charlottetown area. Glendenning Hall, located on Grafton Street, is just one block away from Charlottetown Centre. For more information, contact the Accommodations Manager at (902) 367-7701, e-mail: [residence@hollandcollege.com](mailto:residence@hollandcollege.com) or visit [http://www.hollandcollege.com/future\\_students/on\\_site\\_accommodations.php](http://www.hollandcollege.com/future_students/on_site_accommodations.php).

Holland College also offers a residence option for students attending programs in the Summerside area at the Slemon Park Hotel. Visit Slemon Park Hotel's website to view the property: [www.slemonparkhotel.com](http://www.slemonparkhotel.com).

Student Services & Athletics maintains off-campus accommodation lists for the Charlottetown, Georgetown and Summerside/Slemon Park areas. These lists may include apartments, rooms with kitchen privileges, room and board, and students who are looking for roommates. The lists are available on the web at [http://www.hollandcollege.com/future\\_students/off\\_site\\_accommodations.php](http://www.hollandcollege.com/future_students/off_site_accommodations.php).

## **Student Union**

The Holland College Student Union was created by students to work for students. Elections for the positions of President, Finance Director and Technology Director are held in the spring, while the positions of Vice-President and Administrative Assistant are filled in the fall. Each program elects a representative at the beginning of the academic year to serve on their centre's Student Association. Representatives act as a liaison between the student association and students in their programs. The student associations meet on a weekly basis to discuss issues relating to students. The Student Union awards annual bursaries to active class representatives. All students are encouraged to participate. For more information, visit [www.hcsu.ca](http://www.hcsu.ca).

Student union fees are compulsory for each year a student attends the college. The fee is due and payable upon registration. The fee includes photo ID cards, recreation and social activities, use of recreation equipment, reduced admission to social events and the yearbook fee.

## **Student Health & Dental Plan**

Holland College students enrolled in post-secondary programs are covered by the Holland College Student Union Health & Dental Plan. Coverage is effective for 12 months from the month that you begin school. Students are required by Holland College to carry health insurance, and premiums are paid as part of your tuition and fees. All students are required to pay this fee. If students already have health insurance coverage through a parent, spouse, or work; they may do one of two things. They may stay in the Holland College Student Union Health & Dental Plan and coordinate the benefits from their two insurance plans to receive even more comprehensive coverage, or they may opt out of the student union plan. If the student decides to opt out, she or he must provide documentation from their insurance company containing their name and the name of the insurance company to the health plan administrator as proof of coverage. This may consist of one of three documents:

1. Insurance card with the student's name on it
2. Letter from the insurance company on company letterhead stating that the student is covered,
3. Statement from the insurance company containing the student's name, which has been issued within the time that the student has been a registered Holland College student.

Failure to produce one of these items will result in the student not being issued a reimbursement cheque until such a time that they can prove they have an alternate form of health insurance. There will be e-mails circulated to let students know when the health plan administrator will be in their particular centre to answer questions regarding the health plan and for the distribution of cheques.

## **Alumni**

Graduates from all one and two year programs at Holland College are automatically registered as alumni. Holland College alumni travel and work all over the world – there's no telling where they may run into a fellow graduate!

Holland College alumni are automatically qualified to apply for highly competitive group rates for vehicle, residential, and term life insurance. To find out more about the benefits of being a Holland College alumnus or to update contact information, visit the alumni website at [www.hollandcollege.com](http://www.hollandcollege.com).

## **Student Request to Release Information**

Holland College policy considers all student records to be the confidential personal information of the student. With the exception of information sharing within the college and to authorized government departments and agencies, the release of this information can only be permitted with the written consent of the student using the Student Request to Release Information form found on the web site or through the Admissions office. The student must specify on this form to whom the information can be released.

Your son or daughter is now considered an adult, which comes with the right to privacy. Even though you may be paying all or part of their tuition, you are not entitled to access any student academic or personal information without their written consent.

## **Tax Receipts**

T2202A tax receipts will be available on the secure student web portal, Webadvisor, at the end of February each year. Students are responsible for printing their own tax receipts and will receive information through their Holland College e-mail account when tax receipts are available. Due to privacy issues, requests for T2202A tuition tax receipts must be made directly by the student.

## **Reaching Someone on Campus**

The best way to get a message to a student is by contacting the office of the program the student is taking. The office numbers are listed on our website on each program page. If you do not have this number you can call the Admissions Office for assistance at 1-800-446-5265.

## **Bursaries and Scholarships**

All students who are registered in full time college programs can apply for Holland College bursaries and scholarships. Through the dedicated work of the Holland College Foundation, and the generosity of individuals, businesses and other organizations, 150 bursaries and scholarships are available to students. Some awards are designated to specific programs but many are available to all college students. All awards have application deadlines.

Information regarding bursaries and scholarships is available on the website. In order to be considered for an award, all applications must be completed as outlined and submitted to the Registrar's Office by the date specified on the website. All applications will be reviewed by an awards selection committee appointed by the Registrar. Please check exact deadline dates for scholarships and bursaries on the college website at [www.hollandcollege.com](http://www.hollandcollege.com).

## **Financial Aid**

It is not unusual for students to experience financial challenges throughout the year. Student Services & Athletics can clarify what options are available with respect to student loans, bursaries, and skills development funds.

## Registration and Payment of Fees

Registration for the majority of college programs is held each September and January. Tuition and lab fees are payable in instalments of 60 per cent at the start of the first term and 40 per cent at the start of the second term. For students beginning their program in September, 60 per cent of tuition and lab fees are due in September. For students beginning their program in January, 60 per cent of tuition and lab fees are due in January. All tuition fees of \$1,000 or less are due and payable upon commencement of the program or course. All other fees are due at the start of the program. The college may impose sanctions for non-payment of fees.

## Refund of Fees

Partial tuition/fee refunds to registered students will be granted under the following conditions:

A student exits the program/course within sixty (60) calendar days after the day of commencement of the first term only.

A student who has been accepted into a program/course on a probationary or conditional basis exits within the probationary period.

A student exits for health reasons and supplies a medical certificate.

Students leaving in the second term will not be eligible for a refund.

## Student Loans

Through the provincial departments of education, student loans are available to qualified students attending programs at Holland College. If you require further information or assistance with student loans, contact Student Services & Athletics or visit the following websites where students can apply online or download an application:

Prince Edward Island  
Student Aid Division  
Department of Education  
[www.studentloan.pe.ca](http://www.studentloan.pe.ca)

Newfoundland & Labrador  
Student Aid Division  
Department of Education  
Thompson Student Centre  
[www.edu.gov.nf.ca/studentaid](http://www.edu.gov.nf.ca/studentaid)

New Brunswick  
Student Services Branch  
Department of Advanced Education & Labour  
[www.studentaid.gnb.ca](http://www.studentaid.gnb.ca)

Nova Scotia  
Student Assistance Office  
Department of Education  
[www.studentloans.ednet.ns.ca](http://www.studentloans.ednet.ns.ca)

All provinces: [www.canlearn.ca](http://www.canlearn.ca)

## Recipients of Skills Development Income from Service Canada

Students receiving assistance from Service Canada are required to keep their counsellors informed of any changes from the original agreement they have with Service Canada. Students who are ill or miss significant time, students who have difficulty with the program, students who want to change programs or students who withdraw from a program should contact their Service Canada counsellor.

Students participating in on-the-job (OJT) training who receive income support from Service Canada must contact the nearest Employment Centre well in advance and have their OJT documented by Service Canada. In the case of OJT that is out of province, special arrangements must be put in place.

## **Philosophy of Learning at Holland College**

### ***Learners and Learning***

1. Learning is a personal and voluntary process.
2. Learners learn at different rates and in different ways.
3. Learners should play a role in planning and managing their learning.
4. Learners should be able to obtain credit on demonstrated competence.

### ***Programs***

Programs should:

1. Emphasize skills, knowledge, and attitudes relevant to the work place and contribute to the development of the whole learner.
2. Simulate the work environment.
3. Build on training partnerships with employers.
4. Facilitate individual learning and the acquisition of skills.
5. Accommodate part-time learning and the planned intake and exit of learners.
6. Provide on-the-job, human relations, communications, computer literacy, entrepreneurial, and life-skills training.

## **Program Design and Instruction at Holland College**

Holland College uses a competency based education model in all of its programs. Competency based education emphasizes the identification/specification, learning and demonstration of those competencies - skills, knowledge and attitudes that are central to a given career, activity or task.

Among the features that distinguish CBE from other educational approaches are the identification of skills, knowledge and attitudes by industry and learners' evaluations based on performance of these competencies. Within CBE there are a number of approaches to instruction. These are determined by the needs of the learners and the competencies involved. What is essential is that the student be able to demonstrate the acquisition of the competencies identified by industry.

## **On-the-Job Training**

On-the-job training is an integral part of many programs. This practical work experience allows students to develop personal competence, to increase their skill level, and to be job ready upon completion of their studies.

Students are not normally paid during periods of on-the-job training. OJT supervisors expect students to abide by company policies and to provide for their own travel and out-of-pocket expenses. Instructors will maintain contact with the student and supervisor during the assignment. The length of time spend on OJT varies from program to program.

## **Academic Progress, Discipline and Appeals**

Honesty and integrity are integral to academic achievement and participation in the broader community. Students are expected to take responsibility for their own academic achievement and to maintain continual progress through their program. Students must attend their program and complete assignments, projects and any other learning activities on time.

Written or other work that a student submits in a program shall be the product of his/her own efforts. Plagiarism, the passing off of another person's work or ideas as one's own, is a violation of the Learner Code of Conduct and can have serious academic and legal consequences. The President or his or her designate has authority to impose a full range of disciplinary measures and will ensure that all learners who behave in a manner inconsistent with college policy and regulations will be subject to disciplinary sanctions commensurate with the seriousness of the infraction.

Discipline will be progressive in nature and may range from a verbal warning to dismissal from the college. In extreme situations, the college may invoke a higher level of discipline, including but not limited to permanent expulsion, without the intermediate stages. The college has implemented administrative regulations and quality procedures to address student progress and discipline concerns. For more information on these regulations and procedures, please consult the college's quality management website, [www.hollandcollege.com/quality](http://www.hollandcollege.com/quality).

## **Attendance**

Programs within the college may establish specific attendance requirements for their programs or courses. These attendance requirements may be reflective of the related industry/business. Attendance requirements will be provided in writing to the student at the start of their program/course. Students who do not meet the attendance requirements of a program, who miss five consecutive days, who are consistently late or who frequently miss time may be dismissed from the program.

## **Respectful Learning Environment**

Holland College is committed to creating and maintaining a community in which students, faculty, administrators, and staff can work, live and learn together, free from all forms of harassment, exploitation, intimidation and discrimination. The Board of Governors of Holland College has adopted a policy statement regarding equity and diversity which states:

*The college believes that every employee, student, or other person associated with college operations has the right to equal treatment with respect to all services, programs, employment, goods and facilities within the college's jurisdiction, without discrimination and free from harassment. The protected grounds ascribed to by the college are described in the Prince Edward Island Human Rights Act. This policy is intended to acknowledge diversity and protect the inherent human dignity of all persons. Therefore, the college does not tolerate violations of this board policy statement.*

Holland College has implemented a procedure that permits investigation of complaints regarding all forms of discriminatory and harassing behaviour within the college community. The college's procedure encourages members of the college community to attempt to resolve these issues as informally

as possible. By taking action early and seeking advice and support to resolve an issue, formal proceedings can often be avoided. The college's regulations and procedures on Equity and Diversity are outlined in Administrative Regulation 40-02-1 and Quality Procedure D03. These documents, and the Harassment/Discrimination Complaint Form (Quality Form 004), are available on the college's quality website.

For further information please call:

Student Services & Athletics: (902) 566-9515

Human Resources: (902) 566-9680

### **Access to College Centres**

Hours of access for the various centres is posted in the classrooms. The centres are not open for student and public access on statutory holidays, with the exception of the Tourism and Culinary Centre. Students at the TCC should check with their instructors. Students wishing to utilize labs, resource rooms, etc., after 5 p.m. and on weekends must show their Holland College Student ID to security.

### **Campus Lock-Down**

In the event that students, staff and visitors to Holland College found it necessary to secure themselves inside the building, college facilities are capable of entering into lock-down mode. A lock-down is used to ensure the safest possible situation for many different scenarios (such as an armed individual making hallways unsafe). Lock-down drills occur throughout the school year. Information regarding how to implement a lock-down and what to do in the event of a lock-down is posted throughout the facilities.

### **Weapons on Campus**

No person, while on property controlled or owned by Holland College (including residences), shall store or carry a weapon as defined in the Directive. Individuals found in possession of unauthorized weapons on campus will be immediately reported to the police and may be excluded from college property pending an investigation. In the case of a student, an individual may be subject to disciplinary action up to and including expulsion from the college.

### **Closure of Facilities during Severe Weather Conditions**

During severe weather conditions, staff and students should check the college's website. In the event of a closure or a delay, a red banner will appear at the top of the home page at [www.hollandcollege.com](http://www.hollandcollege.com).

Information regarding closures is also given to radio stations SPUD FM (102.1 FM), Ocean 100 (100.3 FM), KRock 105.5 (105.5 FM), Magic 93 (93.1 FM), CFCY (95.1 FM) and CBC (96.1 FM). For the purpose of closing facilities in times of inclement weather, centres in the Charlottetown area, with the exception of the Tourism and Culinary Institute are considered as a single unit; all of the centres in the Summerside area are considered a single unit. Centres in the eastern and western end of the Island, Montague, Souris, Tignish, with the exception of Georgetown, follow the decision of the schools in their area. Announcements are made as early as possible, normally by 7 a.m.

## Occupational Health & Safety

Holland College, as a post secondary institution as well as an employer, values the health and safety of all students, employees and other individuals on college premises. It is, therefore, the policy of the college to protect and promote the health and safety of all students, employees and other individuals and to take every precaution reasonable in the circumstances to ensure that college premises are safe and healthy for all who come into contact with the college.

## Student Accidents

Students must report any accident or injury by completing the Holland College Accident & Incident Report Form QF023 and submitting it to the Facilities Coordinator through the college's interoffice mail service. When possible, the form should be completed within one working day of the accident or injury.

## Flu Pandemic Preparedness

Holland College, in consultation with the provincial Department of Health, is preparing a pandemic policy. To date, the college has installed hand washing stations throughout all campuses, and posted notices regarding proper hand washing procedures.

The Department of Health's Public Health Alerts section provides information regarding preventive measures and links to other resources. Check out the site for alerts: <http://www.gov.pe.ca/health/index.php3?number=1021139>.

Parents and students may contact Donna Sutton at (902) 629-4264 or by e-mail at [dsutton@hollandcollege.com](mailto:dsutton@hollandcollege.com) for specific college details or to report a student illness.

## Transportation

Advanced Shuttle Service (PEI to NS)  
1-877-886-3322

Northumberland Ferries Ltd. (PEI to NS)  
1-800-565-0201 [www.peiferry.com](http://www.peiferry.com)

PEI Express Shuttle (PEI to NS)  
1-877-877-1771 [www.peishuttle.com](http://www.peishuttle.com)

Confederation Bridge (PEI to NB)  
1-888-437-6565 [www.confederationbridge.com](http://www.confederationbridge.com)

Central Inverness Shuttle (Halifax to Cape Breton)  
(902) 945-2000 [www.invernessshuttle.com](http://www.invernessshuttle.com)

Charlottetown Airport  
Tel: (902) 566-7997 [www.flypei.com](http://www.flypei.com)

Acadian Bus Lines  
1-800-567-5151 [www.acadianbus.com](http://www.acadianbus.com)

Marine Atlantic Ferries (NS to NL)  
1-800-341-7981 [www.marine-atlantic.ca](http://www.marine-atlantic.ca)

## Letting Go and Staying Connected: Tips for Parents of First Year Students

The college years are an exciting and stimulating time in the life of your son or daughter. The first year especially is a time of significant change for college students. In addition to preparing for a career, they will have many challenges and opportunities to learn more about themselves and the world around them. During this time, they will begin to:

- ◆ Make important life decisions
- ◆ Develop their personal and professional identities, interests and values
- ◆ Evolve from adolescence to adulthood

It is important for parents and their children to discuss several issues in order to ensure that the transition from home to college is as smooth as possible. In the case of students who will be living in a residence or an apartment, it is helpful to have frank discussions about issues such as:

- ◆ **Finances:** applying for scholarships and loans; determining who will be responsible for tuition, room and board, textbooks, and other living expenses; and deciding whether your son or daughter will be expected to work part time. Your provincial Student Loan office may be helpful in anticipating costs and seeking various forms of financial assistance.
- ◆ **Academic expectations:** Do you agree on them? Are they realistic? If not, it's time to discuss them to reduce the possibility of disappointment later.
- ◆ **Communication and visits:** telephone calls, visits to campus, visits home, email; how much information do you expect regarding course work and social life
- ◆ **Social activities**
- ◆ **Transportation:** will your son or daughter have a bicycle or car? How often will he or she visit home during the semester?

It is important for parents to understand that all college staff must comply with the *Freedom of Information and Protection of Privacy Act*. Consequently, without written permission from the student, no information can be released to parents. This includes information related to marks, progress or behaviour issues in residence. All college staff members recognize that this can be distressing for parents, especially if they are providing some or all of the financial support. Discuss this with your child.

### Arriving and Settling In

Students quickly realize they have entered a very different world. While it can be very exciting, fulfilling and filled with wonderful opportunities, a period of emotional, social and academic adjustment is a natural part of this transition. Students are likely to experience many challenges as they arrive and settle into the routine of college life, such as:

- ◆ **Leaving familiar territory and traditions**  
Students leave behind family, friends, possibly a boyfriend or girlfriend, familiar places and customs, and family rules.
- ◆ **Managing new freedom and responsibilities**  
Greater freedom requires greater personal responsibility. In the absence of daily parental guidance, students living in an apartment or residence must be fully responsible for getting ready and getting

to class on time, deciding when to study and when to socialize, when and what to eat, when to come home at night and when to go to bed; how to manage their money, do their own laundry, and make daily decision regarding their academic and social behavior.

◆ **Changing relationships with parents and family**

With greater independence and less contact with between parent and child, your bond can begin to evolve into an adult-to-adult, rather than child-to-parent relationship. This creates both challenges and opportunities for relationship growth for students and their parents. At times it may be helpful for a student to meet with a counselor from Student Services to discuss this adjustment process and how it may affect academic performance.

◆ **More demanding academic requirements and competition**

Many college students were able to do well in high school without much effort or study and without developing the learning skills such as note taking, studying, and textbook reading that are necessary to succeed in college. Students who are under-performing may find it very helpful to seek individual assistance from Student Services.

◆ **Time Management**

Most high school students spend nearly 35 hours each week in class. In college, they may spend 20-40 hours in class. Some days, they may not even have any classes. These periods of non-class time can easily be spent in a variety of non-academic activities. Many students are not aware of the general guideline that, for every hours of class time, a student should spend approximately two hours studying and completing assignments and projects. In order to perform well academically and also have time for socializing, exercising and leisure activity, both time management and organizational skills are critical.

◆ **Feeling overwhelmed by course work**

The demands of constant studying for quizzes and exams, reading assignments, completing projects and papers and other responsibilities can be overwhelming and may lead to procrastination, which only worsens the problem. Students with unrealistically high self-expectations or perceived parental expectations experience additional discouragement. Such issues, along with test and performance anxiety, are frequent in a college student population and may be discussed with a counselor.

◆ **Learning to live in a world of difference**

Diversity of ethnicity, religion, philosophical beliefs, interests and values may be one of the most important discoveries during the college years. Students are constantly confronted with new ideas in their courses and in their interactions with other students. At times they may feel torn between remaining loyal to long-held family beliefs and making decisions based on new information that is more consistent with their own emerging values and goals.

## Mid-semester

- ◆ **As mid semester approaches, relaxation and leisure activities may be pre-empted by assignments, projects and studying for exams.**

At this point, the reality of college sets in and feelings of stress and tension may increase. This may be the time when the student begins to realize that college requires more work than high school, that time must be managed more carefully, and that the learning skills necessary in high school may no longer be sufficient. This is a time when self-discipline, self-motivation, effective time management and learning strategies are critical to academic success.

If a student does not meet their own expectations (or perceived parental expectations) regarding their performance in mid-term exams and papers, they may become discouraged or experience feelings of failure, guilt, worry and a loss of self-esteem. They may begin to question their ability, their choice of program, or even their decision to go to college. Occasionally, students develop inadequate coping strategies in response to these feelings. They may avoid classes, stay out late, spend too much time socializing or on the Internet, develop poor eating habits, or use alcohol or other substances. College counselors are available to assist the students with these personal difficulties.

## End of Semester

- ◆ **The weeks between Thanksgiving and the end of the semester are typically very hectic for students as they work to complete papers and projects and prepare for the end of the year.** Time goes by very quickly and first year students often find themselves trying to catch up on their assignments in the last weeks of the semester.
- ◆ **Students often experience high levels of stress during this time.** Students may feel overwhelmed by what they perceive to be an unmanageable amount of work. They may attempt to study non-stop, stay up late or stay up all night, skip meals, or use alcohol, amphetamines or other substances in an effort to relax, stay awake or to give them more energy.
- ◆ **Along with all of the academic expectations, there are holiday expectations such as socials, concerts, organization events and religious events competing for the student's time.** Maintaining a balance, including sufficient sleep, proper diet and some relaxation is essential for optimal functioning at this time.

## Holiday Winter Break

Students often have ambivalent feelings about returning home for a few weeks. Winter break is a much-needed time for rest, a time to reconnect with high school friends and family, and a time to escape the pressures of school for a while; but students who have been living on their own for the past four months may wonder to what extent they experience parental scrutiny and more restrictive rules. Several areas of conflict may arise, including:

- ◆ **Students weary from the final weeks of first semester view winter break as a vacation.** Parents often have other ideas, including plans for family gatherings and family activities or chores that have suspended pending the student to return. They may expect the student to take a part time or full time job. It is usually best to discuss these issues prior to the break and to negotiate expectations that are acceptable to all concerned.
- ◆ **Students have gained a sense of greater independence during their first semester, and are often upset when parents want to return to high school curfews or to attempt to “control” their comings and goings.** These issues need to be discussed and negotiated in order to find a reasonable balance between respecting student’s greater independence and self-reliance, while continuing to maintain household order and tradition.
- ◆ **If this is the first extended visit home since the semester began, changes in the student’s beliefs, values or appearance may become more obvious.** During the past four months, students have been introduced to a whole new world of ideas and may be eager to share these with their families. However, parents may view these as challenging long-held family beliefs or values and these discussions can sometimes become sources of contention. An approach which emphasizes an attempt to understand rather than condemn these changes often will encourage more open discussion.

## Letting Go

For parents, the key is to be prepared for changes. There is no way to move through such a transition without feeling some sense of excitement and loss. The excitement is easy to handle. However, the sense of loss or dislocation is less so. As you observe your son or daughter during this transitional time, don’t make snap judgments on the quality or character of the differences. They may change again in the next month, so try to appreciate that your son or daughter’s view of the world is expanding.

Here are some strategies for dealing with the sense of loss and successfully “letting go” as your child goes to college:

- ◆ **Begin building an adult relationship with your son or daughter.** Phone calls, e-mails, and letter and care packages are great ways to maintain contact and let them know that you are supportive and nonjudgmental. Let him or her control the timing of these interactions to help maintain that sense of freedom.

- ◆ **Focus on the things you enjoy doing.** With your child away from home, you may be able to undertake a favourite activity that you haven't had time for previously, to learn a new skill, or take up a new hobby.
- ◆ **Don't feel guilty if you adjust to your son or daughter being in college before other parents do.** Everyone is different, and each parent makes the adjustment in his or her own time.
- ◆ **Work to keep your emotions in check when you talk to your son or daughter.** If you are finding the transition hard, talk to a close friend or colleague about your feelings. Avoid discussing it with your son or daughter, as it may make them feel even worse about being away than she or he already does.
- ◆ **Try not to focus conversations on problems or uncertainties that you're facing in your life.** Help your son or daughter focus on new goals or activities in his or her life.
- ◆ **Try to limit any other major changes in your life for now.** Sending a son or daughter to college is stressful enough. Changing jobs or moving into a new house could prove to be too much to cope with.
- ◆ **Don't try to fill your life with too many new commitments.** Focus on yourself and other members of your family for a while.

*Remember that this is a time of transition for both you and your son or daughter. Keep the lines of communication open!*

## **Staying Connected**

How can you "let go" of your child without cutting off your love and support? It's not as hard as you might think. In general, students simply like to communicate with their families on their own terms, at their own times. Here are some ideas that may help you stay connected without infringing on their new-found freedom:

- ◆ **Provide your son or daughter with a pre-paid phone card.** It's a great way of reminding your child to stay in touch.
- ◆ **Communicate via e-mail.** It's inexpensive, and enables your son or daughter to reply to you as their schedule allows.
- ◆ **Write letters.** Students look forward to the mail delivery every day, even though they don't always have the time to write or call in response. Don't take less communication personally.
- ◆ **Send small care packages.** For a student away from home for the first time, it can be comforting to know that you are thinking about them. Send things like food treats, quarters for doing laundry, local news clipping of interest.

- ◆ **Allow yourself to be a “shoulder to cry on.”** College can be stressful and frustrating for many students. When your son or daughter calls or writes, just take in the information and try not to be judgmental or offer advice. Often your son or daughter isn’t asking for a solution to the problem, he or she just wants to let out some feelings. If you respond in a judgmental fashion to something your child tells you, it will limit how much he or she shares with you in the future.
- ◆ **Get the most out of your communications.** Start your phone calls and e-mails with positive news or information that is not controversial. Share news about yourself and life at home. Let your child decide the length of the call, as she or he may need to study or go to class.

For both parent and child, the transition to college is usually more successful when there is good communication, lots of patience and the willingness to understand of how changes are affecting each other.

### **Acknowledgements**

*Thanks to Georgian College for permission to use their original document. Many of the ideas in this section were adapted from the book, *Letting Go: A Parents' Guide to Understanding the College Years*, authored by Karen Levin Coubourn & Madge Lawrence Treeger, published by Harper Perennial, 1997.*

### **Recommended Reading**

*Johnson, Helen E. and Schelhas-Miller, Christine. Don't Tell Me What to Do, Just Send Money. 2000.*

*Lauer, Robert H. and Lauer, Janette C. Lauer. How to Survive and Thrive in an Empty Nest: Reclaiming Your Life When Your Children Have Grown. 1999.*

*Van Steenhouse, Andrea; Parker, Johanna. Empty Nest, Full Heart: The Journey From Home to College. 1998.*

## Holland College Locations

### **Georgetown Centre**

117 Kent Street  
Georgetown, PE C0A 1L0  
Tel: (902) 652-2055 Fax: (902) 652-2424

### **Atlantic Police Academy**

66 Argus Street, P.O. Box 156  
Slemon Park, PE C0B 2A0  
Tel: (902) 888-6700 Fax: (902) 888-6725

### **Souris Centre**

Main Street Plaza, P.O. Box 429  
Souris, PE C0A 2B0  
Tel: (902) 687-2199 Fax: (902) 687-3543

### **Canadian Golf Academy**

175 Kinlock Road  
Stratford, PE C1B 2M5  
Tel: (902) 894-6880 Fax: (902) 894-3882

### **Montague Centre**

500 Main Street, P.O. Box 939  
Montague, PE C0A 1R0  
Tel: (902) 838-4026 Fax: (902) 838-3518

### **East Prince Centre for Learning & Work**

223 Water Street  
Summerside, PE C1N 1B4  
Tel: (902) 888-6495 Fax: (902) 888-6402

### **Prince of Wales Campus**

140 Weymouth Street & 305 Kent Street  
Charlottetown, PE C1A 4Z1  
Tel: (902) 629-4217 Fax: (902) 566-9505

### **Aerospace/Motive Power Centre**

40 Parkway Drive, P.O. Box 235  
Slemon Park, PE C0B 2A0  
Tel: (902) 888-6730 Fax: (902) 888-6732

### **Adult & Community Education**

305 Kent Street (location)  
140 Weymouth Street (mail)  
Charlottetown, PE C1A 4Z1  
Tel: (902) 566-9628 Fax: (902) 566-9688

### **Marine Training Centre**

100 Water Street  
Summerside, PE C1N 1A9  
Tel: (902) 888-6485 Fax: (902) 888-6404

**For Your Reference**

P.E.I. phone number:	
E-mail address:	
P.E.I. mailing address:  _____	
_____	
_____	
_____	
Roomates:	_____
_____	_____
Holland College Student I.D. Number:	
Name of Holland College program:	
Name of Bank:	Location:
Bank Account Number:	
<b>HOLLAND COLLEGE ADMISSIONS &amp; GENERAL INFORMATION NUMBER</b> <b>1-800-446-5265</b>	

## NOTES

Holland College  
140 Weymouth Street  
Charlottetown, PE C1A 4Z1  
1-800-446-5265  
getready@hollandcollege.com

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