



Student Services Toolkit

Fall 2022

We are committed to providing comprehensive student services to support your academic and personal success. We will work hard to meet your needs by offering hybrid services in formats such as in-person and using tools such as Microsoft Teams to maintain an accessible and personal connection.

Please view a [Welcome Video here](#) from Lambton College President, Rob Kardas.

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Athletics and Fitness Centre

Fitness Centre

The Cestar Group Athletics & Fitness Complex, which features a state-of-the-art 6,000 sq. ft. Fitness Centre, is available for staff, faculty, and students at Lambton College throughout the year. Equipped with top-of-the-line weight and cardio equipment, and the ability to connect your own device to the in-studio television, there is an option for every fitness level.

Starting in Fall 2022, the Fitness Centre will be open under extended hours. The hours of operation, which are subject to change, will be as follows:

Monday to Thursday: 7:30 a.m. to 10 p.m.

Friday: 7:30 a.m. to 9 p.m.

Saturday & Sunday: 9 a.m. to 7 p.m.

For further information on Lambton College Athletics, please visit the [Athletics webpage](#) or email tyler.bennett@lambtoncollege.ca, or contact by phone at 519-542-7751 x 3790.

Varsity Sports

Lambton College is proud to offer eight varsity programs for the 2022-23 season: Men's Baseball, Women's Softball, Men's Soccer, Women's Soccer, Men's Basketball, Women's Basketball, Cross Country, and Badminton.

For more information, please visit the [Athletics webpage](#).

Intramural Sports

In association with the extended hours of the Cestar Group Athletics & Fitness Complex, Lambton College Athletics and Lambton College SAC will be planning to offer a full rotation of Intramural and Recreational Programming for the Fall 2022 and Winter 2023 semesters.

For further information on Lambton College Athletics, please visit the [Athletics webpage](#) or email tyler.bennett@lambtoncollege.ca or contact by phone at 519-542-7751 x 3790.

Accessibility Services

The Accessibility Team is available to help you via confidential email, phone and videoconference. We offer counselling, accommodation planning, learning strategies and assistive technology instruction, as well as other accessibility supports and advocacy for students. Online and in-class models of course delivery may impact your academic learning and accommodation needs. We are here to discuss any academic challenges or accessibility questions you may have. We can help you develop an individual success plan with services that address your specific accommodation and learning needs. For further information or to register for our services please visit the [Accessibility Centre](#).

To schedule an appointment with the Accessibility Counsellor or an Accessibility Advisor, or to ask any accessibility or accommodation questions, please email: ac@lambtoncollege.ca

To learn more about our services, how we can help you, and to meet a member of our team, please see the following video on Accessibility Services – [Accessibility Services video](#).

For Accessibility Testing services, please see the [Testing Centre](#) section.

Campus Shop

During the first week of the Fall term, the Campus Shop will be open extended hours:

Tuesday to Thursday 8 a.m. – 7 p.m. and Friday 8 a.m. – 5 p.m.

During the second week of the Fall term, the Campus Shop will be open extended hours:

Monday to Thursday 8 a.m. – 7 p.m. and Friday 8 a.m. to 4 p.m.

Starting Monday, September 19, the Campus Shop will be open regular business hours:

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

If studying remotely, delivery is available (see shipping rates below).

The fastest way to find and purchase your books is to:

- Have your semester schedule ready
- From the [Campus Shop homepage](#), under Textbooks, choose “Buy CEI eBooks” for most digital texts, or “Buy Textbooks” for all other texts
- Select your books by matching your course codes on your schedule to the course codes on our website
- Click “Purchase” when you are ready to place your order and checkout, or you can save your cart for later
- You must create an account and login to make purchases

Receiving Orders

Home Delivery:

- Textbooks, clothing, giftware and stationery can be purchased online at the campus shop website. You can have your order shipped directly to your home.
- Shipping rates start at \$8.00 and go up to \$1.00/item.
- Note: The Campus Shop cannot accept debit visas; only valid credit cards.

Campus Shop Pick Up:

- Orders can be picked up from the Campus Shop Monday through Friday, between 9 a.m. and 3:30 p.m.
- If you have any questions, please email us at campus_shop@lambtoncollege.ca or connect with us on [Facebook](#) or [Instagram](#).

[Meet our staff and find out more in our video here.](#)

Co-op & Career Services

Co-op & Career Services will provide services via email, in-person and remote video conferencing using Microsoft Teams to support both your co-op and career service needs.

Advising Services – Resume/Cover Letter Assistance, Job Search Support, Interview Preparation and On the Job Success

Career Events – Career Preparation Workshops, Job Search Webinars, Employer Events

Online Resources – LinkedIn Learning, vMock, Devant, myCareer System – check out links on our Co-op and Career Services Webpage

The Co-op and Career Services Department continues to support student success by providing a variety of valuable work-integrated learning opportunities. Job development strategies are also in place. We are continuing our hard work to develop safe opportunities for students and support for our employer partners.

For more information on Co-op and Career Services, please visit the [Co-op and Career Services webpage](#) or reach out to us if you have any questions at coop@lambtoncollege.ca

To schedule an appointment with an advisor, please access the booking calendar through Microsoft Bookings.

Counselling Services

Free and confidential remote counselling sessions are available to support your academic, career and mental health needs. Connect with a Counsellor if you have academic related questions and/or are feeling overwhelmed, stressed and in need of mental health support. Our team of highly trained Counsellors will meet with you by phone or virtually through Microsoft Teams and help you come up with a plan to be successful.

The Counselling & Wellness Department is located in the South Building, B1-240, and is open for support by one of our Administrative Assistants. All appointments are available in-person or virtually as per your preference and operational availability.

For more information on Counselling Services, please visit our website - [Counselling Services](#). To make an appointment email counselling@lambtoncollege.ca or call 519-479-1023. The Intake and Consent forms are available on our website and need to be completed in order to book a personal counselling appointment. Please fill those out and one of our Administrative Assistants will follow up with you to book an appointment.

The following orientation video will introduce you to one of our Counsellors and provide more information on Counselling Services - [Counselling Services video](#).

There are also other helpful resources available that will allow you to communicate with someone by voice, text or online. Please see below for more details:

Togetherall

Lambton College students can now get immediate support through [a free online mental health platform called Togetherall](#).

Togetherall provides students with an anonymous and supportive online community that is available 24/7. Through Togetherall, students can connect with others that have real lived experience, or access to free self-guided courses, self-assessments or other wellbeing resources that promote self-care and resilience.

Please note that this resource is also available to all staff and faculty.

To access Togetherall, please visit and register at: <https://togetherall.com/en-ca/>

Good 2 Talk

Good2Talk is a free, confidential service for post-secondary students in Ontario, available

24/7/365. By calling, post-secondary students in Ontario can receive professional counselling and information and referrals for mental health, addictions and well-being.

Dial 1-866-925-5454 to talk

Text GOOD2TALKON to 686868

Wellness Together Canada

A Government of Canada portal with a host of resources available. It's FREE for all students and staff. In a time in which social isolation, loneliness and anxiety are already increasing mental health issues, COVID-19 has created additional challenges. During uncertain times, we must come together as a community. Find support at [Wellness Together](#).

BounceBack

A free skill-building program managed by the Canadian Mental Health Association (CMHA). It is designed to help adults and youth 15+ manage low mood, mild to moderate depression and anxiety, stress or worry. Delivered over the phone with a coach, and through online videos, you will get access to tools that will support you on your path to mental wellness. Visit bouncebackontario.ca.

Mental Health Emergency Contact Information

- [CMHA Crisis Webpage](#) – or Call 519-336-3445 or 1-800-307-4319
- Emergency Distress Line - 519-336-3000 or 1-888-347-8737

Health Services

The Health & Wellness Centre at Lambton College is open for in-person and remote consultations by appointment only on Monday-Friday from 9 a.m. to 4 pm. No walk-in appointments will be accepted unless emergency/first aid treatment is required.

To begin the registration process please email wellnessbooking@lambtoncollege.ca with the following information:

1. First and last name
2. Birthday
3. Your college email (c*****@mylambton.ca)

You will receive a **Registration Key** which will be used when you register your profile.

Go to <https://lambtoncollege.abelportal.com/en-ca/Account/LogOn> and click “**Register**”

Save this address as your “**Favorite**” as this will be how you log in from now on.

If you have already registered, then you only need to log into the ABELMed Portal to book an appointment!

To make an appointment to see the Nurse/Nurse Practitioner:

1. Click on “Appointments”
2. Select the date you wish to make an appointment
3. Select the time you wish and click “Book” on the right side of the screen

You will receive a confirmation email when your appointment has been approved. Please click the link on the email that will allow us to see which nurse you would like to see and the reason for your appointment.

If you have any questions or concerns with the registration process, please email wellnessbooking@lambtoncollege.ca for assistance.

Our Services include:

- Health and physical assessments
- Student Screen tool form completion
- Immunizations
- First Aid treatment
- Nurse Practitioner referrals (available by appointment only)

The Nurse Practitioner can provide you with the following:

- Prescription medications
- Referrals
- Diagnostic Imaging
- DZ physicals (if no family physician available)

The following orientation video will introduce you to Francis, our Campus Nurse and also provide more information on Health & Wellness Services – [Health Services video](#)

Indigenous Student Services

Indigenous Student Services welcomes all new and returning First Nations, Métis and Inuit students. The Indigenous support team is working onsite and is offering services to students in person, by phone, email and Teams.

We invite you to register with the Indigenous Student Centre, so that you can be added to our communications. [Please register here.](#) As an Indigenous student, you can access cultural supports, traditional Indigenous elders, academic advising, tutoring, social events, Indigenous bursaries/scholarships and Indigenous leadership programs as well as financial advising specifically for First Nations, Metis and Inuit students.

To contact a specific Indigenous team member:

Telephone voicemails go directly to the contact’s email for response.

Administrative Assistant: Holly.Altiman@lambtoncollege.ca; 519-542-7751 x 3494

Indigenous Student Success Coordinator: isc@lambtoncollege.ca; 519-542-7751 x 3362

Manager, Indigenous Education: Jane.Manning@lambtoncollege.ca; 519-542-7751 x 3285

All telephone voicemails go directly to the contact's email for response.

For more information, please visit the [Indigenous Student Centre webpage](#).

International Student Services

International student services and supports are currently offered in-person and remotely. A full list of International Student Services can be found here – [International Student Services](#). Please take time to review the [myLambton International Student webpage](#). Below is a detailed list of email contacts for international student service providers. Please contact the appropriate person to learn more about the services available.

Academic Advising

[Kim Hunt](#) or [Lorena Solis](#)

[Book an Appointment with a Student Advisor](#)

Latin American Support

[Lorena Solis](#)

Immigration Consultation

[Bart Devries](#)

[Book an Appointment with an Immigration Consultant](#)

GuardMe Health Insurance

healthinsurance@lambtoncollege.ca

Orientation and Registration

orientation1@lambtoncollege.ca

Accommodations & Housing

housing@lambtoncollege.ca

Settlement Services

[Regina Croskery](#)

Support Letters (study permit extension, co-op work permit, bank loan letters, etc.) supportletters@lambtoncollege.ca

Part-Time Job Hub

careerservices@lambtoncollege.ca

General Inquiries

international@lambtoncollege.ca

Information Technology Services

The IT Service Desk team is onsite, providing support for all Students, Staff and Faculty. Support is provided for those both onsite and offsite. Onsite support will allow students who are studying on campus to receive in-person assistance from the IT Service Desk Team located in the South Building in Rm B1-161.

Students can access support via:

- Web: <https://www.mylambton.ca/college-information/it-service-desk>
- Email: help@lambtoncollege.ca
- Phone: 226-776-3096

IT Services - Hours of operation:

- Monday to Thursday 8 a.m. until 8 p.m. EST
- Friday 8 a.m. until 4:30 p.m. EST

This [orientation video](#) will introduce you to the services offered by IT.

Let's Face It (LFI)

Let's Face It (LFI) is excited to provide on campus supports and services and will maintain virtual supports through our social media channels. Together, LFI Staff and students promote healthy coping strategies, mental health awareness, provide peer to peer student support, and other online and in-person engagement and transition activities. Each month, a calendar of events with details can be found on our social media channels. Please follow our [Facebook](#) and [Instagram](#) for information and updates and check us out on TikTok!

- Facebook: Let's Face It-Lambton College
- Instagram & TikTok: Let's Face It LC

LFI staff are available by email to answer questions during regular business hours

(Monday to Friday - 9:30 a.m. – 4 p.m.). Non-urgent communications can be sent to:

- Toni Fulkerson - toni.fulkerson@Lambtoncollege.ca

Lion's Heart

The Lion's Heart is one of the ways in which we strive for campus-wide social justice. Our goal is to provide non-judgemental support services for all students in financial need or crisis. It is an emergency food bank and lightly used professional clothing program. Food and clothing is obtained through individual donations or college-wide food drives/fundraisers which are heavily supported by staff and faculty.

If you are in need of assistance, want to volunteer or make a donation, come to The Lion's Heart (B1-230) or emailsocialjustice@lambtoncollege.ca. You can also visit the Centre for Social Justice on myLambton to learn more.

Please view more information about [Lions Heart - view our video here](#)

Student Administrative Council (SAC)

The Student Administrative Council prides itself on being a hub of student life at Lambton College. From our operation of the Lion's Den, Esports Arena and Student Lounge to our support for on-campus initiatives, clubs, and intramural and varsity sports, our goal is to do whatever we can to make your college experience at Lambton a memorable one. Lambton College SAC is also committed to providing you with a fulfilling student life experience while maintaining a safe environment as the ongoing pandemic situation develops. This year SAC will be offering hybrid services with both virtual and in-person opportunities. You can also follow our [Facebook](#), [Instagram](#) and [Twitter](#) for all SAC updates.

For further information on Lambton College SAC and the various services offered, please visit the [SAC webpage](#) or to schedule an appointment, please contact Tammy at tammy.cooper@lambtoncollege.ca or by phone at 519-542-7751 x 2413.

The following orientation video will introduce you to the General Manager of SAC and provide more information on SAC and Student Life Services – [SAC Services Video](#).

Student Life

Lambton College SAC has prepared a busy schedule of outdoor and online activities for you to enjoy! From hiking to kayaking, video games to trivia, the calendar is full of events for every student. Visit the [myLambton Calendar](#) for the full schedule of events. Check back often as new events will be added throughout the year.

For more information on Student Life, please contact matthew.rose@lambtoncollege.ca or by phone at 519-542-7751 x 3484.

The following orientation video will introduce you to the General Manager of SAC and provide more information on SAC and Student Life Services – [SAC Services Video](#).

Office of the Registrar & Financial Aid Services

The Office of the Registrar & Financial Aid Services is available to support students in-person.

Important: Please refer to our [Contact Us page](#) for any updates to in-person support.

Office Hours: 8:30 a.m. – 4:30 p.m. Monday – Friday

Need to speak to an Enrolment Services Professional (ESP)?

Your ESP is here to help you through the admissions process, provide financial aid support and assist you with your needs right through to graduation

[Meet your Enrolment Service Professionals.](#)

[Enrolment Service Professionals](#) can be contacted by:

- [Email \(select your program from the drop-down menu\)](#) or
- Phone 519-479-1022

Virtual Drop-In Session - General Education Electives

[Get Gen Ed Help Here](#)

All appointments will take place between August 17 and September 19 ([the last day to register](#)). Please review this term's [general elective offerings](#) before your appointment to review which options may interest you.

Please note that some courses may already be at capacity for registration.

We receive a wide range of questions about general electives every year. Our Student Success Consultants can answer the following questions:

- Do I require another general elective?
- What are the restricted general electives for my program?
- Do I possibly have a transfer credit for a general electives (or advanced standing)?
- Does the dual credit course I took count as a general elective (some of them do)?
- How do I register in an Ontario Learn general elective?
- How do I know if a general elective requires a textbook or materials?

Official Transcripts

Official transcripts are usually sent from one institution to another at the request of a student. Students can now access and share transcripts using MyCreds™ | MesCertif™. Visit us online for more information and to request an [official transcript through MyCreds](#).

Unofficial Transcripts

You may access an unofficial copy of your transcript in your myLambton.ca account free of charge.

Graduating Students

If you will be graduating this term, please complete an [Application to Graduate](#) and email it to your [Enrolment Service Professional](#).

Students Ontario Student Assistance Program (OSAP)

OSAP is a government-funded student loan and grant program that is calculated based on your personal financial situation and the cost of your educational expenses. More information regarding eligibility and how to apply can be found on our [OSAP webpage](#).

General Bursary Program

Through the generosity of government, individuals and organizations in the community, Lambton College can help in the form of non-repayable bursaries. These bursaries are intended to assist domestic students who are experiencing financial difficulties.

You do not need to be in receipt of OSAP to be eligible for this bursary. Applications can be [found online](#). Criteria and eligibility requirements can be found on the bursary application form.

Scholarships & Bursaries at Lambton

Scholarships and bursaries are available to all registered students, but unlike a loan, students don't need to repay this money. To view a list of scholarships and bursaries, visit [our webpage](#).

If you have any questions regarding our current Scholarship and Bursary options, please email Financial Aid Consultant, Colleen Milos at colleen.milos@lambtoncollege.ca

On-Campus Employment

On-campus employment is available to students to assist them financially while helping them to develop valuable career skills and experience. These employment opportunities fall into two categories:

- Work Study - part-time employment during the academic year (September - April)
- Employment Between Academic Terms (EBAT) - full-time employment during the summer (May - August)

For either of these two employment opportunities, students apply using the [myCareer System](#).

Spiritual Advisor

Lambton has partnered with The ROCK on Campus. Doug Thomson is our Spiritual Advisor located in Rm Co-133A.

Doug can be reached at: (519) 479-2350 or via email spiritualadvisor@lambtoncollege.ca

Student Service Navigator

Transitioning to college can sometimes be challenging. Whether you're looking to access tutoring, wondering how to be engaged in student life outside of the classroom, or how to connect with a Counsellor, there can be a lot to figure out. Our Student Navigators are here to assist you in answering these questions and connecting you to the appropriate service or person on campus.

Please contact student.success@lambtoncollege.ca with any questions that you might have.

Teaching and Learning Commons

The Teaching and Learning Commons (TLC) provides services and resources designed to support you and your coursework. We can help you conduct research for an assignment, teach you how to search our electronic resources and provide support around academic integrity through virtual appointments that you can schedule on our [Bookings](#) page. We also coordinate the borrowing of library resources and have a pickup service available. If you are on our website and have questions or need help researching, you can also use askON, a live chat reference service.

If you have additional questions, email us at tlc@lambtoncollege.ca. Someone will get back to you as soon as they can. We are located in the centre area of the College. Check our website or social media accounts for updates about our hours and how you can access the space. You can find us on [Facebook](#), [Instagram](#) and Twitter as @LambtonTLC. We look forward to supporting you this year!

The following orientation video will introduce you to a Library Technician and provide more information on Student Services- [TLC Services video](#).

Testing Centre

The Testing Centre is open for in-person testing services for [missed / make-up tests](#) and [accommodated tests](#). While in the Testing Centre, students and staff must follow all health and safety protocols. The Test Centre, Room B1-107 is open daily: Monday to Friday 8:30 a.m. - 9:30 p.m. Please view our [Testing Centre video](#) for more information.

Missed or Make-up Tests

Students: If you have missed a test, you need your Instructor's permission to re-write. If approved, the Instructor will book you into the Test Centre between 8:30 a.m. - 4 p.m.

Faculty: If you approve a student to complete a re-write in the Test Centre, you need to fill out the [Online Test Booking Form](#), where you can also attach the actual test. If the missed test requires accommodations, please complete the [Accommodated Test Booking Form](#).

Remember the Test Centre Computers are NOT equipped with cameras, so if the test is Online using D2L, you need to get instructions from the TLC Department so the students will have proper access. If the test should have accommodated time, please add that in.

Accommodated Testing

Students: If you are registered with the Accessibility Centre and require accommodations for your test, you need to complete the [Student Booking Form](#) minimum 7 days in advance. It is located on the [Testing Services website](#). You don't have to wait until a test date nears. You are able to schedule all the tests for which you have dates, in one sitting.

Accommodated testing runs at the same time as your class, including night classes, unless you have an accommodation to change your date/time on [your CAAP](#)

Faculty: If you have a student that wishes to write with accommodations based on their [CAAP](#), you need to complete the [Accommodated Test Booking Form](#) so the Testing Centre Staff can verify and compare the date/time with the Student Booking Form. You can also attach the test to this form so the staff can have a paper copy to set up any assisted software required in advance. For any further information regarding all Testing Services, please visit [Testing Services website](#) or email testing@lambtoncollege.ca

Tutoring Services

Tutoring sessions can be booked on the Tutoring Services reservation platform, which is located on the [Tutoring Services web page](#). There is no charge to book or attend tutoring appointments.

Tutoring is available in most core subjects including:

- Accounting & Finance
- Biology, Anatomy & Physiology
- Chemistry
- English
- Math
- And many more

The first date for Fall term tutoring appointments is **Monday, September 19**.

Please visit [Tutoring Services](#) to login and book your tutoring appointments. Additional materials, including tip sheets and helpful videos, are also available for students to view and download from our Tutoring website.

To contact Tutoring Services email tutoring@lambtoncollege.ca or call 519-479-2321.

Other Resources

Your D2L course list will have a course titled **Student Orientation Resources**. Within this course, you will be able to access 3 modules (see below), which will provide valuable information to help support you during your studies at Lambton College. Please take the time to review these modules:

- [Student Orientation Module](#)
- [Academic Integrity Online Module](#)
- [Guide to Online Learning](#)

Student Printing On-Campus

Students can utilize printers located in various areas throughout the College for printing documents.

View [this link](#) for printing instructions. Note that Students will need a Student ID Card for printing.

Students may also email printing requests through xerox@lambtoncollege.ca

Please email Xerox to receive detailed instructions on how to send documents, pay for printing and pick up the completed documents.

You can visit <https://www.mylambton.ca/college-information/it-service-desk> for additional assistance.