



## **CUE FAMILY HANDBOOK:**

*Helping Students Reach Their Full Potential*



# WELCOME FUTURE AND CURRENT CUE PARENTS & FAMILIES

**Congratulations** on your student's decision to attend Concordia University of Edmonton. We're pleased to be a part of your student's life-changing journey and to prepare them to make a real difference in our world.

Whether this is your first time having a student in university, or you have been through this before, please know that your child will be supported all the way. At CUE, we place a high value on community, and over the coming months and years, we look forward to developing a close relationship with you and your family.

These next few years will be a time of growth and discovery for your student as well as you. The involvement of family members is an essential part to the university experience, and we welcome your encouragement and support.

This guide offers helpful information to make your student's transition easier. Our website will connect you to all the resources you need to successfully launch your student's adventure. You'll find definitions of common postsecondary terms, information on deadlines, which departments to contact for which kinds of queries, and more.

We're excited your student chose Concordia University of Edmonton, and we're proud to welcome you and your family into our close-knit community.

We are here to help you and we invite you to reach out to us with your questions or concerns.



# YOU'VE APPLIED, NOW WHAT?

From application to graduation, we're here to support your new CUE student through the transition from high school to successful university student.

<p><b>OCTOBER</b> Applications open for the next Fall intake</p> <p>Attend Open House</p>	<p><b>APRIL</b> Deadline to apply and be assessed for the CUE Entrance Scholarship for those starting in the Fall term.</p>
<p><b>NOVEMBER</b> Accept your offer of admission to secure your seat in your program.</p>	<p><b>MAY</b> Registration deposit is required by May 1</p>
<p><b>DECEMBER</b></p>	<p><b>JUNE</b> Applying for Student loans? Meet with Funding &amp; Awards to get assistance.</p>
<p><b>JANUARY</b> Winter term at CUE starts</p>	<p><b>JULY</b> If necessary, get in touch with Learning Accommodations Services to submit documentation and apply for funding.</p>
<p><b>FEBRUARY</b> Consider paying your registration deposit to be ready to register in classes for Fall</p>	<p><b>AUGUST</b> Attend New Student Orientation</p>
<p><b>MARCH</b> Registration for the next fall term opens; register early to have the best access to classes and class times</p> <p>Attend Discover CUE Info Night; meet with faculty and get assistance with registration</p>	<p><b>SEPTEMBER</b> Start classes!</p> <p>Pay your Fall tuition by the first day of classes to avoid access issues.</p> <p>Check out the used book market that takes place on campus.</p>

# WHAT DID YOU SAY?

University Jargon: We know we use it but we can't help ourselves. Here is a cheat sheet to help you understand higher education language.

**Academic Calendar** is a document prepared annually by CUE's Registrar that contains, in part, descriptions of CUE's programs, requirements for admission, fees, deadlines, specific courses, among other important information for a given Academic Year.

**Academic probation** indicates that a student isn't excelling academically and will not meet their graduation requirements. Here, a student's grades and overall GPA are below the required standard set by their school. Academic probation does not mean that a student is being told to leave college. Instead, students are given a period—generally a semester—to prove that they have made academic progress.

**Academic Schedule** is the university schedule of all of the events that occur in an academic year. These events may include examination dates, spring break or reading week and the last day of the semester.

**Academic Year** is the annual period of sessions at CUE, usually beginning in September and ending in July. It is divided into a Fall semester (September-December), Winter semester (January-April), 2 Spring semesters (May & June), and 2 Summer semesters (July & August).

**Advisors** work with students to guide them towards a successful completion of their course and career choice. Recruitment advisors help students find programs that work for them, Admissions advisors help them through the admissions process after they apply, and Registration advisors help them pick courses and stay on track throughout their degree.

**After-Degree** is a bachelor's degree program that students complete after another bachelor's degree. CUE's Bachelor of Education and Bachelor of Environmental Health programs are after-degrees.

**Applying** means submitting your application for admission to CUE for review. Part of this also means making sure other required documents, like transcripts, are successfully submitted. Registering is a separate process that comes later!

**Benefit Plan** refers to the benefits plan organized by the Concordia Students' Association (CSA) that are given to all students by default at CUE. This includes extended medical, dental, vision, and legal coverage. To see plan details, opt-out, or ask questions contact the CSA or visit [mystudentplan.ca/csa](http://mystudentplan.ca/csa)

**Blended Delivery** refers to a new option for class delivery which provides both in-person and distance learning as part of the same class. Instead of being exclusively in-person lectures or distance options, classes offered with blended delivery will have a little of both at the discretion of the professor.

**Bursary** refers to a financial award given by an educational institution like CUE while the student attends there. These are similar to scholarships in that they do not need to be repaid,

but different in the sense that they are typically given out based on financial need rather than academic performance.

**Census Day** is the day on which data on CUE's enrollment is collected and is the deadline to add/drop courses without financial consequence or extra fees.

**Concentration** is a student's primary area of study in a 3-year bachelor's degree program. It is taken along with a minor.

**Convocation** is the celebration day or "graduation" day for a graduating class. It's when students walk across the stage to receive their diploma, and CUE's is typically held once a year in May.

**Dual Degrees** is in reference to programs at CUE in which students achieve two degrees from different faculties as part of one program. We offer a 5-Year program that allows students to get a Chemistry and Management degree among other international dual degree programs.

**Encumbrance** is an administrative action that may block a student from enrolling in certain classes, choosing new classes, or changing programs. Encumbrances are typically due to outstanding fees, poor academic performance, or missing documents.

**Grade Point Average (GPA)** is the system used for grading a student's overall performance in a class. It may also be used to grade assignments, examinations, and other forms of evaluation. At CUE, GPA is on a scale of 1.0-4.0. Generally, a 1.0 or over is considered a passing grade. A 4.0 is a perfect grade. GPAs in each course contribute to a student's overall GPA for the term, year, and degree. Courses above a 1.0 will count as their given grade point average. Courses below a 1.0 will count as an *F*, or fail, unless the student withdraws from the course before a set deadline, usually finals, at which point the course is counted a *W*, or withdrawn. Courses that appear as a *W* do not count toward a student's GPA, but do not count for credit, either.

**Graduate programs** are programs like Master's or PhD's that are highly specialized in a particular field usually with an emphasis on research. They require taking an undergraduate program first, and at CUE we offer Masters programs in topics like IT, and a PsyD program in Clinical Psychology.

**Grant** refers to a financial award given by a government to attend school based on financial need. These are similar to scholarships and bursaries in that they do not need to be repaid.

**Learning Accommodations** are supports put in place to give students with disabilities equal access to post-secondary learning opportunities.

**Major** is a student's primary area of study in a 4-year degree program. It is taken along with a minor.

**Midterms** are examinations that take place in the middle of the academic term (hence mid-term) that contribute more to a student's overall course grade than a normal test or assignment, but not as much as their final exam. Midterms are typically held after reading week.

**Minor** is a secondary area of study that students take with a major or concentration as part of a bachelor's degree. Minors do not need to be in the same faculty as the major/concentration and cannot be taken independently.

**Moodle** is an online system CUE uses that helps students and professors submit and keep track of assignments, check and update their grades, and access resources like syllabi and study guides.

**Online Services** is the online site through which students access various resources, such as program progress reports, add and drop classes, request transcripts, and more. Online Services is managed by our IT department. Students are provided with an Online Services account as soon as they are accepted into a CUE program.

**Open Studies** is a program where students can take junior level university courses without being enrolled in a formal degree program. This can be for a variety of reasons, but most often students in Open Studies are working on completing courses to meet the admission requirements to get into their desired degree program, or they are uncertain of which program to enroll in but still wish to take courses.

**Philosophy of teaching** is a short document prepared by a student to detail their intended approach to teaching. Students have the opportunity to develop their Philosophy of Teaching as an assignment during ED199 - Introduction to Education. Applicants to the Bachelor of Education (After-Degree) program are required to submit a Philosophy of Teaching, and it is used as one of the factors to determine eligibility for admission.

**Program planner** is a document prepared by the Registrar's Office that lays out all of the required courses and credits to complete a given major, concentration, or emphasis. Program Planners are updated as programs develop or are added. If students have questions about the courses included in the Program Planner for their given program, they should contact the Registrar's Office.

**Program Progress Report** refers to a document that helps track the courses you need to complete to graduate. This can be requested from the Registrar's office via your online services.

**Registration** is when a student adds a course to their timetable. Registration for the following academic year (Fall & Winter) opens on March 1 of the preceding spring. For new students, registration is only possible once a student has been offered a spot in a program and paid the registration deposit. Returning students still need to pay the registration deposit each academic year. Students looking for assistance with registration should contact the Registrar's Office.

**Scholarships** are a form of financial aid provided to students based on a variety of factors. They are provided by the provincial or federal government, employers, organizations, companies, private donors, or trusts. Scholarships can be given on the basis of academic merit, volunteer experience, work experience, hobbies, intended career, socioeconomic status, and more. Students can get multiple scholarships and they do not have to be paid back.

**Semesters** are terms of study lasting approximately 4 months. The Fall and Winter terms are the main semesters for universities. In a semester, students usually take three to five classes. Not all terms are semesters, but every semester is a term.

**Syllabus** is a document outlining all the details of a course as taught by the specific instructor. Syllabuses include information on course content, learning outcomes, required assignments, evaluation rubrics, scheduled lecture hours, classroom guidelines, available supports, textbook information, contact information and office hours for the instructor, and any other important

information regarding the course. The first day of each course is usually dedicated to covering the syllabus in detail so that students know what to expect for the rest of the term.

**Synchronous / Asynchronous** refer to the pacing of a class, usually in regards to online learning. A “synchronous” course requires students to submit assignments and other work on a set deadline as determined by their syllabus, much like a traditional course. Students may also be required to participate in online discussions or attend virtual lectures at certain times. An “asynchronous” course is also referred to as “student-paced”, where the student is provided with a set list of assignments and work, along with a suggested schedule to follow, to complete over the duration of the course by the required deadline. If the course includes lectures, they are pre-recorded and do not require live attendance.

**Term** is the set period throughout the year where the university offers courses, split by holidays or breaks. At CUE, the academic year is split into Fall, Winter, Spring I, Spring II, Summer I, and Summer II terms. The Fall and Winter terms are semesters, while the Spring and Summer terms are compact, covering an entire course of material in approximately two weeks.

**Timetable** refers to the master schedule that lists the times, locations, dates, and other information for all the courses offered in a given term. These are accessible at CUE’s website under the Registrar’s Office.

**Transcript** is a student’s inventory of the courses they have taken towards their degree and the grades they received.

**Transfer Articulation** refers to a set of agreements between institutions that permit students to transfer from one institution to another.

**Transfer Credit** allows students to maintain credit for their previous education at a different institution. Transfer credits will be granted depending on how similar the course material is, the final grade awarded, and when and where a course was taken.

**Tuition/Fees** refers to the cost of the courses based on per credit with most classes being 3 credits. Fees are the additional costs for such additions as benefit plan, health and wellness and athletics.

**Undergraduate programs** are typically Bachelor’s degree programs and focus on a more general area of study and involve less research experience than graduate programs. These are often the first degree programs students pursue after high school.

**Withdrawal** is when a student is completely removed from an academic program. This can either be done by the students themselves, by the Admissions Office due to missed deadlines or unfulfilled admission requirements, or by the Registrar’s Office due to repeatedly poor academic performance.

# IT'S DUE WHEN?

From assignments to tuition, deadlines are the bane of every university student's existence. It is part of the learning process to manage time and remember when papers, applications and completion of other activities are due.

On top of course deadlines (included in a course syllabus), students must be mindful of the university deadlines such as:

Admissions: application, offer acceptance  
Registration deposit  
Tuition and fees  
Last day to add/drop (Census Day)  
Last day to withdraw  
Scholarship application

These dates are always listed in the academic schedule which is within the [Academic Calendar](#) and while we do our best to communicate these to students, we recommend that they enter these dates into their planner or phone at the onset of the term so they don't come as a surprise and cause undue stress.

# BUT I'M THEIR PARENT, GUARDIAN, SUPPORT

You call the university and find out you can't get much specific information on your student's application, registration, tuition etc. We know this can be frustrating; however, students fall under the [Personal Information Privacy Act \(PIPA\)](#) which means even if you're paying the tuition and/or your student is under 18, we are unable to share personal details with you.

Recommendations for your future/current CUE student:

- Have them contact us directly and we are happy to answer any questions. We welcome family appointments and calls.
- Communicate directly with your student, if you can. We can't share their information with you, but they can - so open those lines of communication from the start!
- Have them provide consent for you to speak to CUE employees by requesting a consent form that they fill out and return to us. This is available on a case by case basis.

We can provide general information and direct you to find the information on our webpage.



# AND SO, IT BEGINS....

The first few days as a CUE student are exciting and hectic at the same time - but don't forget that the university experience is about more than just classes.

There are fun and informative events and resources on campus all throughout the academic year that will alleviate the rigors of studies and also provide important information about what's available to a CUE student.

<b>SEPTEMBER</b> Fall term starts Career Cafe	<b>JANUARY</b> Winter term starts Career fair
<b>OCTOBER</b> Getting Our \$\$\$ Together Workshop Series: Perfectionism, Attention, Managing Stress, Handling Failure	<b>FEBRUARY</b> Reading Week
<b>NOVEMBER</b> Midterm exams Reading Week	<b>MARCH</b> Registration opens for the next academic year
<b>DECEMBER</b> Final exams and final projects for Term 1 Campus closed over the Christmas break	<b>APRIL</b> Final exams and final projects for Term 2 Deadline to apply for continuing student scholarships Apply to become a CUE Student Ambassador

<b>MAY</b> Spring term 1 starts Apply to be a CUE Student Ambassador Spring into Your Career
<b>JUNE</b> Student loan applications Spring term 2 starts
<b>JULY</b> Summer term 1 starts
<b>AUGUST</b> Summer term 2 starts Volunteer for New Student Orientation

# SUPPORT AT EVERY STEP

## **Academic Support - [learningservices@concordia.ab.ca](mailto:learningservices@concordia.ab.ca)**

Are here to help our students be as effective and successful as possible by providing one-on-one help with their learning skills. Students can set up virtual appointments with an Academic Advisor through our website.

## **Admissions - [admits@concordia.ab.ca](mailto:admits@concordia.ab.ca)**

Helps current and prospective students who have already applied with questions regarding program eligibility, transcript submission and evaluation, and other related information. Students can set up virtual appointments with an Admissions Advisor through our website.

## **Career Services - [careerservices@concordia.ab.ca](mailto:careerservices@concordia.ab.ca)**

Helps and advises students, employees, and alumni with career exploration and planning, job search strategies, cover letter and resume writing, professional portfolio and branding development, interview preparation, negotiating job offers, and providing networking and internship opportunities. Students can set up virtual appointments with a Career Advisor through our website.

## **Concordia Students' Association - [csapresident@student.concordia.ab.ca](mailto:csapresident@student.concordia.ab.ca)**

The official voice of all undergraduate and after-degree students at CUE. They advocate for student rights and issues at the institutional, provincial, and federal levels. They organize various events and activities to enrich the student experience. They also provide insurance for Prescription Drugs, Dental, Vision, and much more.

## **Counselling - [studentlife@concordia.ab.ca](mailto:studentlife@concordia.ab.ca)**

Student Life and Learning offers online counselling that is confidential and free to CUE students. Regardless of the reasons for seeking counselling, students have the opportunity to receive support with mental health, academic and other personal concerns that are interfering with positive life experiences.

## **Indigenous Student Services - [indigenous@concordia.ab.ca](mailto:indigenous@concordia.ab.ca)**

Connects self-declared Indigenous and non-Indigenous students with social and scientific research opportunities. It also allows students to engage in research collaborations with key industry and community partners.

## **International Office [international@concordia.ab.ca](mailto:international@concordia.ab.ca)**

Can give immigration advice and provide support for international students, create partnership projects with international universities, and organize study abroad programs for domestic students.

## **Learning Accommodations [learningaccommodations@concordia.ab.ca](mailto:learningaccommodations@concordia.ab.ca)**

Learning Accommodations are supports set in place to give students with disabilities equal access to post-secondary learning. If a student needs Learning Accommodations, we advise reaching out as soon as possible.

## **Recruitment Team [recruitment@concordia.ab.ca](mailto:recruitment@concordia.ab.ca)**

Provides campus tours, hosts Open House and Info Night, facilitates Campus Day at CUE and other campus visit opportunities, visits high schools for presentations and advising sessions,

works with high school counsellors and career practitioners. If your student is interested in visiting campus before they become a student or has general questions about programs, this is the department to talk to!

**Registrar's Office** [registrar@concordia.ab.ca](mailto:registrar@concordia.ab.ca)

Organizes the Academic Calendar, course timetables, student I.D. cards, plans graduation, and post importantly registers students for courses and provides program progress reports during the degree program. Students can set up virtual appointments with a Registration Advisor through our website.

**Student Accounts** [studentaccounts@concordia.ab.ca](mailto:studentaccounts@concordia.ab.ca)

This is who you can talk to about any fees that need to be paid and making sure they get paid on time! The Student Accounts office at CUE is reachable at [studentaccounts@concordia.ab.ca](mailto:studentaccounts@concordia.ab.ca)

**Student Funding and Awards** [finaid@concordia.ab.ca](mailto:finaid@concordia.ab.ca)

Helps students estimate university costs, as well as helping students find and apply for Scholarships, Grants, Bursaries, and Loans offered both within and outside of Concordia University of Edmonton. Students can set up virtual appointments with a Financial Aid Advisor through our website.

**Student Housing** [residence.services@concordia.ab.ca](mailto:residence.services@concordia.ab.ca)

Provides an exceptional on-campus living environment for CUE students that will help them grow, enrich their academic and personal connections, as well as have a great time. They can also provide assistance finding off-campus housing nearby.

**Tutoring** [learningservices@concordia.ab.ca](mailto:learningservices@concordia.ab.ca)

Our tutors work one-on-one with students to help them understand their course material. All CUE students can access up to five free hours of tutoring each semester. Tutoring service appointments can be booked through the student's Online Services.

**Writing Centre** [writingcentre@concordia.ab.ca](mailto:writingcentre@concordia.ab.ca)

The Writing Centre is a free service that provides one-on-one writing consultations for assignments in any course or program. It also offers tutoring for English courses. Writing Centre appointments can be booked through the student's Online Services.

You can always call the main phone line **780.479.8481** or **1.866.479.5200** and leave a message. Your message will be directed to the appropriate department. Phone messages are responded to the same day when possible.

Not sure which department you need? Email [info@concordia.ab.ca](mailto:info@concordia.ab.ca) We will make sure the right person gets back to you.