



ESSENTIAL GUIDE TO STUDENT SUCCESS



**NORTHERN LAKES
COLLEGE**

Welcome to Student Success!

We welcome you to the 2022/2023 academic year! We know that the last few years have been really difficult and that returning to campus can be a bit scary. We want you to know that you aren't alone. The Student Success Team is here to support and help you work your way through school. Our team includes the following areas:

- Counselling
- Wellness
- Accessibility
- Library

It can be confusing to know where or who to go to for help. At Student Success, we encourage you to ask your questions to anyone on our team. If we can't help, we can find someone who can! Think of the Student Success team as your guides to the college. We remember how overwhelming school can be and we certainly remember feeling like our questions weren't important. Trust us, if you have a question, there are other folks who have the same question. Ask us anything about the college or even just about being a student!

In this guide we will give you a short description of each of our areas along with some contact information. We won't list everything we do here because that would be a lot of writing and who wants to read that when you can talk to someone!?

Feel free to contact any of us and drop by any of our campus areas. If you aren't sure where we are on your campus please ask! If you are a distance student call us, email us, or just pop into one of our virtual events. We can't wait to meet you!

From your Student Success Team

Educational Counselling Services

Our educational counselling team offers a number of supports to **ALL** Northern Lakes College Students both face-to-face and at a distance. We have 4 educational counsellors on our team; Barb Durocher (Slave Lake), Charlotte Cardinal (High Prairie), Karen Laboucane (Peace River) and Karen Campbell (High Level). Our educational counsellors are here to help you prepare for your future by supporting you in the following areas:

Mental Health

At Northern Lakes College we offer what is called short-term non-clinical counselling, *what does that mean?* Our educational counsellors will meet with you on a short-term basis (4 sessions or less) to discuss the mental health issues you may be experiencing. If you require more support, we will set you up with the supports closest to you.

Wellness Check Up

This is a 30-minute meeting where you and your educational counsellor will discuss things like your strengths, how to set goals, and guide you to resources and supports for your own personal wellness.



Advocacy

Educational counsellors at Northern Lakes College are also student advocates.

What is an advocate? Our educational counselling team can work with you to understand college policies and procedures. Educational counsellors can also attend meetings with you about your performance or conduct as a student. We are here to support you and help you to understand what your rights and responsibilities are as a student here at NLC.

Educational Planning

Sometimes we get into a profession and realize we don't love it. Other times we start studying an area and realize it isn't what we were expecting. If you have questions about where to start, our educational counsellors can help you with this process.

General Student Life Questions

Educational counsellors can also help you with the general life questions. Maybe you aren't getting along with your roommate or significant other (relationship issues), time may be hard for you to balance, or perhaps you need to be reminded to take some deep breaths and live in the moment. Our counsellors are here to listen, support, and provide information to you on all things student life.

How can I contact an educational counsellor?

There are a few ways you can contact our counsellors:

1. Book an appointment through our website here: <https://www.northernlakescollege.ca/current-students/counselling-services/self-referral-form>
2. Call us! 780-849-8600 extension 3222 OR toll free at 1-866-652-3456 extension 3222
3. Send us an email: counselling@northernlakescollege.ca
4. Stop by our office! We love seeing students so feel free to pop into Student Success at the Slave Lake Main Campus office A160. Not in Slave Lake? We have counsellors located in High Level, High Prairie, and Peace River. Don't see your campus? Ask your nearest campus for information on your counsellor's visiting hours and office information.

Student Wellness Services

Being a student is hard work! You have to learn how to balance all your assignments, readings, and tests with your personal life which might include your job, family and friends. Our Wellness Services team is here to help you figure out how to balance your personal and school life!

At Northern Lakes College we look at wellness from 8 perspectives:

- Social Wellness
- Spiritual Wellness
- Emotional Wellness
- Physical Wellness
- Intellectual Wellness
- Occupational Wellness
- Environmental Wellness
- Financial Wellness

Throughout the year we will be exploring each of these areas so watch your email, social media, and our NLC app for more details.

Our Wellness Team also works closely with our Educational Counselling Services team and the Student's Association to help you discover different ways to stay well while being a student. Your personal wellness is a key part of staying successful as a student.



Please feel free to contact us at any time, we would love to hear from you!

Contact Us

- Call us toll free at 1-866-652-3456 extension 8641
- Email us: studentwellness@northernlakescollege.ca

Watch for more wellness information throughout the year!

Library Services

Our Library Services team is excited to help you learn about using our resources. We understand that searching on the library system can be a bit confusing but know that we are here to help. At the Northern Lakes College library, we remember what it was like to be a student and we understand that you need to be able to have access to good information to be successful. Come stop in anytime!

Our library has two locations, our main branch is at the Slave Lake main campus and our smaller branch is located at the Grouard campus. Not at these campuses? Don't worry! We have a large selection of online resources available to ALL students and we can also send physical books to other campuses by way of our mail courier.

How do I access library resources from a distance?

You will be issued a Library PIN that you can use to access our services. Please watch for that in your email.

What resources can I access through the library?

Our collection includes:

- Online journal databases
- eBooks
- Fiction and non-fiction books
- Audiobooks
- Movies and video streaming
- Program guides for select programs
- CDs
- Other publications

What other help can the library provide?

Our library team is an excellent source of information for students. In addition to helping you find the right library resources we can also help with:

- Information and digital literacy
- Academic Integrity (plagiarism) information
- Citation guidance
- Copyright guidance
- Research basics like how to use our databases and other digital services
- eResources
- Even just talking with you about student life

Our Library Services team also publishes how-to videos that we host on YouTube that will help you with information and digital literacy skills. These will tell you how to know that the information you are getting is good or valuable. This is a vital skill ALL students must learn. It takes some practice so don't be a stranger! Come and talk to us, we are here to help you!



Contact Us

You can contact the library in several ways:

- Visit us in Slave Lake or Grouard – we love student visitors!
- Call us at 780-849-8670 or toll free at 1-866-652-3456

- Email us: nlclibrary@northernlakescollege.ca
- Visit our website at <https://www.nlclibrary.ca/>

Accessibility Services

Are you a learner who has been diagnosed with a disability? This could include a learning disability, a physical disability, or a disability related to mental health. Northern Lakes College works to provide “learning accommodations” to students with disabilities.

What is a learning accommodation?

A learning accommodation is simply, a change or adaptation to the way we expect you to learn. We make this adaptation to accommodate or account for an individual’s disability. For example, using a transcript or written copy of a video lecture to allow for a student with a hearing disability to fully engage in the lecture.

How does this work?

The accommodation process is managed by our Accessibility Services team. Accommodations are put in place to make sure all students have access to learning opportunities. Accommodations will be different depending on each student’s needs.

If you think you need an accommodation we ask that you let us know during the admissions process. This helps us contact you early to make sure we have everything in place before you start the term. We can also help you identify accommodation needs at any point in your academic year. So, if you aren’t sure if you need an accommodation, contact us! Also, you may be eligible for a temporary accommodation during the term for things like a broken bone, a mental health crisis, or other emergency.

Please contact our Accessibility Services team if you have a diagnosed disability which requires a learning accommodation or if you aren’t sure and just want to talk about it. Our team will work with you to figure out the best approach for you. The Accessibility Services team also works with your instructors and programs to make sure your accommodation is set up and in place.



Contact Us

There are a few ways to contact Accessibility Services:

- Complete the online form on our website: <https://www.northernlakescollege.ca/current-students/accessibility-services/get-in-touch>
- Use the self-referral form on the counselling page of our website: <https://www.northernlakescollege.ca/current-students/counselling-services/self-referral-form>
- Give us a call at 780-849-8754 or toll free at 1-866-652-3456 extension 8663
- Or email us! accessibilityservices@northernlakescollege.ca

Student Safety and Conduct

Finally, Student Success is also there to help you through any safety or conduct incidents. During the year if you need to report an incident, you are not alone. Student Success is here to help support and guide you through the process with ease. Student incidents are reported for two reasons:

1. Safety Incidents that occur in the learning environment or on College property. These could include, hazard identifications, near misses, injuries requiring First Aid, and injuries requiring medical aid.
2. Student conduct or behaviour that is in violation of the College's Student Conduct Procedure or other College policies and regulations.

Your Student Success team is here to help you through any incident you might encounter during your time with us so please contact us at any time to ask questions, discuss, or to ask for help. We want you to be successful!

Contact Us

For questions about student safety or conduct you can contact our:

- Counselling Services team
- Wellness Services team
- Chair, Student Success – Gillian Watson, watsong@northernlakescollege.ca
- Dean, Student Success – Ashley Oostvogels, oostvogelsa@northernlakescollege.ca

Any of us would be happy to answer your questions, and if we can't help, we can point you in the direction of someone who can.

