

## Fall 2020 Programming Questions and Answers

June 5, 2020

Applications and New Students	
<p>Can I apply for Fall 2020 programs. How do I apply?</p> <p>With the campuses closed, how do I get ahold of the Admissions or Registrar's Office?</p>	<p>We are continuing to accept applications for our post-secondary and campus-based academic upgrading programs for fall 2020. The quickest and most effective way to apply is through our new online system at <a href="http://www.auroracollege.nt.ca">www.auroracollege.nt.ca</a>. Click the "New! Apply Now!" button. You will be redirected to the online portal where you can click "apply", then follow the directions.</p> <p>Check out our video showing step-by-step instructions how to apply online: <a href="http://www.auroracollege.nt.ca/live/pages/wpPages/Admission.aspx">http://www.auroracollege.nt.ca/live/pages/wpPages/Admission.aspx</a></p> <p>You can also view application instructions here: <a href="http://www.auroracollege.nt.ca/live/pages/wpPages/Admission_Procedures.aspx">http://www.auroracollege.nt.ca/live/pages/wpPages/Admission_Procedures.aspx</a></p> <p>However, you can still download a paper copy of the application and either fax, email, or mail it to the contact numbers on the application forms.</p> <p>Please keep in mind that due to COVID-19, Aurora College staff are working from home, so there may be a delay in the usual processing time. If you apply online, you can track the progress of your application and communicate with admissions staff more quickly and easily than if you submit a paper copy of your application.</p> <p>If you require housing, please make sure you indicate that on your online application.</p> <p>You can contact individual campuses by email or telephone:  <a href="mailto:applyfortsmith@auroracollege.nt.ca">applyfortsmith@auroracollege.nt.ca</a>  <b>Thebacha Campus: 1-866-266-4966</b></p> <p><a href="mailto:applyyellowknife@auroracollege.nt.ca">applyyellowknife@auroracollege.nt.ca</a>  <b>Yellowknife North Slave Campus: 1-866-291-4866</b></p> <p><a href="mailto:applyinuvik@auroracollege.nt.ca">applyinuvik@auroracollege.nt.ca</a>  <b>Aurora Campus: 1-866-287-2655</b></p> <p>You can also email <a href="mailto:info@auroracollege.nt.ca">info@auroracollege.nt.ca</a> for more information.</p>

<b>Programs and classes</b>	
What programs and courses are being offered in 2020-21?	A full listing of programs and courses that will be offered for the 2020 fall term is available on our website and has been shared with our community partners. Most of our regular post-secondary programs will be offered, as well as Occupations & College Access (OCAP), University and College Access (UCAP) and academic upgrading through our Campuses and Community Learning Centres.
How are programs being offered? Will my program be online?	The majority of Aurora College programs and courses offered in the 2020 fall semester will be delivered by distance.  While most instruction will be delivered by distance, Aurora College is continuing to plan for a gradual return to face-to-face instruction, the timing and structure of which will be based upon advice from the Office of the Chief Public Health Officer (OCPHO) and the Workers' Safety and Compensation Commission (WSCC).
When do classes start? What is the fall semester/term?	The fall semester for post-secondary programs runs September through December 2020, while the fall semester for OCAP, UCAP, ALBE, and Community Learning Centres runs from September 2020 until January 22, 2021.
What about practicums, clinical experiences, field camps, and trades hands-on training?	Aurora College will ensure that students who require face-to-face delivery in order to successfully learn and practice required skills will be provided opportunities to do so.  Each program and course is being reviewed in detail to determine how courses and programs could be delivered while respecting all public health regulations. Each program has different learning needs and those are being considered as we work with the OCPHO.  Some face-to-face and hands-on learning will be rescheduled until later in the academic year.
Why can't all classes be delivered face-to-face?	Under the current guidelines set out by the OCPHO, Aurora College cannot re-open to offer all of our programs and courses face-to-face yet.
The schools are open, why can't the College be?	While most instruction will be delivered by distance, Aurora College is continuing to plan for a gradual return to face-to-face instruction, the timing and structure of which will be based upon advice from the OCPHO and WSCC.
Will you be offering Heavy Equipment Operator, Trades programs, mining programs, observer-communicator, etc.	Our first priority is to protect our students, staff, and communities from COVID-19, and we are following all directions of the OCPHO. Some programs and courses do not lend themselves to being taught by distance because of the level of face-to-face instruction required to be successful and to achieve the required learning outcomes. Those programs and course will be postponed until we can safely deliver them while adhering to the orders of the OCPHO.
Can I come to the campus or CLC to work?	Not at this time. All Campus buildings, Community Learning Centres and research centres are closed. This includes the library and computer labs.
Can I do my online studies from outside of the NWT?	For programs that are being delivered exclusively by distance during the fall semester, you should be able to. Please check with your Program Head to ensure that is a possibility.

Why can't campuses and classrooms be open when student residences are?	Most of our student residences are self-contained units, so the risk of interacting with others is minimal. That is not the case with the campuses and CLCs, which have many shared spaces and resources..
How will I know when classes start, what I need to do, and what technology I will require to do my courses online?	You will receive communication from both the admissions office and your program providing you with details closer to the start of the term. Check your myAuroraCollege email regularly for updated information.
What happens if I withdraw because distance education doesn't work for me?  Can I get a refund if distance learning doesn't work for me?	As distance learning is new to many adult learners, Aurora College will be offering a tuition refund guarantee to all students this fall. Any full- or part-time student enrolled in a program this fall who is not satisfied with the quality of their experience will have the option to withdraw by October 9 and receive a full tuition refund with no academic penalty.  Students will also be able to withdraw from programs up until November 6 with a 50 percent refund with no academic penalty.
I am immune-compromised/not comfortable with face-to-face learning at this time. Are there any options for me to delay my practicum/clinical/face-to-face if I feel unsafe?	Contact your instructor or program head to discuss your concerns with them.
I don't have internet or a computer/laptop. How will I do my classes/assignments online?	Aurora College is investigating ways to support students who do not have access to required computer hardware. We are also looking into ways to enhance internet access for students.  Please contact your Program Head to let them know if you do not have the resources required to do distance learning.
Will distance learning and rescheduling face-to-face learning delay or affect my ability to graduate?	It is impossible to predict how the changes will impact each student individually, however, we are scheduling our programs in a way that should allow students to graduate on time. Our plans are also subject to future changes in the directions from the OCPHO.
I don't have internet or a computer/laptop. How will I do my classes/assignments online?	Aurora College is investigating ways to support students who do not have access to required computer hardware. We are also looking into ways to enhance internet access for students.  Please contact your Program Head to let them know if you do not have the resources required to do distance learning.
What if I need help from my instructor(s)?	Your instructors will be available to you by email and phone during the fall semester. You will be provided that information as part of your registration and orientation package. As well, phone numbers are in the staff directory on our website: <a href="http://www.auroracollege.nt.ca">www.auroracollege.nt.ca</a>

<b>Residence and Student Supports</b>	
<p>Will residences be open in time for classes in September?</p> <p>Do we have to be in residence /in the campus community for the beginning of the year? When do you have to be there?</p>	<p>We are preparing to be able to open student residences in time for the beginning of the fall semester. Processes will be in place to ensure safety precautions as set out by the OCHPO are in place.</p> <p>Contact your Program Head or Senior Instructor for more details about the structure and schedule of your program.</p>
<p>Why can't campuses and classrooms be open when student residences are?</p>	<p>Most of our student residences are self-contained units, so the risk of interacting with others is minimal.</p> <p>We are investigating what needs to be put in place in order to make our shared residence spaces safe and comply with the public health orders.</p>
<p>What happens if I am living in residence and have to self-isolate?</p>	<p>Immediately contact your campus residence staff if you or anyone in your household needs to self-isolate or if you need assistance in any way. They will help you create a plan.</p> <p><b>Follow the rules set out by the Office of the Chief Public Health Officer.</b></p>
<p>Will the residences still be cleaned during the pandemic?</p>	<p>All public spaces will be cleaned. You will be responsible for cleaning your own unit. Information is available from your residence staff.</p>
<p>I hear that some community members who have to self-isolate will be housed in College residences. I have concerns about my (my family's) health and safety. How are you ensuring that students and our families are not put in danger from these people using the residences?</p>	<p>Our first priority is to protect our students, staff, and communities from COVID-19, and we are following all directions of the OCPHO. In Inuvik and Fort Smith, some of our residence units were used to house community members or NWT residents from smaller communities who are required to self-isolate. Once their self-isolation ended, the units used were thoroughly cleaned and sanitized.</p>
<p>I don't feel confident that I have the academic grounding to succeed in my program due of the changes to instruction in 2019-20 because of COVID-19.</p>	<p>Based on identified student needs, extra academic supports will be in place prior to the start of classes in September and throughout the year.</p>

What supports will Aurora College provide me to help me catch up and ensure I am ready for next year?	
I don't have access to the internet/will student residences will have access to the internet?	We are looking into ways to enhance internet access for students.
<b>Financial</b>	
What happens if I withdraw because distance education doesn't work for me?  Can I get a refund if distance learning doesn't work for me?	As distance learning is new to many adult learners, Aurora College will be offering a tuition refund guarantee to all students this fall. Any full- or part-time student enrolled in a program this fall who is not satisfied with the quality of their experience will have the option to withdraw by October 9 and receive a full tuition refund with no academic penalty.  Students will also be able to withdraw from programs up until November 6 with a 50 percent refund with no academic penalty.
If I get accepted into residence but don't actually move in until later in the year, do I have to pay rent for the time I am not living there?	We are still examining the demand for student housing this fall and how housing assignments will be completed. We don't have an answer for that question yet.
<b>Health &amp; Safety</b>	
What is the current status of COVID-19 on campus?	In an effort to keep this information current, it is important to get the most up-to-date information from the proper source. You can keep informed of health issues around COVID-19 by visiting <a href="http://www.hss.gov.nt.ca">www.hss.gov.nt.ca</a> regularly and monitor your email.
What will you do if someone who is working/living at Aurora College gets COVID-19?	We have a plan in place and will react to support the health and well-being of students. Keep informed of health issues around COVID-19 by visiting <a href="http://www.hss.gov.nt.ca">www.hss.gov.nt.ca</a> regularly.
Will all students and staff be required to wear masks in residence/at campuses?	The current recommendations from the OCPHO is that all individuals over the age of two wear non-surgical masks in public or around people who are not a part of their household. All students and staff will be required to wear non-surgical masks during face-to-face learning situations.
How will classrooms /campuses /work areas be set up to	We are currently examining ways that our facilities can be set up to comply with all public health regulations and to ensure the safety of our students and staff. All plans will be based upon advice from the OCPHO and WSCC.

accommodate the face-to-face learning?	
Will you be testing students and staff for COVID-19?	While Aurora College does not have the ability to test for COVID-19, any resident can arrange to be tested through local health centres or through stand-alone testing centres in the major communities.
If I am coming from outside of the territory to go to Aurora College, do I have to self-isolate?	Anyone coming into or returning to the NWT from any location in Canada or outside of Canada is required to self-isolate for 14 days. Please contact the office of the Chief Public Health Officer for instructions for your specific situation. <a href="https://www.gov.nt.ca/covid-19/">https://www.gov.nt.ca/covid-19/</a> As well, let the Admissions and Residence staff know that you will be coming from outside of the NWT to attend Aurora College.