

RED RIVER COLLEGE STUDENTS' ASSOCIATION SA REP HANDBOOK 2018 - 2019



Executives

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Welcome SA Representatives!

First we would like to say thank-you very much for participating and taking interest in being a SA representative. Being the voice for your class will be helping the entire student body communicate with the Red River College Students' Assosiation (RRCSA).

This is a great opportunity to demonstrate leadership while enjoying free pizza, pop. Students are the very purpose of the RRCSA's work. You'll be an integral part of the RRCSA by facilitating the flow of information and communication between the student body and your elected officers.

What you'll do... Attend SA rep meetings to voice your academic and service oriented concerns, opinions, and ideas. You will relay information shared at meetings back to fellow students via a communication method that works best with you.

What you'll gain... Network and make friends with students outside of your program, be informed on current campus events, obtain volunteer Hours (1 per month) and leadership skills and hear from speakers.

We greatly look forward to working with you to improve our fellow students' experience at Red River College!

Sincerely,

Kelsey Gillespie
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&

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Meeting Dates

Notre Dame Campus 12:00 – 1:00PM

1. September 11
2. Oct 2
3. Oct 30
4. Nov 20
5. Jan 8
6. Jan 29
7. Mar 5
8. Apr 2 (last one)

EDC Campus 12:00 – 1:00PM

1. Sept 13
2. Oct 4
3. Nov 1
4. Nov 22
5. Jan 10
6. Jan 31
7. Mar 7
8. Apr 4 (last one)

What you'll do

ADVOCACY

- Act as a spokesperson on behalf of a student or a group of students regarding academic or other class concerns
- Respectfully work with fellow SA reps to develop ideas for enhancing students' experience

INFORMATION AND REFERRAL

Having basic knowledge of the different appeal procedures found in your package is very important (see pg. 12 & 13). It is also very beneficial to know where to direct your fellow students when they have questions or need information.

- You will be emailed current events and beneficial information to forward to your fellow classmates
- To provide students with information regarding college student services and to assist them in accessing these services

PROMOTION AND PARTICIPATION

Help other students take advantage of their college experience by encouraging them to:

- Take part in events
- Utilize RRCSA & RRC services
- Help encourage students to get involved in events
- Share volunteer opportunities

What is the RRCSA?

Since, 1963 when the first Students' Association (SA) was formed at Red River College, students at this institution have been organizing to make student life better. On June 10, 1974, the RRCSA was incorporated by an act of the Manitoba Legislature making it an independent legal and business entity. The RRCSA is a non-for-profit organization.

Our Mission – To improve the students' experience at Red River College in a responsible, courteous, and cost-effective manner.

Our Vision – A safe, positive, and inclusive environment college-wide that encourages students to develop their personal and professional confidence and capabilities, by taking part in students' association service and programming.

Our Values – Students are our business. Students are the very purpose of our work. Without the students, our business does not exist. Students bring us their needs and wants. It is our responsibility to assist them to the best of our ability and resources. Our students deserve friendly and attentive treatment every time they come to us.

All students who pay student fees become members of the SA, including full-time and part-time students, apprentices, and those enrolled in Continuing and Distance Education courses.

Each year a general student election is held. Students are encouraged to exercise their right to vote for the four SA executive positions; President, Vice President Academic, Vice President External (EDC office location), and Vice President Internal. To run for and while serving in office, you must be a registered student at RRC. The presidents' position is considered full-time (30 hours per week), while the Vice Presidents' work 20 hours per week. All executive officers earn a wage for their respective positions. During the summer office schedule (June-Aug), the VP's work 30 hours per week.

RRCSA Services

- Student Appeals
- Event Programming
- Retail Stores
- Campus Clubs
- Employment Opportunities
- Volunteer Opportunities
- Student Advocacy
- Student Association Board
- SA Reps
- Scholarships and Bursaries
- Health and Dental Plan
- The Projector
- Peer Tutoring
- Gyms
- Student Lounges
- Career Fair
- Vendors
- Day Planner
- Food Bank
- Pizza Days
- Red River ReliefLine
- Scholarships & Bursaries
- Peer Tutoring
- Housing
- Microwaves
- www.RRCSA.ca
- RRCSA App & Social Media

RRCSA Scholarships & Bursaries

The Students' Association is proud to provide the following scholarships & bursaries to help students out financially. Awards go up to \$1000. The deadline and criteria for applications are noted on each award. Check online to see if you can qualify for any of them at <http://rrcsa.ca>. Here is a list:

- Athletic Scholarships
- Average Joe/Jill Scholarship
- Chad Hildebrand Memorial Award
- Community Involvement Recognition Award
- Go Green Machine Award
- International Student Scholarship
- Regional Campus Scholarship
- Single Parent Bursary
- Students with Disabilities Bursary

****All awards & scholarships need to be submitted through the college website: www.rrc.ca under Awards + Bursaries****

****Remember there are also hundreds of scholarships through the college for students to apply to****

Volunteer Opportunities

The RRCSA needs many volunteers on committees and at events to make this year great. Commitments can vary from just one hour to as many as you can handle. Volunteering can be a great way to gain valuable job experience and references for the future. It can also be a great way to meet other people and broaden your experience here at Red River College. Possible volunteer areas include:

- Events
- Food Bank
- SA Reps
- Career Fair
- Students Association Board
- Writers for the Projector
- Elections
- Student Elections
- Committee's
- Student Clubs

To become a volunteer fill out a form at the RRCSA offices or online at <http://rrcsa.ca>

Students' Association Board

Make a difference by becoming a representative on this year's SAB! It is a governing body that operates in a proficient manner to set polices and determine the objectives and direction of the SA.

What you'll do... Each month you'll complete at least one volunteer hour and attend one board meeting where you will enjoy a hot meal while achieving meaningful goals that benefit RRC's diverse student body.

What you'll gain... Attain valuable experience in a professional board setting like learning Robert's Rules of Order, acquire volunteer opportunities, access a close NDC parking spot, and network with students from a wide variety of programs.

Volunteering looks great on your resume so fill out the nomination package available online at rrsca.ca. For more information please contact your RRCSA President Lauren Slegers at 204-632-2474 or sa_president@rrc.ca.

Health & Dental Benefits

The RRCSA has a Health and Dental benefits plan for students. There is so much to tell you! The first thing we would suggest is to tell students to stop by the Onsite benefits offices to learn everything they can at:

Online: www.mystudentplan.ca
Email: redriverplan@mystudentplan.ca

Notre Dame Campus:
Student Benefits Plan Office
Room CM75B
204 632 2503

Exchange District Campus:
Students Association Office
Room P110
204 949 8537

There are important things Students should know:

- Coverage is automatically provided to eligible students in qualifying full time programs
- Fees are \$135 for health and \$120 for dental for domestic students
- Fees are \$195 for health and \$120 for dental for international students
- You can opt-out of the plan if you have coverage with another provider
- You can purchase a family add-on for your spouse and/or dependents
- **Contact The RRCSA Student Benefits Plan Office for coverage information along with opt-out, enrolment & family add on deadlines**

A Glance of what's covered:

Health Plan:

- Prescription drugs based on the Provincial Drug Formulary
- Vision
- Chiropractor
- Physiotherapist
- Registered Massage Therapist
- Podiatrist
- Chiropodist
- Medical equipment: crutches, splints, braces, etc.
- Emergency travel assistances

Dental Plan:

- Diagnostic & Preventive (Dental Checkup & Cleaning)
- Minor Fillings
- Oral Surgery (Extractions)

RRCSA Food Bank

The food bank is available bi-weekly. To sign up for the food bank call Winnipeg Harvest at 204-982-3660. You will need your student number AND Manitoba Health Number (bring both cards when picking up hamper). Pick up time is between 2 pm and 4 pm only.

Food Bank Locations

- NDC: Food Bank Trailer – North West Student Parking Lot
- EDC: W106

Food Bank dates

Clubs & Club Days

Starting your own Club through the RRCSA is easy and it's even easier to join one! Any student can join or create a club. To join a club, stop by during Club Days!

NDC
September 16th & 17th
&
January 14th
11:30 – 1:00 pm
Library Hallway

EDC
September 18th & 19th
&
January 16th
11:30-1:00 pm
Main Atrium

You will gain access to SA spaces like the Club Hub, the opportunity to fundraise through Pizza Wednesdays, assistance in managing your financials, ability to book tables, and access to RRCSA yellow poster boards.

To start a Students' Association approved student club fill out and submit a club registration form (found in our offices or @www.rrcsa.ca). It only takes a minimum of 5 students.

SA Rep Resources

Learning about all the information you can provide may sound overwhelming but don't worry! There are many resources that you and your classmates can use to learn about our services below

- The day planner gives descriptions of our services
- www.RRCSA.ca has information on RRCSA services
- There is the **RRCSA App** – it is free and connects to the RRCSA social media
- RRCSA social media accounts
 - Twitter @RRCSA
 - Instagram @rrcsa
 - Facebook @RRCStudentsAssociation

Appeals

What a Student Appeal is: An Appeal is the process by which a Student may seek a review of a decision that has been made by the college regarding an Academic Evaluation, Discipline, or another matter that affects a Student's academic career. Appeals are to be done individually. If you are appealing a group project or assignment, each person in the group must submit their own appeal. The student appeal process is officially located at <http://www.rrc.ca/policies> under S3 - Student Appeals. Be certain to read that policy before starting the process. Students are responsible for following the college's academic policies. There may be other college policies that pertain to your situation so be sure to read all of the policy names. Know your rights and equally know your responsibilities by reading the S1 – Student Rights and Responsibilities policy.

Printable Student Appeal Form Online:

<http://www.rrc.ca/files/file/admissions/StudentAppealForm.pdf>

Some of the Reasons You May Consider Appealing a Decision: The grade/evaluation has been miscalculated, not all the required components were considered in rendering the grade/evaluations, the grading criteria was unclear, inconsistent or vague in the course outline or rubric, the evaluation/grading

criteria was not specified, the value of the assignment/question was not specified, or an academic deadline was missed due to extenuating circumstances.

Consult with the Red River College Students' Association: The RRCSA can assist students by acting as an advisor for members in all levels of academic appeals, being familiar with and following college policies, and conducting research and investigation into matters pertaining to student concerns. During an appeal process we can provide information to students on the preparation and presentation of an appeal. At the Notre Dame Campus, we encourage you to contact the VP Academic in CM20 for more information by phone at (204) 632-2477 or by email at sa_academic@rrc.ca. At the Exchange District Campus, we encourage you to contact the VP External in P110 for more information by phone at (204) 949-8466 or by email at sa_external@rrc.ca.

Steps to Take Before You Appeal: First, meet with your instructor within 5 college working days of receiving your decision to try to resolve the situation informally. After this point, you may choose to start the formal appeal process.

The Formal Appeal Process – Follow the Levels and Timeline Properly:

*College working days exclude *weekends* and *public holidays*.* *Keep all email communication through your *academic* email*

1st level: Once you receive your decision from your Instructor you have 5 college working days to appeal to the CHAIR of your program. Who your Chair is can be found online at <http://hub.rrc.ca/staffdirectory/>. Keep a copy of the documents you submit. The Chair has 15 college working days to respond. We suggest after 5-6 college working days to send a short, nicely worded follow up email (to the CHAIR) asking if they have received your appeal.

2nd level: You have 5 college working days from receiving the decision from you chair to appeal to the DEAN of your program. Who your Dean is can be found online at <http://hub.rrc.ca/staffdirectory/>. Keep a copy of the documents you submit. The Dean has 10 college working days to respond. Reasons for appealing to the Dean are if you “believe there has been an incorrect administration of appeal procedure, or that the decision of the Program Chair is not fair or reasonable”. Use the photocopied appeal form you submitted to the CHAIR. Submit another formal letter written to the dean.

3rd level: An Appeal Committee Hearing is available if you are not satisfied with the decision of the Dean of the School. You can initiate a request for an Appeal Committee Hearing to the Office of the Registrar within five College working days of receiving the decision of the Dean of the School. At this stage you are required to pay a \$75 fee at the Student Service Center in D101 and to create an appeal binder.

What Your Appeal Should Look Like - Make your Appeal Strong: Strong appeals provide the CLEAR, OBJECTIVE, ACCURATE, and RELEVANT information

needed for the person given the appeal to make a decision. Include an appeal form, full explanation, and additional information.

Appeal Form: Fill out each box in the appeal form with 1-2 sentences followed by: *Please see attached letter for more information*. Be sure to state who you have sought advice from regarding your appeal by writing down their name and asking for their signature of confirmation.

Full explanation: *“please attach a separate page with a full explanation”*. Do this by creating a *formal business letter* and attach it to your appeal form. Use positive language in this letter. Include:

- In the header provide your name, student number, address, phone number, and academic email.
- Date the letter.
- Next, include who it is written to, their office number, and Red River College’s address.
- Write Dear, *Name of who you are submitting it to* (Do not include Mrs., Ms., Mr., etc.).
- Add a subject line with name, student number, and the decision you are appealing. Example: “SUBJECT: Appeal of the Decision to Grant a ___(grade) to Jane Smith (#02828) in ___(course title) on ___(date grade was received)”
- FIRST paragraph: “I am writing to you to request a meeting to discuss my appeal of the decision to...”
- Answer to all 3 questions on the appeal form.
 - *“Please briefly state the decision you are appealing”*: Explain the decision that you are appealing and include the course title, the grade received, who you have talked to so far, and the outcome.
 - *“Please provide a brief statement as to why you feel a review of the decision is warranted”*:
 - When writing this section put yourself in the shoes of the person you are giving the appeal to.
 - Look at the weighting of each individual component and state exactly where you did not receive the grade you deserved. Prove *why* you deserve your desired outcome solely based on *how* you achieved what was asked on the rubric/learning outcomes. Calculate the new mark you are asking for based on the grading weight on the rubric.
 - Focus on where you went right as opposed to where the instructor went wrong.
 - *“Please state the specific remedy you are asking for in this appeal”*: This is the outcome you are requesting to be granted. Have more than 1 specific remedy in mind to discuss to raise your chances of being satisfied with the

outcome. Include what responsible steps you will take if granted your specific remedy (ex. see an academic coach or tutor). Explain why you value your education, your goals, your ability to work hard, etc.

- LAST paragraph: provide your contact info and availability. (Make sure your voicemail box is professional and is not full so that they can leave a message.)
- Close with: Sincerely, then enter a few lines to leave space for your written signature, then add your full name.

Additional Information: *"If you have received any documents from the College regarding the decision, please attach the copies"*. Attach additional information/documentation specifically relevant to your appeal; like emails or a transcript. Any policy you include in your appeal that you want to be looked at must have an objective explanation as to why you have included it. Any documents that you include in your appeal must be given in all together to be looked at.

Properly Keep a Record Throughout the Entire Process: Photocopy your documents/forms before submitting them (at all appeal stages). Write down the name of the person you submitted it to (business card if possible) and note the date/time. Once you submit your formal appeal, keep track of the timeline/college working days. Follow up all in person or phone conversations in writing by sending an email to keep a written confirmation of what was discussed.