ONLINE ENGLISH FOR ACADEMIC PURPOSES (EAP) PROGRAM
STUDENT ORIENTATION BOOKLET

dal.ca/esl

Dalhousie University
English as a Second Language (ESL) Programs

College of Continuing Education
1459 LeMarchant Street, Suite 2201
Halifax, Nova Scotia. B3H 4R2
CANADA

esl@dal.ca
+1.902.494.8062

@DalhousieEsI | DalEsI

Updated: 8-Apr-20
# Table of Contents

- Dalhousie University English for Academic Purposes Program Staff ........................................... 4
- Dalhousie University English Language Program Curriculum ......................................................... 4
  - EAP Program Description .................................................................................................................. 4
  - Mode of Delivery ............................................................................................................................... 5
- Dalhousie University English Language Level Descriptions ............................................................... 5
  - English for Academic Purposes (EAP) Foundations 1 ..................................................................... 5
  - English for Academic Purposes (EAP) Foundations 2 ..................................................................... 5
  - English for Academic Purposes (EAP) Level 1 ............................................................................... 5
  - English for Academic Purposes (EAP) Level 2 ............................................................................... 6
- English for Academic Purposes Pass Marks ...................................................................................... 6
- Dalhousie Letter Grade Scale .............................................................................................................. 7
- EAP Program Academic Policies ........................................................................................................ 8
  - Classroom Language Policy ............................................................................................................. 8
    - Benefits of Speaking English in Class ............................................................................................. 8
    - Appropriate Use of Your First Language ....................................................................................... 8
- Fee Payment ........................................................................................................................................ 9
- Late Arrival at the Start of a Course .................................................................................................... 9
- Evaluation and Assessment .................................................................................................................. 9
- Sexual Harassment .............................................................................................................................. 9
- Student Behaviour .............................................................................................................................. 10
- Textbooks and Learning Materials ...................................................................................................... 10
- Leave of Absence ............................................................................................................................... 10
- Appealing Marks ............................................................................................................................... 10
- Resolution of Other Problems ............................................................................................................ 11
- Specific Academic Policies: Online EAP Course ............................................................................... 11
<table>
<thead>
<tr>
<th>Topic</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>Class Schedule and Location</td>
<td>11</td>
</tr>
<tr>
<td>Engagement Policy</td>
<td>12</td>
</tr>
<tr>
<td>Consequences of Low Engagement</td>
<td>12</td>
</tr>
<tr>
<td>Assignment Deadlines and Late Submission</td>
<td>13</td>
</tr>
<tr>
<td>Extensions</td>
<td>13</td>
</tr>
<tr>
<td>Late Submission Penalty</td>
<td>13</td>
</tr>
<tr>
<td>Help with Deadlines</td>
<td>13</td>
</tr>
<tr>
<td>Dalhousie University Academic Integrity</td>
<td>14</td>
</tr>
<tr>
<td>What does academic integrity mean?</td>
<td>14</td>
</tr>
<tr>
<td>How can you achieve academic integrity?</td>
<td>14</td>
</tr>
<tr>
<td>Where can you turn for help?</td>
<td>15</td>
</tr>
<tr>
<td>How does Dalhousie check for academic integrity?</td>
<td>15</td>
</tr>
<tr>
<td>What will happen if an allegation of an academic offence is made against you?</td>
<td>15</td>
</tr>
<tr>
<td>Health and Wellness</td>
<td>17</td>
</tr>
<tr>
<td>Health Insurance</td>
<td>17</td>
</tr>
<tr>
<td>Dalhousie Health Services – Health Care on Campus</td>
<td>18</td>
</tr>
<tr>
<td>Location</td>
<td>18</td>
</tr>
<tr>
<td>Medical &amp; walk-in counselling hours of operation (Click to access website)</td>
<td>18</td>
</tr>
<tr>
<td>Medical Services at Dalhousie University (Click to access website)</td>
<td>19</td>
</tr>
<tr>
<td>In an emergency</td>
<td>19</td>
</tr>
<tr>
<td>Mental health emergencies</td>
<td>19</td>
</tr>
<tr>
<td>Physical health emergencies</td>
<td>20</td>
</tr>
<tr>
<td>Special Needs and Accommodation</td>
<td>20</td>
</tr>
<tr>
<td>Administrative Policies and Information</td>
<td>21</td>
</tr>
<tr>
<td>EAP Course Cancellation &amp; Refund Policy</td>
<td>21</td>
</tr>
<tr>
<td>Important Administrative Information for New Students</td>
<td>23</td>
</tr>
</tbody>
</table>
Important Resources .................................................................................................................. 25
ESL Programs Contacts ......................................................................................................... 25
On-Campus Services .............................................................................................................. 25
Off-campus Resources in Halifax .......................................................................................... 26
Informal Conversation and Activity Opportunities in Halifax................................................. 27
On-Campus: .......................................................................................................................... 27
Off Campus: ......................................................................................................................... 27
Dalhousie University English for Academic Purposes Program Staff

David Packer, Director
Jennifer MacDonald, Head Teacher
Shazia Nawaz Awan, EAP Instructor
Sarah Jane Blenkhorn, EAP Instructor
Natalie Burgoyne, EAP Instructor
Tracy Franz, EAP Instructor
Darren Downing, EAP Instructor
Laura Herrera, EAP Instructor
Mayur Agrawat, EAP Instructor
Chris Kelly, EAP Instructor
Andrea King, EAP Instructor
Anna Maier, EAP Instructor
Kris Mitchell, EAP Instructor
Ayesha Mushtaq, EAP Instructor
Kate Purcell, EAP Instructor
Tony Rusinak, EAP Instructor
Chris Fevens, EAP Instructor
Gerry Russo, EAP Instructor
Melissa Taylor, EAP Instructor
Charlene Rockwell, EAP Instructor
Sam Worthington, EAP Instructor

Becky Grant, Administrative Officer
Tianze Kong, Program Assistant
Gena Walsh, College of Continuing Education Registrar
Denise Sullivan, College of Continuing Education Reception
Martin Burns, CCE IT Support

Dalhousie University English Language Program Curriculum

EAP Program Description

The English for Academic Purposes (EAP) program prepares students for university. Whether at the undergraduate or graduate level, students improve the reading, writing, research, listening and speaking skills that they need to succeed at university in English, and develop the academic behaviours to thrive in an English-speaking academic environment.

The program has 3 main goals:

- To help students learn the English they need in order to enter university
- To help students acquire the English language, research, and academic skills that they need to be successful at university once they begin to study at Dalhousie (or elsewhere)
To introduce students to the Canadian university academic culture and help them meet expectations of a university student in Canada

**Mode of Delivery**

The EAP Program is delivered face-to-face at Dalhousie University in Halifax, and also online. Both courses share the same content hours, curriculum, outcomes and goals. Success in either the Face-to-Face or Online EAP Programs satisfies the admission requirements for undergraduate or graduate degree-level study at Dalhousie University.

**Dalhousie University English Language Level Descriptions**

***English for Academic Purposes (EAP) Foundations 1***

This is a pre-intermediate course at the A2 level that is an introduction to English for Academic Purposes (EAP). In this course students will develop their ability to understand and express themselves orally in formal and informal situations in the university context and understand short texts of a variety of styles and disciplines. Students will also expand their general and specialized vocabulary and write accurate sentences and paragraphs. Students will develop these language skills and abilities while starting to explore the topics, practices and behaviours associated with academic success at university.

***English for Academic Purposes (EAP) Foundations 2***

This is an intermediate-level course at the B1 level with a focus on building a solid foundation in English for Academic Purposes (EAP). In this course students will learn to apply their English skills to academic tasks as they deepen their knowledge of English and develop their ability to use it in a university context. They will be introduced to the research process and learn to write well-structured, accurate essays and other texts. They will form strategies for reading and listening comprehension of short academic texts and lectures and improve their speaking abilities when discussing their area of study and other topics. Students will broaden their knowledge of the topics, practices, and behaviours associated with academic success at university.

***English for Academic Purposes (EAP) Level 1***

This an upper-intermediate course at the B2 level in English for Academic Purposes (EAP), helping develop students’ listening, speaking, reading, writing, research and academic skills in preparation for study at university. The course is focused around key spoken and written academic genres to allow students to develop a range of listening skills and strategies, participate in various speaking situations in the academic context, develop academic reading skills, and improve writing ability over a range of academic genres. The course also includes instruction on research and library skills along with academic behaviour, such as time-management, study skills for effective independent learning, and knowledge of academic integrity.
English for Academic Purposes (EAP) Level 2

This course is an advanced English for Academic Purposes (EAP) course at the C1 level which prepares students for undergraduate or graduate-level study in English. The course allows students to develop the ability to read effectively and comprehend high-level academic texts, acquire a rich academic vocabulary, and to apply listening and note-taking strategies to lectures on a variety of academic topics. Writing and research skills are honed as students produce texts in several important written academic genres and develop speaking ability for presentations, discussions and debates. Students will have the opportunity to delve into the vocabulary and genres associated with their disciplines of study. Academic integrity, along with other academic behaviours, such as time-management, autonomous learning, and collaboration, are also taught and practiced.

English for Academic Purposes Pass Marks

Students will receive a letter grade for all their major assessments in the EAP program (e.g. B+). Their EAP transcript will contain an overall final letter grade and an equivalent Grade Point Average (GPA).

The mark required for success in any level of the EAP course depends on the degree program students are planning to join after they finish the EAP program.

Please read the following information about the required levels of achievement for unconditional admission to Dalhousie.

Undergraduate Students

For undergraduate students requiring an IELTS 6.5 or equivalent to enter Dalhousie Programs: 3.0 GPA (B letter grade) overall is the pass mark for EAP 2.

Graduate Students

(i) For graduate students requiring an IELTS 7.0 or equivalent to enter Dalhousie Programs: 3.7 GPA (A- letter grade) overall is the pass mark for EAP 2.

(ii) For graduate students requiring an IELTS 7.5 or equivalent to enter Dalhousie Programs: 4.0 GPA (A letter grade) overall is the pass mark for EAP 2.

*Note: To find the specific requirements of a particular graduate program, see the following:

https://www.dal.ca/faculty/gradstudies/graduate-programs-admissions/admission_requirements.html

Success in the Dalhousie EAP Program means achieving standards set by the Registrar's Office (RO) and the Faculty of Graduate Studies (FGS).
Students cannot advance from one level to the next unless they achieve these standards.

When students successfully complete EAP Level 2 of the program, transcripts are sent to the Registrar’s Office and the Faculty of Graduate Studies.

The RO and the FGS decide whether students are then admitted to their degree program.

**Dalhousie Letter Grade Scale**

<table>
<thead>
<tr>
<th>Grade</th>
<th>GPA</th>
<th>%</th>
</tr>
</thead>
<tbody>
<tr>
<td>A+</td>
<td>4.30</td>
<td>90-100</td>
</tr>
<tr>
<td>A</td>
<td>4.00</td>
<td>85-89</td>
</tr>
<tr>
<td>A-</td>
<td>3.70</td>
<td><strong>80-84</strong></td>
</tr>
</tbody>
</table>

This (A- / 80%) is the passing grade required in the CCE-EAP Program for most students heading into graduate-level courses. Refer to department-specific English Language Requirements for exceptions to this rule [https://www.dal.ca/faculty/gradstudies/graduate-programs-admissions/admission_requirements.html](https://www.dal.ca/faculty/gradstudies/graduate-programs-admissions/admission_requirements.html)

<table>
<thead>
<tr>
<th>Grade</th>
<th>GPA</th>
<th>%</th>
</tr>
</thead>
<tbody>
<tr>
<td>B+</td>
<td>3.30</td>
<td>77-79</td>
</tr>
<tr>
<td>B</td>
<td><strong>3.00</strong></td>
<td><strong>73-76</strong></td>
</tr>
<tr>
<td>B-</td>
<td>2.70</td>
<td>70-72</td>
</tr>
<tr>
<td>C+</td>
<td>2.30</td>
<td>65-69</td>
</tr>
<tr>
<td>C</td>
<td>2.00</td>
<td>60-64</td>
</tr>
<tr>
<td>C-</td>
<td>1.70</td>
<td>55-59</td>
</tr>
<tr>
<td>D</td>
<td>1.00</td>
<td>50-54</td>
</tr>
</tbody>
</table>

**OTHER GRADES**

<table>
<thead>
<tr>
<th>INC</th>
<th>0.00</th>
<th>Incomplete</th>
</tr>
</thead>
<tbody>
<tr>
<td>W</td>
<td>0.00</td>
<td>Withdrawal</td>
</tr>
</tbody>
</table>
EAP Program Academic Policies

The following policies apply to both the Online and Face-to-Face EAP Programs.

Classroom Language Policy

Benefits of Speaking English in Class

Students must speak English in class as much as possible. Speaking in English establishes a rich learning environment and is extremely important to achieving your goals related to English language learning.

- Using English in class will help you learn faster, as it provides opportunities for practice with your classmates and instructors.
- Using English in class will directly affect your class performance and grades. Using English will help you improve your communicative, linguistic and academic skills. This directly improves your performance during assessments and exams.
- Students who use English in class see improvements in their English vocabulary, as well as in their confidence and fluency.
- Continuing to speak in English in class, even if you make a mistake or forget a word, challenges your brain. Your brain learns from these mistakes, and your English fluency and communication will improve.
- Using English language in class can help you develop intercultural relationships with students and instructors who speak other languages.
- Speaking in English in class creates an inclusive classroom atmosphere, which ensures that all students are involved in collaborative learning.
- If you actively speak English in class, your instructors will be better able to assess your progress and give you helpful feedback.

Appropriate Use of Your First Language

Students benefit by using English appropriately in class. Your first language/mother tongue/home language(s) is/are another valuable tool for your language learning. During the first week of class, you will discuss how best to use this tool with your instructor and peers. For example, while you should use only English in class, it may sometimes be acceptable to use your
first language in your notes order to clarify vocabulary, idiomatic expressions or academic concepts, or to compare grammar structures between your first language and English. You may also talk about your first language with classmates, using English, to discuss vocabulary, idiomatic expressions or academic concepts, or to compare grammar structures, for example.

All discussions in the classroom should be related to classroom activities. Therefore, English should be the language you use to have those discussions. Your instructors will remind you to avoid using your first language for discussion during class.

Remember that your first language can sometimes be a helpful tool but be careful not to use it as a cane or a crutch. This can slow down your learning.

**Fee Payment**

Students will not be admitted to class until tuition is paid in full. Students may be admitted to class on the first day if special arrangements for payment have been made with our financial officer, Gena Walsh, before the term starts.

Visit the [EAP Course Payment webpage](http://www.dal.ca/esl) for information about how to pay your course fees. You can pay using Online Payment, the Global Pay service, or in person at the Dalhousie College of Continuing Education.

**Late Arrival at the Start of a Course**

Students are expected to join the class on the first day of a new course. Under certain conditions, a new student, with the permission of the Director of ESL Programs, may enter a new course up to one week after the start date. No more than one week’s late arrival is allowed. Note: Students who join the class late are responsible for any work they have missed.

**Evaluation and Assessment**

Evaluation in the EAP Program consists of continuous assessment. Evaluation of student work will be made throughout the course, according to the course outline. Assessments include written exams, presentations and other spoken work, as well as submission of written texts. Instructors will provide grades and feedback once all students have completed the work. Note: Major assessments require additional time to mark and may take up to a week before students receive grades and feedback.

No make-up work is permitted. This means that students do not have the chance to complete extra work or assignments to raise a low mark. The EAP Program does not offer make-up exams for students who have failed the course to try to receive a passing grade.

**Sexual Harassment**

[ Dalhousie University defines sexual harassment](http://www.dal.ca/esl) as “any sexually-oriented behaviour of a deliberate or negligent nature which adversely affects the working or learning environment. It
may involve conduct or comments that are unintentional as well as intentional.” The Dalhousie EAP Program has a zero-tolerance policy on sexual harassment. Students found to have sexually harassed another student, instructor, or staff member will be asked to leave the program.

**Student Behaviour**

Students in the Face-to-Face and Online EAP Programs are expected to abide by the [Dalhousie University Code of Student Conduct](#). It is important to read and understand the expectations of behaviour described in this Code. Students are also responsible for following all civil and criminal laws in Nova Scotia, violations of which are explicitly violations of the code and can also result in penalty from Dalhousie University.

Students are expected to have respect for others. Students may be asked to leave the classroom, or be asked to leave the EAP Program under any of the following circumstances:

- If they show intolerance and/or fail to allow other students and their instructors to hold differing views.
- If they are impatient or rude to other students or instructors and staff.
- If they behave in any way that disrupts the learning of others.

**Textbooks and Learning Materials**

The textbook(s) required for each course are included in the tuition cost. Face-to-Face EAP students will receive their textbook(s) at the beginning of the course. Online EAP Students will receive a code for online access to their digital e-textbooks at the beginning of the course. The replacement fee for lost books is $100.00. Most instructors supplement the textbook(s) with other handouts, materials, and multimedia material.

**Leave of Absence**

A leave of absence from the EAP Program will be granted only with permission of the Director of ESL Programs. A written explanation of the reason for the leave is required before any request will be considered.

**Appealing Marks**

Students who are not satisfied with either feedback or a mark must first discuss the matter with their instructor. If students attempt to bypass their instructor, they will be told they must speak with their instructor first.

If still unsatisfied, students can make a request in writing for an official re-mark of their assignment or assessment. A re-mark is available for any exam, speaking assessment, or the final draft of the process writing assignment. Any request for a re-mark must be made within 7
days of the student receiving the mark on the exam or assessment and requires completion of a Mark Appeal Request Form and submission of this form to the Head Teacher.

For an official re-mark, the student’s name is removed from the exam or assignment and is given to an instructor who is not the student’s classroom instructor. The instructor will re-mark the assessment.

Students should be aware that, if they ask for an assignment to be re-marked, the mark that will become the permanent mark is the second mark, even if the second mark is lower than their first mark.

If students have followed the two steps above and are still unsatisfied, they can request a meeting with the Director of ESL Programs. This request must be in writing. The Director's decision is final.

Resolution of Other Problems

Students who have the following paths to assist them in solving problems:

Instructors: Issues with course work and assessments, Brightspace, assistance in identifying problems

Administrative Officer: Health insurance, library and ID Cards, transcripts, health care counselling

CCE Reception: Routine letters (proof of enrollment): Face-to-Face courses only

CCE Registrar: Tuition payments

Head Teacher: Academic issues, attendance issues, leaves of absence, requests for re-marks, academic integrity, counselling, academic future advice

Director: Academic future advice, scholarships, counselling

Dalhousie University International Centre: Immigration counselling and advice

Dalhousie University IT Help Desk: NetID, password, Dalhousie email, Dalhousie WiFi

If students have concerns and are unable to clarify them at the program level, they may refer the matter to Languages Canada. You can access Languages Canada on this web address http://www.languagescanada.ca/

Specific Academic Policies: Online EAP Course

Class Schedule and Location

The Online EAP courses are based in Dalhousie University’s online learning platform called Brightspace. Brightspace allows you to do many things, such as:
- Receive documents and links from your instructor
- Watch videos, read articles or listen to lectures
- Submit documents, videos or other assignments for the course
- Complete exercises, tests and exams online
- See your grades and track your attendance for the course
- Participate in discussion boards

You will also connect with your instructor and classmates through Collaborate Ultra for live online classes, meetings with your teacher, or groupwork meetings with your classmates, as well as through email.

**Engagement Policy**

A high level of engagement and participation in this course is necessary in order to pass. Engagement in this course consists of:

1. Attendance at the live/synchronous meetings on Collaborate Ultra
2. Completion of course tasks and activities.

1. Your attendance on Collaborate Ultra in the daily synchronous meetings is expected. Your attendance will be recorded in the Brightspace attendance module. During these meetings you will prepare for and carry out tasks and activities for which you will receive marks.

2. Your completion of course tasks and activities is tracked using Brightspace. The course tasks and activities are designed to develop your skills and to help you learn. By not carrying out course tasks, you are not learning and developing your skills. Also, if you do not do a course task or activity, you will lose the points associated with that task or activity.

**Consequences of Low Engagement**

Your instructor looks at each student's engagement weekly. If in a week you have low engagement—you miss 2 synchronous meetings and/or complete less than 80% of the course tasks and activities—you will have a meeting with your instructor. If you reach two total weeks of low engagement in the course, then you will meet with the Head Teacher. If you have three total weeks of low engagement in the course, whether consecutive or not, you will be dismissed from the course.
Assignment Deadlines and Late Submission

Throughout your EAP course, you are expected to submit homework and assignments on time. For each assignment, you will be given a deadline. It is your responsibility to finish your work on or before the deadline.

Extensions

You can ask for an extension without penalty because of illness. In this case, please consult with your instructor about assignment completion.

Technology issues or misunderstanding about the assignment or due date are not acceptable reasons to be given an extension.

If you need more time to work on your assignment, you must ask your instructor at least 24 hours in advance for an extension.

Late Submission Penalty

Assignments submitted after the due date will receive a percentage deduction for each delayed day as follows:

5% deducted from the total mark for each overdue day for the assessment. This is for each individual assignment component of the process writing or speaking assessments.

Failure to submit your assignment within three days past due date will automatically receive a mark of zero. The first delayed day starts immediately following the deadline.

Help with Deadlines

If you are struggling with an assignment, please talk to your instructor. You can also use Dalhousie assignment calculator to manage your time well and stay on task.

Dalhousie Assignment Calculator: https://util.library.dal.ca/calculator/

Note: Step 11 on the assignment calculator does not apply to students enrolled in EAP classes. EAP students are not permitted to access Writing Centre services.
Academic Integrity

Dalhousie University Academic Integrity

What does academic integrity mean?

At university we advance knowledge by building on the work of other people. Academic integrity means that we are honest and accurate in creating and communicating all academic products. Acknowledgement of other people’s work must be done in a way that does not leave the reader in any doubt as to whose work it is. Academic integrity means trustworthy conduct such as not cheating on examinations and not misrepresenting information. It is the student’s responsibility to seek assistance to ensure that these standards are met.

How can you achieve academic integrity?

We must all work together to prevent academic dishonesty because it is unfair to honest students. The following are some ways that you can achieve academic integrity; some may not be applicable in all circumstances. (These examples should be considered only as a guide and not an exhaustive list.)

- Make sure you understand Dalhousie’s policies on academic integrity (see http://www.dal.ca/dept/university_secretariat/academic-integrity/academic-policies.html)
- Do not copy or cheat in examinations or write an exam or test for someone else.
- Electronic devices are not permitted during in-class testing.
- Be sure not to plagiarize, intentionally or unintentionally. Clearly indicate the sources used in your written or oral work using APA Style of Referencing. You will learn about this in your EAP course.
- Do not use the work of another from the Internet or any other source, and submit it as your own.
- When you use the ideas of other people (paraphrasing), make sure to acknowledge the source.
- Do not submit work that has been completed through collaboration or previously submitted for another assignment without permission from your instructor.
- The EAP Program has the aim of helping students improve their language skills. Instructors have to be able to see the mistakes you make in order to help you improve your English. Therefore, this course has a “No-Help” policy in place. Assistance of any paid or volunteer tutor, teacher, and editor, friend, family member, or a digital service to complete any assignments for the EAP Program is not permitted.
- Dictionaries are permitted, but the use of translation programs, apps or services to translate the work that you submit from another language into English is not permitted. If you are unsure of the difference between permitted tools and those not allowed, please ask your instructor.

- Use of the Dalhousie Writing Centre for assignments during the EAP Program is not permitted. The Dalhousie Writing Centre is an excellent service and you are encouraged to use this service once you begin your degree.

**Where can you turn for help?**

If you are ever unsure about any aspect of your academic work, contact your instructor. You may also consult the following:

- Academic Integrity website (see [http://www.dal.ca/dept/university_secretariat/academic-integrity.html](http://www.dal.ca/dept/university_secretariat/academic-integrity.html)) Links to policies, definitions, online tutorials, tips on citing and paraphrasing

- Dalhousie Libraries (see [https://libraries.dal.ca/help/style-guides.html](https://libraries.dal.ca/help/style-guides.html)) Workshops, online tutorials, citation guides, Assignment Calculator, RefWorks

- Dalhousie Student Advocacy Service (see [http://www.dsu.ca/dsas](http://www.dsu.ca/dsas)) Assists students with academic appeals and student discipline procedures.

- Senate Office ([https://www.dal.ca/dept/university_secretariat/university_senate.html](https://www.dal.ca/dept/university_secretariat/university_senate.html)) List of Academic Integrity Officers, discipline flowchart, Senate Discipline Committee

**How does Dalhousie check for academic integrity?**

At Dalhousie, Urkund is an automated system used for plagiarism control and has been integrated with Dalhousie’s Brightspace.

When your assignments are submitted to your instructor, Urkund will automatically check the work to detect plagiarism.

(see [https://www.dal.ca/dept/university_secretariat/academic-integrity/faculty-resources/urkund-plagiarism-detection.html](https://www.dal.ca/dept/university_secretariat/academic-integrity/faculty-resources/urkund-plagiarism-detection.html))

**What will happen if an allegation of an academic offence is made against you?**

Your instructor is required to report every suspected offence. The full process is outlined in the Faculty Discipline Flow Chart (see [https://www.dal.ca/dept/university_secretariat/academic-integrity/plagiarism-cheating/discipline-process.html](https://www.dal.ca/dept/university_secretariat/academic-integrity/plagiarism-cheating/discipline-process.html)) and includes the following:

- Each Faculty has an Academic Integrity Officer (AIO) who receives allegations from instructors
• Based on the evidence provided, the AIO decides if there is evidence to proceed with the allegation and you will be notified of the process

• If the case proceeds, you will receive a PENDING grade until the matter is resolved

• If you are found guilty of an offence, a penalty will be assigned ranging from a warning, to failure of the assignment or failure of the class, to expulsion from the EAP Program. Penalties may also include a notation on your transcript that indicates that you have committed an academic offence.
Health and Wellness

Health Insurance

Students who are living in Canada and hold a Study Permit are required by Immigration, Refugees, and Citizenship Canada (IRCC) to carry valid health insurance at all times.

Face-to-Face EAP students will be automatically enrolled in a health insurance plan, and Online EAP Students can be enrolled in Health Insurance upon request. You will make the payment for this and receive your insurance card during the first week of classes.

If your health insurance is being sponsored by a government or scholarship provider, or if you have coverage under the Nova Scotia provincial health plan (MSI), a copy of the policy or MSI card must be provided to the Administrative Officer during the first week of classes to opt out of the health insurance provided by Dalhousie. Complete the opt-out form and return it to the Administrator Officer before Monday of week 2.

Students should carry their policy number and/or their insurance card at all times. Here is what the insurance card looks like:

![Example of Insurance Card](image)

It is important that students understand what is covered by their insurance and what is not. Students should read their insurance policy carefully. Some insurance policy material is available in languages other than English. You can find general information about your insurance, and download information about your insurance policy in other languages from this page.

It is also important for students to understand how the health system works and when to see Dalhousie Student Health, when to go to walk-in clinics, family doctors, and when to go to the hospital or emergency room.

- This page explains about where you should go for medical help.
- This page will help you find a doctor near you (you will need your insurance card to do this).
Dalhousie Health Services – Health Care on Campus

You can find detailed information about health services at Dalhousie on this page.

Here are some useful points:

**Location**
2nd floor, LeMarchant Place
1246 LeMarchant Street
Halifax, NS  B3H 4R2

**Phone:** 902-494-2171
**Fax:** 902-494-6872
**General enquiries:** livewell@dal.ca

Medical & walk-in counselling hours of operation (Click to access website)

| **Note: Last intake one hour before closing** |
|-----------------|-----------------------------------|
| **Monday-Thursday** | 8am-7pm |
|                  | Phone lines open at 8 am |
|                  | Nurses available at 8:30 am |
|                  | Physician appointments begin at 9 am |
| **Fridays** | 8am-6pm |
|                  | Phone lines open at 8 am |
|                  | Nurses available at 8:30 am |
|                  | Physician appointments begin at 9 am |
| **Saturdays** | 11am-5pm |
|                  | **Urgent medical appointments only** |
|                  | (Walk-in counsellors & nurse available all day) |
| **Sundays** | 11am-5pm |
|                  | **Urgent medical appointments only** |
| **Holidays** | 11am-3pm |
|                  | **Urgent medical appointments only** |

*Note: We recommend calling 902-494-2171 before stopping by.*

Walk-in counselling sessions are booked in person at the Student Health & Wellness Centre on a first-come, first-served basis. Students with pre-booked medical appointments should arrive at the Student Health & Wellness Centre 15 minutes before the scheduled appointment time to ensure there is enough time to register and receive the full appointment time with a healthcare professional. Students with pre-booked appointments with psychologists can proceed directly to the counselling offices.
Medical Services at Dalhousie University (Click to access website)

The Dalhousie Student Health & Wellness Centre offers a number of medical and healthcare services, including:

- Anxiety management
- Assessment of broken bones & sprains
- Assessment for stitches
- Birth control education
- Dressing changes
- Emergency contraception
- Emergency first aid
- Health form completion
- HIV testing/education
- LGBTQ2SIA+ health
- Medical condition diagnosis & treatment
- Medical exams and consultations
- Mental health care
- Obstetrical care
- PAP Smear
- Pregnancy testing
- Prescriptions
- Psychiatric care
- Referrals to specialist care, including to see a psychiatrist
- TB/Mantoux skin tests (Mondays, Tuesdays & Wednesdays)
- Sexually Transmitted Infection (STI) testing
- Sexual health education
- Sports medicine
- Stress management
- Support for issues including food, housing, and relationships
- Vasectomies

In an emergency:

Click to access website

The way you find help in an emergency will depend on the type of emergency.

Mental health emergencies

Is someone...

- Making direct or indirect reference to wanting to die/suicide?
- Making threats or engaging in disruptive behaviour?

<table>
<thead>
<tr>
<th>Dal Security</th>
<th>Mental Health Mobile Crisis Team</th>
<th>Off-Campus Emergency</th>
</tr>
</thead>
<tbody>
<tr>
<td>902-494-4109</td>
<td>902-429-8167</td>
<td>911</td>
</tr>
</tbody>
</table>
Physical health emergencies

Before going to the hospital, assess if you situation is non-urgent, urgent, or emergency using the examples below. For non-urgent and urgent issues, make an appointment at Dalhousie's on-campus medical clinic in Halifax. For emergency issues, go to the hospital or call 911 (an ambulance will be dispatched to your home).

Unsure? Call 811 – a Nova Scotia telecare service, available 24/7, that allows community members to talk to a registered nurse about their symptoms.

**Examples of emergency issues**
- Severe and/or life threatening injuries (such as uncontrolled bleeding)
- Severe asthma attack or severe trouble breathing
- Severe burns or burns over large body area
- Severe stomach pain lasting more than a few hours (especially in the right lower stomach or accompanied by fever)
- Diabetic emergencies
- Signs of stroke (slurred speech, weakness in one side of the body, drooping on one side of face, etc.)
- Signs of heart attack (chest pain – may radiate to arm or chin, nausea, shortness of breath, etc.)
- Ingested something poisonous or took an overdose of pills or drugs

**Examples of non-urgent issues**
- Routine medical exams
- Birth control counselling
- STI and pregnancy testing
- Vaccination
- Specialist referrals

**Examples of urgent issues**
- Infections that need immediate care (e.g. urinary tract infection)
- Too sick to make a future appointment
- Need the Morning-After Pill
- Recent injuries (e.g. cut, sprain, fall)
- Immediate mental health issues

Special Needs and Accommodation

Students in either the Face-to-Face or Online EAP Programs may request accommodation as a result of barriers experienced related to disability, religious obligation, or any characteristic protected under Canadian human rights legislation. To learn more about these characteristics, visit [https://humanrights.novascotia.ca/content/know-your-human-rights](https://humanrights.novascotia.ca/content/know-your-human-rights). In an effort to create an environment that maximizes the success of all students, we encourage you to make us aware of any barriers that may inhibit your learning. It is your responsibility to self-identify and make a request for accommodation. Please feel free to ask any time about concerns or questions you may have about assignments, activities, or examinations.

Any request for accommodation must be made reasonably in advance of the course or program in relation to which accommodation is being sought so that a decision can be made. Students
who require accommodation in the EAP program should approach the Head Teacher of ESL Programs before the course starts or at the beginning of the course. The Head Teacher will liaise with the Dalhousie University Advising and Access Services Centre (AASC) as necessary and connect the student to the AASC. The AASC will consider a request for accommodation made by a third party (physician, family member, caregiver, advocate or other representative) only where the student has provided prior written consent. A request for accommodation must include the reasons for the accommodation, supporting documentation, the accommodation being requested and suggestions as to how the accommodation can be achieved, copies of medical reports (if applicable) to substantiate the request and where the request relates to a learning disability, a report describing the nature of the disability.

Please note that some classrooms at Dalhousie University may contain specialized accessible furniture and equipment. It is important that these items remain in the classroom, untouched, so that students who require their usage will be able to fully participate in the class.

**Administrative Policies and Information**

**EAP Course Cancellation & Refund Policy**

1) **Refused Entrance to Canada:**

If a student is refused entry to Canada by Immigration, Refugees and Citizenship Canada, the student will receive a full refund of any tuition fees that have been paid. There will be no refund of the registration deposit. To obtain a refund of any tuition fees under these circumstances, the student must write to the Director of ESL Programs, Dalhousie University (esl@dal.ca). The request must include a copy of the letter of refusal from Immigration, Refugees and Citizenship Canada.

2) **Student Cancellation / Dismissal**

Any correspondence concerning attendance and/or cancellation in courses at Dalhousie ESL Programs must be in writing to the Director of ESL Programs, Dalhousie University (esl@dal.ca).

- If a student has received permission to enter Canada to study and cancels in writing before arriving in Canada, Dalhousie University will refund the tuition fee minus $400. There will be no refund of the registration deposit.

- If a student has received permission to enter Canada to study and cancels in writing before the first day of the course designated in his/her acceptance letter, Dalhousie University will refund the tuition fee minus $400. There will be no refund of the registration deposit.

- If a student cancels in writing under any of the following circumstances:
  1) after arriving in Canada with a valid study permit or temporary visitors’ visas; and/or
2) is asked to leave after the first course (and any subsequent course) begins;

Dalhousie University will issue a refund (or not) as follows:

<table>
<thead>
<tr>
<th>Course Completion</th>
<th>Refund Policy</th>
</tr>
</thead>
<tbody>
<tr>
<td>Less than 10%</td>
<td>Total fees paid minus 50%</td>
</tr>
<tr>
<td>10-30%</td>
<td>Total fees paid minus 70%</td>
</tr>
<tr>
<td>More than 30%</td>
<td>No refund</td>
</tr>
</tbody>
</table>

In this case, there will be no refund of the registration deposit.

- If a new student or a returning student fails to cancel in writing and he / she has a valid study permit or temporary visitors’ visa, Dalhousie ESL Programs will move to collect any tuition fees that are due according to the schedule outlined above.

Any Refunds Due:

Students will receive any refund due to them within 30 days of Dalhousie University receiving written notice of cancellation from them or a notice of dismissal.

Payment through an Agent:

Students who enroll or pay through an agent and a granted a refund will receive that refund through their agent.
Important Administrative Information for New Students

1) Dalhousie Student Number / “B00” number.
   a. **What it looks like**: B00 plus six numbers. Ex: B00234678
   b. **Where to get it**: If you have applied to Dalhousie, it is written on your acceptance letter. Otherwise, Becky Grant can give it to you.
   c. **When you need it**: When dealing with Dalhousie admissions and administration

2) DalCard
   a. **What it is**: Your official student identification (ID) card
   b. **Where to get it**: the DalCard Office, Howe Hall. Bring your B00 number and your passport.
   c. **When you need it**: To prove you’re a Dalhousie student. Use it for borrowing library books, accessing Dalplex, writing exams, getting student discounts (-10% at supermarkets on Tuesdays, etc.)

3) Net ID
   a. **What it looks like**: two letters from your first name plus six numbers. Ex: jn135090
   b. **Where to get it**: Once you have your B00 number, go to [https://password.dal.ca/](https://password.dal.ca/) and click on “Activate or Look up NetID”. Follow the instructions. You will be asked to choose a very complicated password during this process.
   c. **When you need it**: To access Dalhousie e-mail, WiFi, Brightspace (Dal’s on-line learning system), campus computers, student records online, etc.

4) Dalhousie E-mail
   a. **What it looks like**: As a Dal student, you now have a new e-mail address that you can use in addition to your Hotmail/Gmail, etc. It is simply your NetID plus @dal.ca. Ex: jn135090@dal.ca
   b. **How to access it**: Go to [http://my.dal.ca](http://my.dal.ca) and sign in with your NetID and password to read and send e-mails.
   c. **When you need it**: Start checking this address every day. It’s the official means of communication between Dalhousie University and you.
   d. **Another option**: You can also set up something called a “Personalized Email Address”. It is another email address that will come to the same inbox as the one consisting of your NetID. Most people set it up so it is their first name and last name. Ex: david.packer@dal.ca. It’s much easier to use and remember than your e-mail containing your NetID.
e. **How to set up a Personalized Email:** Log into my.dal.ca, and select “Find a Service” at the top of the page. Look for “Personalized Email Address”. Log in with your NetID and password. Follow the instructions to set up this second e-mail address. More details can be found here: [https://blogs.dal.ca/mcs/2014/01/personalize-your-dalhousie-email-address/](https://blogs.dal.ca/mcs/2014/01/personalize-your-dalhousie-email-address/)

f. **How to check your Personalized Email address:** Both Dalhousie e-mail addresses go to the same Inbox at [http://my.dal.ca](http://my.dal.ca)

5) **Dalhousie WiFi**
   a. **What to look for:** With your wireless device, look for the Dal-WP2 network.
   b. **How to sign in:** If it asks you to sign in, enter your NetID and password.
   c. **If you have problems:** On cell phones, it is generally very easy to get onto Dal’s WiFi. On your laptop, if you have problems, visit [https://wireless.dal.ca/](https://wireless.dal.ca/) for more detailed instructions and software to install to change your computer’s settings.

6) **DalSafe Text Alerts**
   a. **What is it:** DalSafe text alerts is a service that will send a notice to your cell phone if the university is closed because of bad weather or an emergency.
   b. **How to set it up:** Go to [http://www.dal.ca/dalsafe](http://www.dal.ca/dalsafe) and follow the instructions to set up DalAlert text messaging.
Important Resources

ESL Programs Contacts

College of Continuing Education  Reception  902-494-2526
Director  david.packer@dal.ca  902-494-6060
Head Teacher:  jennifermacdonald@dal.ca  902-494-8062
Administrative Officer  becky.grant@dal.ca  902-494-3207
Program Assistant  tianze.kong@dal.ca  902-494-8058
Dalhousie Campus Security / Tiger Patrol  902-494-6400

On-Campus Services

Dalhousie Student Health and Wellness  902-494-2171
Dalhousie ESL Programs Home Page
Dalhousie University Home page
International Admissions
Faculty of Graduate Studies (Admissions for Master’s and Doctoral Programs)
Dalhousie Campus Maps
Dalhousie International Centre
Dalhousie Student Union (Student societies, special events and much more!)
Dalhousie Athletics & Recreation (Dalplex, Sports Centre)
Dalhousie Arts Centre
Dalhousie Multifaith Services

Prayer Facilities and Quiet Rooms on Studley Campus

- LeMarchant Place (2nd floor, Room 2302. Bathrooms have footbaths.)
- Killam Library (3rd floor, Room 3105)
- SUB Multifaith Centre (4th floor, Room 407. Friday prayers in Room 307 at 1:00)
- SUB (Basement, Wellness Room)
Off-campus Resources in Halifax

Halifax Police, Fire and Ambulance EMERGENCY 911

Halifax Police (non-emergency) 902-490-5016 (or 5020)

Avalon Sexual Assault Centre 902-425-0122

Halifax Municipal Services and Information 311

Halifax Transit

Kijiji (For buying/selling/renting items, finding apartments, etc.)

Halifax Tourism

Nova Scotia Tourism
Informal Conversation and Activity Opportunities in Halifax

Students are encouraged to find opportunities to practice English outside of class time. Below are some opportunities for English practice.

On-Campus:

Dalhousie International Centre

LeMarchant Place, 1246 LeMarchant St, Suite 1200

The International Centre is a wonderful resource. They organize an informal ESL conversation group which meets on campus once a week. They also organize many trips and social events around Halifax and Nova Scotia. Find details online at https://www.dal.ca/campus_life/international-centre.html or on their Facebook page, where you can look for an upcoming “Language Spot” in their Events listings.

Dalhousie Student Union (DSU) Societies

The Dalhousie Student Union has more than 300 clubs and student groups (http://dsu.ca/connect-with-societies), with everything from sports teams, to the Engineering Students’ society, to the manga club to the on-campus radio station. A society fair is held every September and January in the Student Union building where you can go and meet people from the different societies and find out more about them.

Off Campus:

Halifax Public Libraries (http://www.halifaxpubliclibraries.ca/)

The network of libraries has many resources our students and their families can access, including readings, workshops, kids events, film screenings, as well as an ESL book collection. Please note that although the libraries have free English tutoring, it is only available to people with permanent residency or refugee status. There are, however, English conversation groups, at a variety of levels, at all the library branches.