

ADDITIONAL RESOURCES

SEXUAL VIOLENCE SUPPORT

If you've experienced sexual violence, support and disclosure options are available at OC.
okanagan.bc.ca/sexual-violence-support

STUDENT FEEDBACK AND COMPLAINTS

If you experienced something at OC that troubled you or impressed you, please let us know.
okanagan.bc.ca/feedback-and-complaints

OC Students' Union (OCSU) / Vernon Students' Assoc. (VSAOC)

- For students by students
 - Advocacy — help with appeals, complaints, and policies
 - Health & Dental — extended medical, dental, and vision coverage
 - Discounts — local and BC-wide deals
 - Food Security — campus food support
 - Initiatives Funding — support for student-led projects and events
- ocsu.ca / vsaoc.ca

WELL-BEING RESOURCE PAGE

Discover a collection of campus and community resources to support your well-being, academic success, and more.
okanagan.bc.ca/student-well-being

ACCESS ONLINE ACCOUNTS

I.T. Services Helpdesk can help with multi-factor authentication, login issues, password reset, and Wi-Fi.
okanagan.bc.ca/it-services or 250-762-5445, ext. 4444

myOkanagan.bc.ca is the main portal to access web-based information like student records, register for classes, account summary, course schedule, OC student webmail, apply for financial aid and awards, useful links, and more.

Moodle is the online learning platform to access your course material and more. Access through myOkanagan.bc.ca

Pay-Per-Print account to print/photocopy

(okanagan.bc.ca/payperprint) at your campus Library (photocopy and print) or at the Kelowna campus:

- Student Services Office (S111 - printing only)
- OCSU office (A148 - scan, photocopy and print)

ocsu.ca/printing

IMPORTANT DEADLINES

TUITION AND FEES

Tuition and fees are due 3 weeks before classes start. *Online banking helps avoid long line ups at the Administration/ Registration office. View FAQs about tuition and fees here:
okanagan.bc.ca/office-of-the-registrar
okanagan.bc.ca/feepayment

DROP DEADLINE

Did you know? If you withdraw from an academic course by the second Friday after classes begin, you're entitled to a full refund—and the course won't appear on your transcript. For more information:
okanagan.bc.ca/dates

APPLY FOR AWARDS AND BURSARIES

OC awards and bursary applications are available online through your myOkanagan > My Student Resources > Financial Aid. For more information go to:
okanagan.bc.ca/awards

BUY BOOKS, PERMIT + PASSES

BUY BOOKS AND SUPPLIES

Shop for textbooks online at the Campus Store, and find school supplies, apparel, and more when you visit us on campus.
okanagan.bc.ca/campus-store

FITNESS (GYM) PASS

Purchase Online (K) or the Administration /Registration Office (K,P,V). Cost is \$10.
okanagan.bc.ca/recreation-and-student-life

COURSE REGISTRATION

Use Plan Ahead in myOkanagan to build a class schedule ahead of time. Students will be emailed a registration time and can register anytime on/after that date and time.
okanagan.bc.ca/dates

HEALTH AND DENTAL INSURANCE

Looking for information or how to opt-out? Check out vsaoc.ca (V) or ocsu.ca/health-and-dental (K,P,S), and follow instructions. Opt-out forms are due 30 days after program start dates.

APPLY TO GRADUATE AND CEREMONIES

Did you know you need to apply to graduate and register for Convocation ceremonies? For more information go to:
okanagan.bc.ca/graduation
okanagan.bc.ca/ceremonies

PARKING PERMIT

Purchase a parking permit (Flex, Annual, 2 Semesters) online. Parking spots are first come first serve. No permit to display.
okanagan.bc.ca/parking

BUS PASS

Purchase a discounted student bus pass at a Students' Union office (K,V) or at ca.umopass.com



SERVICES 101 GUIDE

ASK OC CHATBOT (A.I.)

Whether you are looking for course information, campus services, parking, or technical supports, the chatbot is here to provide quick responses (click the Help bubble).
okanagan.bc.ca

HAVE QUESTIONS?

Email askoc@okanagan.bc.ca or book an appointment online to connect in person, by phone, or over video with departments like Education Advising or Financial Aid & Awards.
okanagan.bc.ca/support

OUR SERVICES

ATHLETICS, RECREATION AND STUDENT LIFE

Offers a wide variety of programs, recreational activities, and student events for free or at a nominal charge.

- Athletics teams
- Fitness facility
- Campus events

okanagan.bc.ca/recreation

COORDINATED SUPPORT SERVICES

Provides holistic support for students facing multiple barriers or challenges.

- Help connecting with on and off campus resources
- Guidance on college processes and supports
- Personalized plans for academic, personal, or well-being concerns

okanagan.bc.ca/coordinated-support-services

COUNSELLING SERVICES

Provides a confidential safe space for enrolled students to explore and receive clinical support for their personal, mental health, and/or academic concerns.

- Personal/mental health counselling
- Study skills
- Career planning resources

okanagan.bc.ca/counselling

DISABILITY ACCESS SERVICES

Provides academic supports for students with permanent disabilities.

- Alternate format exams
- Adaptive technology
- Notetaking supports
- Interpreters
- Extended time on exams

okanagan.bc.ca/disability-access-services

EDUCATION ADVISING

Provides a collaborative process to create an academic plan to meet your needs at our institution.

- Education planning
- Program requirements
- Examine the results of dropping a course
- Transfer process
- Course selection

okanagan.bc.ca/education-advising

FOOD SERVICES

Food and beverage options on campus:

- The Market, Just Peachy, Touch Coffee, Marmalade Cat Cafe, and food trucks (K)
- The Kitchen (P)
- Uprooted (V)

okanagan.bc.ca/where-to-eat

FINANCIAL AID AND AWARDS

Helps students with resources, making sense of terminology, and assists with:

- Student loans and grants
- Awards, bursaries, and scholarships
- Help finding resources
- Emergency funding

okanagan.bc.ca/financial-aid

INDIGENOUS SERVICES

Provides culturally relevant support for Indigenous students and helps with social, emotional, and academic needs to ensure success and well-being.

- Support for future and current students
- Visiting elders and peer mentors
- Assistance accessing funding
- Indigenous cultural programming

okanagan.bc.ca/indigenous-services

INTERNATIONAL EDUCATION

Provides on campus supports for International students.

- Medical insurance
- Immigration advising
- Homestay/accommodation
- Letters-Verification of enrolment
- Cultural liaisons
- International advising

okanagan.bc.ca/international-education

ORIENTATION AND TRANSITION SERVICES

Provides campus welcome activities and information for a smooth transition into OC.

- Important dates and deadlines
- Useful links to get connected
- Academic checklist
- Campus welcome activities

okanagan.bc.ca/orientation

To book an appointment: okanagan.bc.ca/support

LIBRARY SERVICES

OC Librarians are available to support you with: · Online resources, research, and citation skills

- Study rooms
- Laptop rentals
- Chat online with a Librarian with AskAway

okanagan.bc.ca/library

OC STUDENT WORKS

Provides OC students work experience through part-time jobs on OC campuses.

- A variety of jobs posted online such as recreation facility assistants, peer mentors, and more. Browse Jobs:

okanagan.bc.ca/studentworkhere

For more information:

okanagan.bc.ca/student-works

REGISTRAR'S OFFICE

Here you will find information and resources on tuition and fees, admissions processes, adding or dropping courses, ordering official transcripts, checking important dates and deadlines, graduating, accessing student forms, updating your mailing address and phone number, and more.

okanagan.bc.ca/registrar

STUDENT HOUSING

Provides on campus housing for students (K,V,S).

- Furnished, non-smoking accommodations
- Study lounges and games/social lounges
- Organized events and housing support
- Located only steps from classrooms, the library, recreational and fitness facilities, and food services

okanagan.bc.ca/housing

SUCCESS CENTRE

Staff provide comprehensive learning assistance to students and help them develop the skills needed to complete their program.

- English language
- Reading and writing
- Math and science
- Trades programs

okanagan.bc.ca/success-centres

CAREERS HUB

Check out the Careers Hub to get help with finding jobs and gaining work experience. Learn about Work Integrated Learning and Co-op programs that let you work in real jobs while you study.

okanagan.bc.ca/careers-hub

