

STUDENT LEARNING SERVICES

**Student Handbook
2025-2026**





Welcome to Student Learning Services (SLS) at Portage College!

We are delighted that you have chosen Portage College as your educational institution and hope your time with us will be enjoyable and rewarding. Our mission is to help students succeed, and we are here to support you every step of the way.

This handbook is designed to guide students through the various services we offer. Whether seeking occasional tips to enhance your learning, facing temporary challenges that affect your academic progress, or need specific accommodations due to a documented disability, SLS is here to help you thrive.

Accommodations for Students with Disabilities

Our accommodations are aimed at removing barriers to learning and are tailored to the individual needs of each student. All accommodations are based on shared responsibility between the student and Portage College.

Please note that all SLS services are provided at no cost to students. While some assistive technologies may have associated costs, there are funding options available to help offset these expenses. Don't hesitate to ask us for more information.

All services for students are private and confidential, and will not be reflected on your academic transcript. Assessment records are securely stored and managed in compliance with the Freedom of Information and Protection of Privacy Act (FOIPPA).

We welcome questions and feedback.

For more information, please visit our SLS offices.



Contact Us

Feel free to contact us for more information or to schedule an appointment at any of our campus locations.

SLS can be reached toll-free at: [1-866-623-5551](tel:1-866-623-5551)

Alternatively, scan the QR code below to book an appointment directly with a member of our team.



Where is my SLS Centre?

Every Portage College campus provides Student Learning Services.
Here is where to find us:

Lac La Biche Campus

(also serving Goodfish Lake & Boyle)

Room 131

Kerrianne Tynan, Learning Assistant

Email: kerrianne.tynan@portagecollege.ca

Phone: 780-623-5569

Ashley Gordey, Learning Assistant

Email: ashley.gordey@portagecollege.ca

Phone: 780-623-5623

Cold Lake Campus

(also serving Frog Lake)

Room 1312

Sarah Williams, Learning Facilitator

Email: sarah.williams@portagecollege.ca

Phone: 780-639-7108

Chelsea Eckel, Learning Assistant

Email: chelsea.eckel@portagecollege.ca

Phone: 780-639-7140

St. Paul Region

(also serving Saddle Lake)

Rooms 106 & 108

Rosanne Hale, Learning Assistant

Email: rosanne.hale@portagecollege.ca

Phone: 780-614-6324

Am I Eligible for Services?

SLS provides a wide range of supports for students. All students are encouraged to participate in our open workshops and sessions, which offer valuable learning techniques. If a documented disability or significant learning challenge is present, students may be eligible for accommodations. Portage College is committed to creating inclusive learning environments that meet diverse needs.

Admissions Process

Students with disabilities must meet standard admission requirements and follow the typical admission process. If a student anticipates needing accommodations, self-identifying with your Student Advisor is recommended.

If students are unsure whether a learning barrier is present, speak with an SLS staff member for guidance on the referral process.

Temporary Supports

If a student experiences a temporary illness, injury, or impairment that affects learning ability (such as a broken arm), temporary exam accommodations may be required. Consult with a Instructor, Coordinator or SLS staff to discuss potential supports.

Assessment Process

Students with documented disabilities will be asked to provide their documentation during the intake process. Accommodations will be based on the recommendations outlined in the documentation, and all information will be kept confidential in compliance with FOIPP. Documentation will not be shared with third parties without the student's consent.

How to Obtain documentation?

A **psychoeducational assessment**, conducted by a registered psychologist, helps determine the presence of learning disabilities and the impact on learning. It includes recommendations for suitable accommodations. If a student does not have documentation, a Learning Facilitator can help with the referral process.

A **medical assessment** from a doctor may be required to determine if a physical condition impacts learning. The doctor can also recommend accommodations. A Learning Facilitator can provide a form for a doctor to complete if accommodations or supports are needed.

Accommodation Guidelines

The Alberta Human Rights Commission mandates that post-secondary institutions provide reasonable accommodations for students with disabilities. Accommodation does not require lowering academic standards or relieving students of the responsibility to develop essential skills and competencies.

The key document, *Duty to Accommodate Students with Disabilities in Post-Secondary Educational Institutions*, states:

Accommodation is the process of making alterations to the delivery of services so that those services become accessible to more people, including persons with disabilities. Accommodation has allowed many talented persons with disabilities to make major contributions to life in Canada and around the world.

Accommodation does not:

- 1. Require that post-secondary institutions lower academic or non-academic standards to accommodate students with disabilities.*
- 2. Relieve the student of the responsibility to develop the essential skills and competencies expected of all students.*

— Alberta Human Rights Commission, 2013, p. 3

What accommodations can I expect?

Accommodations for students with a disabilities vary based on individual needs. These may include:

- Instruction in Effective Learning Strategies geared to support multiple content areas
- Reading and Writing Enhancement Programs
- Innovative Learning Technology and Equipment
- Classroom Supports and Accommodations
- Exam Accommodations
- Alternate Formatting of Materials
- Reduced Course Load

Roles and Responsibilities

The success of accommodations requires a shared commitment between students, faculty, and staff.

Portage College Staff/Faculty

All staff and faculty are required to maintain confidentiality and support students' academic needs.

STUDENT ADVISORS

Help new students with the admission process and refer students to SLS when necessary.

STUDENT LEARNING SERVICES COORDINATOR

Ensure necessary services are available to support students in becoming independent, lifelong learners.

LEARNING ASSISTANTS/FACILITATORS

Conduct intake interviews, create Individual Education Plans (IEPs), facilitate workshops, promote growth of learning strategies, conduct referrals, and assist with funding.

INSTRUCTORS/COORDINATORS

Assist students with learning difficulties and refer them to SLS for additional support. Work with SLS to ensure appropriate supports are provided.

Portage College Students

Students are responsible for:

- Communicating learning challenges with instructors or SLS staff early.
- Participating in learning opportunities offered by SLS.
- Provide required documentation of the disability and its functional impact to access supports.
- Reviewing and adhering to Portage College's accommodation guidelines.
- Consider the impact of your disability on your learning, and identify accommodation options that would be helpful for your specific needs.
- Following procedures for accessing accommodations and services.
- Keeping scheduled appointments with SLS staff or notifying them of any absences.

Resources

A wealth of online resources are available to help students develop the skills needed for post-secondary learning. Here are a SLS' top recommended resources

SLS MOODLE SITE — Search Student Learning Services on your Moodle dashboard and enroll for a variety of learning resources available to all students.

BRAINFUSE.COM — Access free tutoring support for writing, math, science, business, and more through your Moodle home page.

KHANACADEMY.ORG — Free online tutorials covering a wide range of subjects.

Software

READ & WRITE — Available for free through Moodle, this tool supports reading, writing and studying.

Smartphone Apps

PORTAGE COLLEGE APP — Access announcements, events, and community features.

PORTAGE ALERT — View safety notifications and emergency services on campus.

MY STUDY LIFE — Organize and track your classes and homework.

QUIZLET — Create and review flashcards for study.

STUDENT LEARNING SERVICES

Supporting Your Success

Questions?

Call us toll-free at 1-866-623-5551

All individual services provided are confidential.

Made possible by funding from the Government of Alberta



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