

## A message from Carol Altilia

Vice President, Student Experience and Enrolment Management and Interim Provost



### Sheridan's Winter Promise

November 6, 2020

Dear students,

In early October, Sheridan announced the [program delivery format for our Winter 2021 semester](#) – specifying whether learning in each program would take place remotely, or through a blend of online and in-campus instruction.

Today, I'd like to re-affirm our commitment to providing you with an excellent learning experience this Winter – and announce that we are backing that promise with a new money-back guarantee for the coming term.

Here's how Sheridan will ensure that your learning will continue, uncompromised, this Winter.

#### Refunds

Sheridan is committed to maintaining its high standard of student satisfaction. You can experience the delivery mode for your studies this Winter firsthand, with an opportunity to withdraw without academic penalty by **February 12, 2021** and receive a full refund of your tuition and fees including your enrolment deposit, if paid. Details about our Winter guarantee are available here:

<http://myotr.sheridancollege.ca/withdrawal.html>.

#### Affordability

Recognizing the financial strain that many students and their families continue to experience during this time, we are also reducing deposit fees and continuing to offer our flexible tuition payment plan for the Winter Term. In addition, we're reducing the overall cost of enrolment by cutting [ancillary fees](#) that would typically support on-campus services that will not be available this winter. There are also [program fee](#) reductions, which differ by program. Details about the Winter payment plan can be found at

[http://myotr.sheridancollege.ca/fee\\_payment.html](http://myotr.sheridancollege.ca/fee_payment.html).

#### Health and Safety

Sheridan will continue to uphold strict cleaning and physical-distancing protocols, carefully monitoring and regulating the on-campus presence of students, faculty, staff and external vendors. Our protocols include enforcing physical distancing, reducing class sizes, providing care kits, and requiring everyone who comes to campus to complete an online training module about health and safety. Anyone required to be on campus will complete a mandatory questionnaire before entry is granted.

#### Quality

We're committed to ensuring that learning outcomes will be met, regardless of their mode of delivery. We've built on our learnings during the Spring/Summer and Fall Semesters, and have invested in technology and expertise to help your faculty create innovative, quality learning experiences for students across all programs.

#### Student Success Programming

We're continuing to provide our student support services and out-of-classroom programming via phone, chat, video and online to help you meet your goals. Specifically, we will continue to deliver personal counselling, academic and career advising, information technology, library resources, tutoring, time management tips and more. You can learn more about how to access these important resources [here](#).

#### Campus Life

Our online campus hub, [Sheridan Central](#), was built to make it easier for people to connect with one another and stay informed about events, initiatives, and opportunities to build friendships, as published in our [virtual events calendar](#). The Sheridan Student Union (SSU) also offers numerous live-streamed activities to help you connect to your community and build your skills outside the classroom. Choose from a multitude of [online events](#), or join a student club through the SSU's brand-new platform, [Clubs Corner](#).

All of these details are captured on our [Learning, Uncompromised](#) page and our [Frequently Asked Questions](#) about supports during the pandemic.

We look forward to gradually bringing back the in-person learning experience for all students when it's safe to do so, working under the guidance of Ontario's Roadmap to Re-open the Province and the directives of local, provincial and federal public health authorities. In the meantime, you can be assured that you can pursue your educational goals backed by the full support and ingenuity of Sheridan's dedicated faculty and staff.

Sincerely,

Carol Altilia, VP Student Experience and Enrolment Management and Interim Provost

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Sheridan

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