

April 2, 2020

Dear AC Online Learners,

We wanted to provide you with an update about COVID-19 contingency planning and final grading considerations for your AC Online course/program.

Student Support

First, we want to acknowledge and thank you for your commitment to completing your studies during this unprecedented time. We understand that this situation can be very unsettling and may contribute to feelings of anxiety, stress and uncertainty. Some of you may be in self-isolation and have a partner, children or other family members at home with you. If there is anything we can do to help you with your studies during this period, please reach out to our Student Success Specialists who will be able to assist. You can email them at OLStudentSuccess@algonquincollege.com.

AC Online Courses/programs are on schedule

While the on-campus areas of the College have developed academic continuity plans for in-person programs, AC Online course/program delivery has been minimally impacted. All winter 2020 course intakes will be completed on time and there is no need to extend the course end date.

As of today, the spring term will start on **May 12, 2020** as scheduled. The College will keep us informed if there are any anticipated interruptions to new, Full-time Level 1 intakes that are scheduled for Spring 2020. Please refer to the College [Academic Calendar](#) for important registration deadlines.

Final Course grade and assignment extensions

We recognize that since the COVID-19 outbreak additional learning challenges may have been placed upon you, through no fault of your own. This is a time for flexibility and compassion and as such, we are considering all requests for assignment extensions for those that have been impacted by COVID-19 or other personal circumstances. If you have any questions about an assignment extension, please contact the Online Facilitator for your course.

At the end of the term when your final grades have been posted on the [Algonquin College Student Information System \(ACSIS\)](#), you may believe that your final course grade does not represent your full demonstration of learning because you have been impacted by a COVID-related circumstance.

If this is the case, consider these options:

1. *Retain the Final letter grade*

You can choose to retain the final letter grade awarded in the course (i.e. A-F). The grade awarded will appear on your transcript and the result will be calculated into your Grade Point Average (GPA).

2. *If you have passed the course, you may request your Final grade be changed to an Aegrotat*

If you have passed the course, you can request that that your final grade be changed to an Aegrotat (AG). While the AG is credited to your program requirements, please be aware that it does not carry a grade point value and is not included in the calculation of the GPA. The AG is similar to a Pass grade.

However, understand that choosing an AG may place you at a disadvantage when applying for future programs or degree pathways. Many institutions require a letter grade for admission consideration and will not accept an AG. Also, certain accrediting or regulatory bodies require letter grades. Please contact [AC Online](#) if you are unsure whether or not your program is required to accept letter grades.

If you do decide that your final grade will be changed to AG, you can request this through the Registrar's Office (RO). The RO will post a form on **April 15, 2020** on their [website](#). Simply fill out the form and submit it to the Registrar's Office by **May 10, 2020**. If you earned a passing grade in your course, the grade will be changed to AG.

3. *Withdrawal without Academic penalty*

If you were unsuccessful in your course and were awarded an F (Fail), but expected to pass based on performance **prior to March 23, 2020** a request for a withdrawal, without academic penalty, from the course may be considered. In this case, a W (not an F) would show on your transcript.

Keep in mind that withdrawing from a course may impact your program completion. Please consult with your Online Student Pathway Advisor (PA) or Student Success Specialist (SSS) to ensure that withdrawing is your best option.

Also, be aware that withdrawing from a course/program may impact the funding you may be receiving. Before requesting any withdrawals, please contact [Financial Aid](#) to find out if your funding will be affected if you withdraw.

You can submit a request to withdraw from the course to the Registrar's Office by **May 10, 2020**. You can request a refund by emailing the Refund Exception Committee at refundexception@algonquincollege.com.

Additional Resources

We want to make sure that you have the resources you need, to help you cope during these unusual times. Please refer to the College [website](#) for additional online supports to help you adapt and thrive in the online learning environment, as well as [Student Support Services](#) for additional supports.

Contact us

AC Online staff is working remotely and we are responding to email. For general inquiries, please reach out to online@algonquincollege.com. Our Frontline [LiveChat Support](#) is also available on Monday-Thursday 8:00 am-8:00 pm and Friday-Sunday 8:00 am – 4:00 pm, Eastern Standard Time (EST).

It is our sincere hope that the flexibility in taking online studies will help you continue to reach your academic and career goals. We wish you and your families the best during this time.

Sincerely,

AC Online Management Team