Learner Support Services

Athabasca University

Encouraging & Supporting Learners’ Success
Services/support:

- Information
- Academic Advising
- Examination Services (AU Calg & AU Edm)
- Access for Students with Disabilities
- Counselling Services
- AU Learning Link
AU locations

- are primary points of contact and sources of information for anyone interested in the academic programs and services offered
- students can consult a variety of reference and learning materials, look at brochures about academic programs, and view a variety of information and self-help publications developed for adult learners
- Where:
  - Athabasca University, Athabasca  
    1 University Drive  
    Athabasca, AB T9S 3A3
  - Athabasca University, Edmonton North  
    2nd floor, 13220 St. Albert Trail  
    Edmonton, AB T5L 4W1
  - Athabasca University, Edmonton  
    Peace Hills Trust Tower  
    1200, 10011 – 109 Street  
    Edmonton, AB T5J 3S8
  - Athabasca University, Calgary  
    6th floor, South Campus  
    345 – 6 Avenue SE  
    Calgary, AB T2G 4V1
Information

Information provided by:

- AskAU (http://www.athabascau.ca/contact/)
- Web, phone, email, fax, and in-person at all Athabasca University locations
Academic Advising

- Clarify degree regulations and interpret compliance reports (i.e. student profile)
- Help learners choose the next course(s) for a program of study
- Provide information and guidance re: university regulations and procedures, applying for financial assistance, and other support services

Contact:

advising@athabascau.ca or 1.800.788.9041

*Also program specific advisors for undergraduate and graduate programs
Examination Services

- Requesting/scheduling:
  - Online exam request & scheduling system
  - Contact particular faculty

- Writing:
  - On-site at one of our AU locations
  - Examination invigilation network (across Canada)
  - Specific arrangements between student, exam invigilator, and Office of the Registrar
Access for Students with Disabilities

- Information
- Educational Advising & Counselling
- Assessment
- Development of an Individualized Education, Assistive Technology and Support Service Plan
- Funding Source support
- Academic and Learning Support
- Exam Accommodations
- Referral

Contact:
Access for Students with Disabilities
E-mail: asd@athabascau.ca
Web: http://www.athabascau.ca/asd
Phone: (780) 497-3424
Fax: (780) 421-2546
Counselling

- Education and Career Planning
  - help clarify your educational and career goals and the AU courses and programs to meet them
- Learning Support
- Balancing Student Life
- Referrals to Student LifeLine

Contact:
- counselling@athabasca.ca
- (780) 675-6723

Staff:
- Rhonda Guay
- Monica Wolanuk
- Ken Dickson
- Nikki Pawlitschek
AU Learning Link

- University of Alberta - opened February, 2007
  - 9109N – 112 Street (HUB Mall)
    - Cindy Koziej, Senior Academic Advisor (780.421.5061)
Learner Support Services Team
(encouraging and supporting learners’ success)