



Questions and Answers for EAL Students

Broadway campus
1155 East Broadway
Vancouver, B.C. V5T 4V5

Downtown campus
250 West Pender Street
Vancouver, B.C. V6B 1S9

p: 604-871-7301
e: eal@vcc.ca

How do I contact the EAL Department?

- **Email:** You can email us at eal@vcc.ca
 - **Monday to Friday, 8:30 a.m. to 4:30 p.m.**
- **Phone:** You can phone and leave a voice message at 604-871-7301
 - **Monday to Friday, 8:30 a.m. to 4:30 p.m.**
- **In Person:** You can go to our office at the Broadway Campus, Building A, Room 3625
 - Regular hours: Monday to Friday, 9:00 a.m. to 4:00 p.m.
 - **July and August:** Monday to Thursday, 11:00 a.m. to 4:00 p.m.

I want to change my class time.

- You can change your registration online through your myVCC account or in person at the Registrar's Office.
- Registration changes close one week after classes start.

I'm having problems paying my fees.

- You can pay through online banking.
- You can go to the Student Accounts Office (cashiers' desks) to pay in person.
- If you can't log in to your my.vcc.ca account, send an email to the **Help Desk** at helpdesk@vcc.ca or call 604.443.8700 for help with your account.

My payment is being processed. I'm worried I will be dropped from class.

- When you pay online, send a copy of your payment to the Student Accounts Office email at sao@vcc.ca.

My teacher hasn't contacted me and my class starts soon.

- Your teacher will email you a few days before the first class. If it is the first day, email the office at eal@vcc.ca.

I withdrew and I didn't get my refund.

- For information about refunds, please contact the Student Accounts Office at sao@vcc.ca or 604.443.8409 if you have questions. You can also check your account information on myVCC.