



## Questions and Answers for LINC Students

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

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

**p:** 604.871.7264  
**e:** [LINC@vcc.ca](mailto:LINC@vcc.ca)  
**WWW.VCC.CA/PROGRAMS**

### How do I contact the LINC department?

- **Email:** You can email us at [LINC@vcc.ca](mailto:LINC@vcc.ca)
  - Available **Monday to Thursday**
- **Phone:** You can phone and leave a voice message at 604.871.7264
  - Available **Monday to Thursday, 8:30 a.m. to 4:00 p.m.**
- **In Person:** You can go to our office at the Broadway Campus, Bldg. A, 3rd floor, Room #3759
  - Available **Monday to Thursday, 8:30 a.m. to 4:00 p.m.**
- **In emergency:** If it is an emergency and the office is closed, you can email [mkelbert@vcc.ca](mailto:mkelbert@vcc.ca).
  - Available **Monday to Friday**

**Note:** We will usually respond to emails and voice messages by the end of the next business day.

### I want to change my class time and the office is closed.

- You can email us at [linc@vcc.ca](mailto:linc@vcc.ca)
- You can phone and leave a voice message at 604.871.7264

**Please note:** Changes can be made before the class has started, not after.

### I'm having problems paying my fees.

- You can pay through online banking
- You can go to the Student Accounts Office (cashiers' desks, 4<sup>th</sup> floor) 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](mailto: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, always send a copy of your payment to the Student Accounts Office email at [SAO@vcc.ca](mailto:SAO@vcc.ca)

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

- **Online class:** Your teacher will email you before or on the day of the first class. If you don't hear from your teacher by the first day of class, email us at [LINC@vcc.ca](mailto:LINC@vcc.ca)
- **Blended or Face-2-Face class:** Go to the classroom listed on your schedule the first day of in-person classes

### I withdrew and I didn't get my refund.

- Once the Registrar's Office has processed your withdrawal, you will receive a refund for the UPass fees for the month you withdrew (if possible) and any future months, *if you did not activate your UPass for these months*. The Student Union fee is non-refundable.