

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

- o 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

- o 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

- o Regular hours: Monday to Friday, 9:00 a.m. to 4:00 p.m.
- o 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 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 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.