

# 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](mailto:eal@vcc.ca)

## How do I contact the EAL Department?

Email: You can email us at [eal@vcc.ca](mailto: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](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 online, 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.

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](mailto: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](mailto:sao@vcc.ca) or 604.443.8409 if you have questions. You can also check your account information on myVCC.