

Key Contacts for Learners

| Course Information and Materials | Contact |
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| information about your course (start of term) | Course Support Liaison: OLT susan.wong@ubc.ca UBC Bookstore: http://www.bookstore.ubc.ca/det/index.html |
| information about your course materials | |
| problem resolution regarding course materials | |
| get your course materials | |

| Learner Support | Contact |
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| registration support | Enrolment Services: Brock Hall distance.education@ubc.ca Paul Poole (manager): 604 822 9435 Stephen Ramsay 604 822 3768 |
| withdrawal/extension (standing deferred) | |
| advising/ referral to Faculty | |
| problem resolution | |

| Exams | Contact |
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| exam bank | Enrolment Services: Brock Hall student.exams@ubc.ca Sheila Williamson (exams coordinator): Exams support: 604 822 8116 |
| exam scheduling (invigilated exams) | |
| exam conflicts (students) | |

| Technical Support | Contact |
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| problems with accessing your course/ content (media links etc) or online exams. | olthelpdesk@exchange.ubc.ca webct-students@interchange.ubc.ca ITS: 604 822 2008 http://www.library.ubc.ca/home/proxyinfo/#access library tech support: 604 822 6275 |
| CWL issues or computer performance | |
| getting set up to access library resources | |