



February 4, 2022

Dear Students,

The disruption of service for the Omnivox system at M College has been resolved. Access was restored today by the service provider to the College and all students. Students can now access their college accounts, view their study history, and use all of the features as normal.

The disruption in service has created a backlog of grades to be transmitted through the system. Grades for courses completed from November 2021 until this point have not been entered into the system and thus will not be reflected for students if they check their grades as of today.

To alleviate this problem as quickly as possible and to enter all pending grades for transmission to the Quebec Ministry of Education, additional temporary staff to be hired by the College. These staff will start as of Monday February 4th, 2022, with the goal of completing their work and having the majority of grades transmitted to the Quebec Ministry of Education by end of February 2022.

Our regular administrative staff will start issuing transcripts to students who have made pending requests. However, anything issued before February 25th may not reflect the most recent modules completed. On February 25th, 2022, the administrative staff will begin issuing transcripts and letters of completion starting with students who completed their program in the months of December 2021.

We apologize for the delays and have every intention to prioritize the transmission of marks, realization of grades and issuance of transcripts to all students in the shortest delays possible.

Regards,

A handwritten signature in blue ink, appearing to read 'J. Mastantuono', is written over a light blue circular stamp.

Joseph Mastantuono President
M College of Canada