

Open Learning Student Supports

Accessibility Services

as@tru.ca | 250-828-5023 | [Academic Accommodations](#)

Career and Experiential Learning

careereducation@tru.ca | 250-371-5627

- Virtual [Career Counselling](#) for prospective & current students.

Delivery Support

deliverysupport@tru.ca

- General questions related to course or Open Learning Faculty Member (OLFM).

Enrolment Service Officers

student@tru.ca | 1-250-852-7000 (Kamloops or International) or 1-800-663-9711 (toll-free in Canada) ext. 1.

- General questions.
- Course registration (OL sponsorship, re-registrations, errors, etc.), cancellation/withdrawal, course extensions.
- Account reactivation.

GuardMe

1-844-451-9700 (Canada-wide toll free, or download the app | <https://gmssp.org/en/support-students.html>).

- Access 24/7 mental health supports through GuardMe via app, phone and web.

IT Service Desk

itservicedesk@tru.ca | 1-888-852-8533 ext. 4 (toll-free in Canada) or 1-250-852-6800 (Kamloops and international)

- Technical issues with login.

Indigenous Student Services

- [Learning Strategist](#) can assist with funding, grants and other financial needs.

Learning Strategist

Emma Ferguson | olconnect@tru.ca

- OL student engagement events.
- Questions about supports & learning resources available.

Library Services

library@tru.ca | [Distance Library Services](#)

Moodle Support

moodlesupport@tru.ca

OL Advising

See website for contacts | [Program advising](#)

- Prospective program student inquiries.
- Current program students' inquiries about program plan, course selection, transfer credits, and letter of permissions.

OL Exams

exams@tru.ca | 1-800-663-9711 (toll-free Canada) 1-250-852-7000 (Kamloops and International) ext. 3 | [Final Exams](#)

- Exam bookings and changes
- Technical issues during final exam.

Last updated on July 17, 2025

OL Materials

olmaterials@tru.ca

- Issues with any course materials/textbooks or access codes.

PLAR (Prior Learning Assessment Recognition)

plar@tru.ca | tru.ca/distance/plar-ol

Student Affairs Office

250-828-5023 | studentaffairs@tru.ca

- Support students navigate policy, appeals, etc.
- Connect students to professional support

Sexualized Violence Prevention Response (SVPR)

svpr@tru.ca

Student Awards and Financial Aid

olfinaid@tru.ca | studentawards@tru.ca | 1-800-663-9711 ext. 4 (toll-free in Canada) or 1-250-852-6802 (Kamloops and international).

Writing Support

- [Writeaway](#)
- [Writing Centre online tutors](#) when Writeaway is closed.



Helpful links and information

REGISTRATION & ADMISSION



STUDENT SERVICES



DEGREE WORKS



ACCESS MYTRU



MOODLE OL STUDENT GUIDE



POLICIES



STUDENT FORMS



EXAMS



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