

A QUICK GUIDE TO STUDENT SERVICES

for Open Learning Students

Think of Student Services as your support network. Access this network to make the most of your university experience.

Student Engagement & Experience: Connection and Belonging

Student Access & Academic Supports: Accommodations and Skill Building

Student Affairs & Wellbeing: Conduct and Health

Student Engagement & Experience: Connection and Belonging



BUILD CONNECTIONS

Connect virtually with a TRU Open Learning Strategist to learn about program and course admissions, what to expect when studying online as well as all the student services available to you as a TRU student. One-on-one appointments can be made to support you with note-taking, study skills, test taking tips, etc.

Student Life

olconnect@tru.ca
outintheopen.trubox.ca

FOCUS ON EDUCATION, NOT FINANCES

Get assistance in financing your education and living costs. Be recognized and rewarded for your academic excellence. Talk to a professional at the Student Awards and Financial Aid office about funding and award options while you are in your program.

Student Awards and Financial Aid

olfinaid@tru.ca
250-852-6802
tru.ca/awards/open-learning.html



Student Engagement & Experience: Connection and Belonging

FIND COMMUNITY

Indigenous Student Services is available to help Indigenous learners with their educational goals at TRU. If you need help navigating funding or seeking connection with others, our Ctseném7ew'sem (Guide) is available to help.

Indigenous Student Services

indigenous@tru.ca

tru.ca/indigenous



EXPRESS YOURSELF

If you are looking for a safe and inclusive space to talk about gender or sexuality, the Manager of Gender and Sexual Diversity, offers one-on-one meetings for 2SLGBTQPIA+ students seeking connection, guidance, or just someone to talk to.

Gender & Sexual Diversity

gsd@tru.ca

250-828-5374

tru.ca/gender

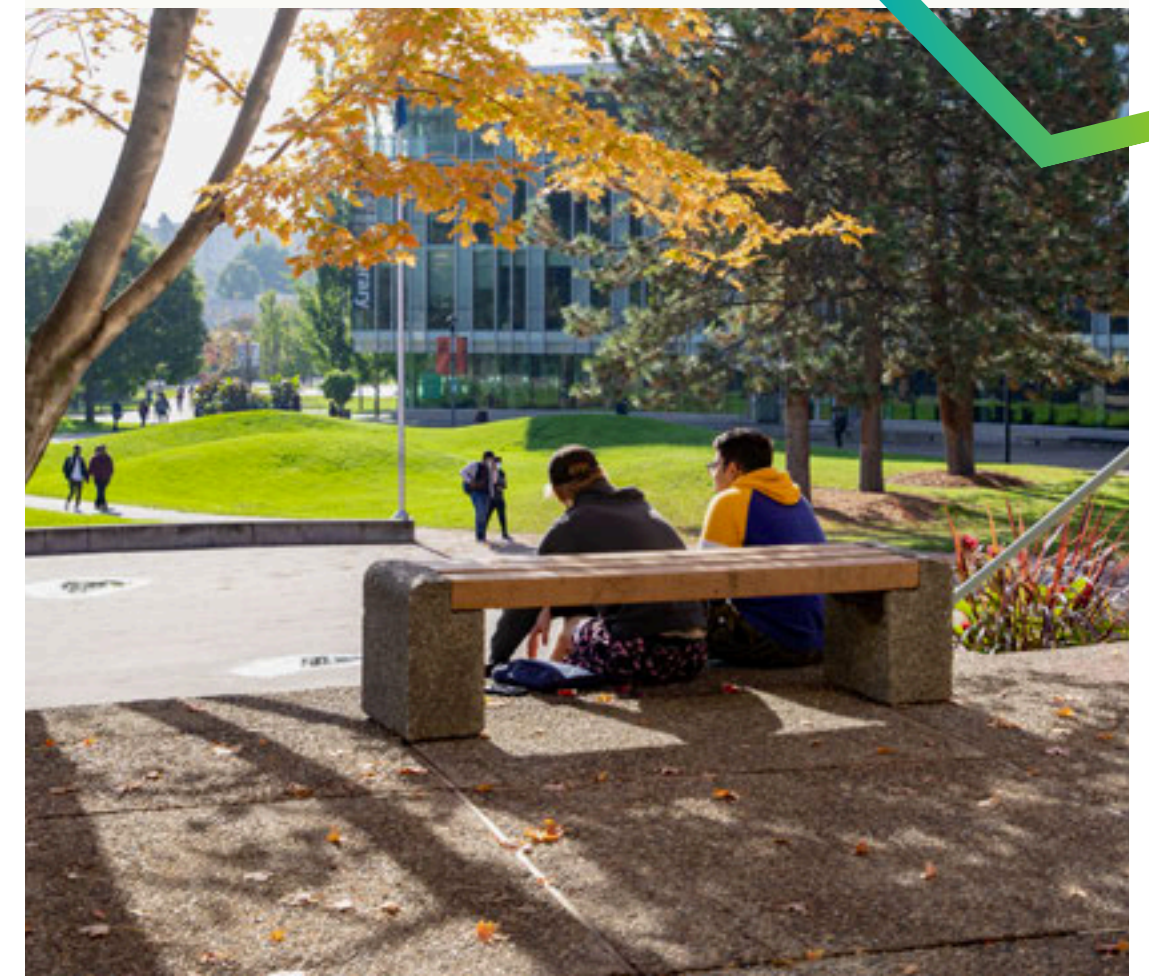
EXPLORE SPIRITUAL RESOURCES

Religious and spiritual support is available from a variety of community faith leaders. Ask questions and engage in thoughtful reflection and dialogue.

Multi-Faith Chaplaincy

250-371-5940

tru.ca/chaplaincy



Student Access & Academic Supports: Accommodations and Skill Building

START OFF STRONG

Academic Advisors are here to help you choose your courses wisely. Get answers about your program and work on a plan to meet your academic goals.

OL Program Advising

tru.ca/distance/services/advising.html



SECURE & ACCESSIBLE ASSESSMENTS

OL exams and testing services oversees both in-person and virtual exam delivery for online and distance learners at TRU. This team also supports assisting with accommodations, exam-related concerns, reviews, academic integrity investigations, and general front-line support.

OL Exams and Testing Services

exams@tru.ca

tru.ca/distance/services/exams.html

ACCESS ACCOMMODATIONS

Gain equal access to learning opportunities through Accessibility Services. If you are living with a disability or health condition, you may be eligible for supports such as exam accommodation, alternate format text material, access to adaptive technology, sign language interpretation, and more.

Accessibility Services

as@tru.ca

250-828-5023

tru.ca/as



DEVELOP YOUR SKILLS

The Writing Centre welcomes you to book an online appointment and receive feedback from a tutor. We offer assistance at any stage of the writing process: understanding an assignment, generating ideas, creating an outline, developing clear and strong arguments, researching and citing sources, revising for grammar and punctuation, and developing other writing-related skills.

Writing Centre

writing_ctr@tru.ca

tru.ca/writingcentre

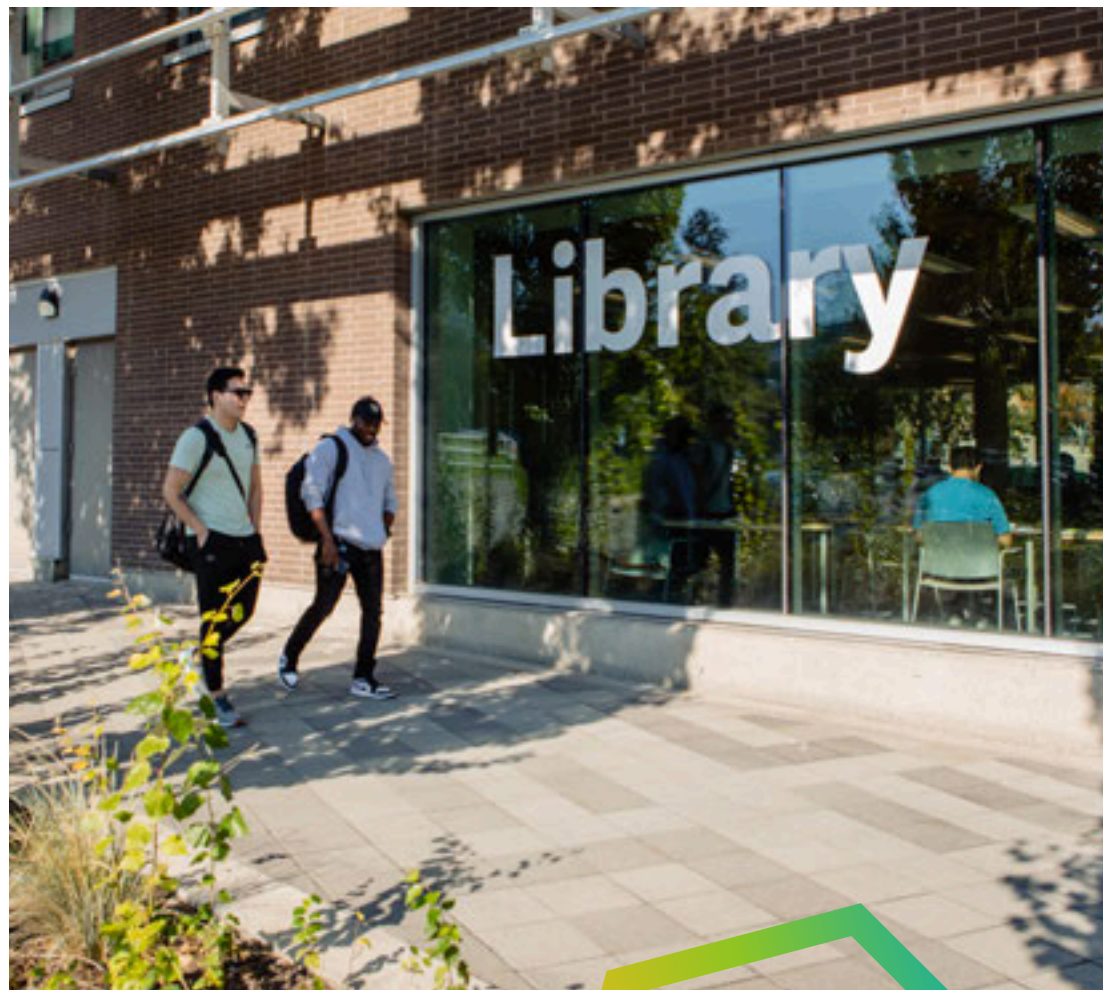
Student Access & Academic Supports: Accommodations and Skill Building

MORE THAN BOOKS

TRU's library collection offers over 250,000 books, 51,000 ebooks, 13,000 videos, 30,000 periodicals, 90 article databases, and an extensive collection of government documents, pamphlets, microforms and audiovisual materials. Resources and services are accessible online as well as by email, phone, fax, or mail.

Library Services

tru.ca/library



EDUCATE YOURSELF

Connect with a Learning Strategist to access resources, gain support, and learn about the Student Academic Integrity Policy, which sets the honesty standard at TRU.

Academic Integrity

aic@tru.ca

tru.ca/aic

CREDIT FOR CAREER AND LIFE LEARNING

We can help you earn TRU credits based on the knowledge, skills and abilities you have acquired outside of post-secondary education. Save time, save money and graduate faster.

Prior Learning Assessment and Recognition (PLAR)

plar@tru.ca

tru.ca/plar

GAIN WORK EXPERIENCE

As an Open Learning student, you can book appointments with a career counsellor from any location, even your kitchen table! Plan your career and access local, provincial and national daily job postings.

Career & Experiential Learning

careereducation@tru.ca

250-371-5627

tru.ca/cel



Student Affairs & Wellbeing: Conduct and Health



NAVIGATING CHALLENGES

Understand your rights and responsibilities, navigate processes and policies. One-on-one support is also available to those students in academic difficulty.

Student Affairs

studentaffairs@tru.ca

250-828-5023

tru.ca/osa



YOU ARE NOT ALONE

Access supports for victims and survivors of sexualized violence including emotional support, safety planning, on and off campus referrals, academic and/or housing accommodations, and reporting options.

Sexualized Violence Prevention & Response

svpr@tru.ca

250-828-5023

tru.ca/sv

CONNECT WITH SUPPORTS

The GuardMe Student Support Program (GMSSP) provides a safe and inclusive space for students to access mental health support that meets them where they are. Access 24/7 mental health supports through GuardMe.

GuardMe

gmssp@guardme.org

1-844-451-9700

gmssp.org/en/support-students.html




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