



Services for Student Success 2010/11

Love
where
you
Learn

Great Information for Your First Year at VIU!

Welcome Centre/Campus Tours

Building 300, room 300B
Phone: 250-753-3245, local 4611 | Toll-free: 1-888-920-2221
Email: info@viu.ca
Tours: cu@viu.ca (no weekend tours)
Hours: Monday – Friday; by phone, 8 am – 5 pm; in person,
7:30 am – 5 pm
Web site: www.viu.ca

Admissions

Building 200, 3rd floor
Phone: 250-740-6400
Email: info@viu.ca
Hours: Monday – Friday, 8:30 am – 3:30 pm
Web site: www.viu.ca/apply ("Become a Student")
Apply/print application: www.pas.bc.ca

Applications from new and current students who wish to change their program of study are received and reviewed by the Admissions Department.

Registration/Records

Building 200, 3rd floor
Phone: 250-740-6400
Email: registration@viu.ca
Hours: Monday – Friday, 8:30 am – 3:30 pm
Web site: www.viu.ca/registration
Registration Tutorial: viu.ca/registration/tutorial/WebReg

This office handles registration, fee assessments, produces transcripts and tax forms. We answer questions regarding fees, your academic record, adding or dropping classes.

Financial Aid & Awards

Building 200, room 205
Phone: 250-740-6423 | Fax: 250-740-6229
Email: financialaidinfo@viu.ca
Hours: Monday – Friday, 9 am – 3:30 pm
Web site: www.viu.ca/financialaid

We provide information about financial assistance for government student loans, grants, institutional scholarships, bursaries, and awards.



Seeking Solutions

As a student, you may encounter an unexpected barrier to your education. Advisors, Counsellors and staff are all available to assist you. If a solution does not appear to be readily available, consider the following options:

Advising

Building 200, 3rd floor
Phone: 250-740-6410 | Toll-free: 1-888-920-2221, local 6410
Email: advising@viu.ca
Hours: Monday – Friday, 8:30 am – 3:30 pm (call for free appointment and drop-in hours)
Web site: www.viu.ca/advising

We are your partners in learning. Connect early and often.

All current students and anyone considering post-secondary education can see an Advisor. Explore options, develop educational plans, problem solve and clarify next steps toward achieving educational goals. Advisors also link students with on and off-campus supports for academic success.

Counselling

Building 200, 3rd floor
Phone: 250-740-6416
Hours: Monday – Friday, 8:30 am – 3:30 pm
Web site: www.viu.ca/counselling

Students may encounter a range of changes and challenges while attending VIU. Counselling is a free service where you can talk about personal, career or educational concerns with a trained professional in a private and confidential setting.

Disability Services

Building 200, 2nd floor, room 214
Phone: 250-740-6446 | Fax: 250-740-6615
Email: disabilityservices@viu.ca
Hours: Monday, Tuesday, Wednesday, Friday, 9 am – 3:30 pm; Thursday, 10 am – 3:30 pm; closed for lunch, 12 pm – 1 pm
Web site: www.viu.ca/disabilityservices

Support is available for students with documented disabilities (temporary or permanent) that affect their ability to succeed academically.

First Nation's Student Services, Shq'aphut: A Gathering Place

Building 310, room 101
Phone: 250-740-6510 | Toll-free: 1-888-920-2221, local 6510
Fax: 250-740-6385
Email: fnss@viu.ca
Hours: Monday – Friday, 8 am – 4 pm
Web site: www.viu.ca/fnss

Information, support and referrals are provided to assist First Nations/Aboriginal students in their academic endeavours.



Bookstore

Building 305, Library
Phone: 250-740-6200 | Toll-free 1-866-965-2665
Fax: 250-740-6460
Email: bookstore@viu.ca
Hours: Monday – Friday, 9 am – 4:30 pm
Extended hours: September & January, closed statutory holidays
Web site: www.viubookstore.ca

Get new and used textbooks, art supplies, stationery, clothing and gifts here. Used textbook "buyback" is every Friday, 10 am – 3 pm.

Library

Building 305
Phone: 250-740-6330
Email: library@viu.ca
Hours: August; Monday – Friday, 8 am – 4:30 pm; Saturday, Sunday, closed
Hours: September 7 to April; Monday – Thursday, 8 am – 10 pm; Friday, 8 am – 5 pm; Saturday, Sunday, 12 noon – 5 pm
Web site: www.viu.ca/library

Borrow books, CDs, DVDs, equipment and much more. Access online articles, books, videos, and get research help, from on or off-campus.

Information Technology Services (IT Helpdesk)

Building 305, Library, 1st floor facing the loading dock
Phone: 250-740-6300
Email: ithelp@viu.ca
Hours: Monday – Friday, 9 am – 4 pm
Web site: www.viu.ca/technology

Find information on computer accounts, campus computer labs, printing, wireless networking, multimedia computing, audio, video editing and technology! You'll also find step-by-step guides, online tutorials, tips on keeping your files safe, accessible and backed up.

Student Services

Concerns

Speak directly to the person responsible for the area you are concerned about. For academic issues, speak to Advising, your Instructor, the Department Chair or the Dean. For help and information regarding student supports and services contact Advising.

International Student Support

Advising/Counselling

Building 255, main reception
Phone: 250-740-6315 | Fax: 250-740-6471
Email: study@viu.ca
Hours: Monday – Friday, 8 am – 4 pm
Web site: www.viu.ca/international
Apply: www.viu.ca/international/apply
MBA Apply: www.viu.ca/mba/apply.aspx
International Student Handbook: www.viu.ca/international/documents/IEStudentHandbook.pdf

International students can acquire information on programs, academic and community support, orientation, recreation, social and cross-cultural opportunities as well as other types of assistance while living in Canada.

Education Abroad

Building 255, room 254
Phone: 250-740-6312 | Fax: 250-740-6472
Email: educationabroad@viu.ca
Hours: Monday – Friday, 8 am – 4 pm
Web site: www.viu.ca/educationabroad

Australia, France, Japan, Italy ... want to travel and earn credits at the same time? Let VIU Education Abroad show you how you can do both!

Academic Assistance

Career and Academic Preparation (CAP)

Building 205, main reception
Phone: 250-740-6425 | Fax: 250-740-6486
Email: cap@viu.ca
Hours: Monday – Thursday, 8:30 am – 3:30 pm; Friday, 8:30 am – 12:00 noon
Web site: www.viu.ca/cap

Adult Basic Education (ABE) & Literacy Learning Centre

Building 205, room 223
Phone: 250-740-6425
Email: cap@viu.ca
Hours: September 7 – December 17; Monday, Tuesday, Thursday, 9:30 am – 1:30 pm; Friday, 9:30 am – 12:30 pm
Hours: January 4 – July 21; Monday, Tuesday, Thursday, 9:30 am – 10:30 am; Wednesday, 10:30 am – 1:30 pm
Free Info Session: Mondays at 2:30 pm, building 205, room 204
Web site: www.viu.ca/abe

The ABE Learning Centre assists students who are enrolled in ABE and Literacy courses and others who require support for entrance



to VIU. We also offer the use of study materials and help prepare students who are required to write an assessment for either ABE or VIU programs.

Math Learning Centre

Building 360, room 303
Phone: 250-753-3245, local 2311
Email: Patrick.Ng@viu.ca
Hours: September – April; Monday – Friday, 9 am – 4 pm
Web site: www.viu.ca/mathcentre

The Math Centre is a free service staffed by qualified student tutors who will assist you with math related problems.

Writing Centre

Building 305, Library – 4th floor, room 474
Phone: 250-753-3245, ext. 2115
Email: Dale.Wik@viu.ca
Hours: Monday, 9 am – 4 pm; Tuesday, Thursday, 9 am – 4:30 pm; Wednesday, 9 am – 5 pm; Friday, 10 am – 3 pm
Web site/appointment: www.viu.ca/writingcentre

For free assistance with all of your writing assignments, you are invited to consult with knowledgeable and friendly faculty tutors in the Writing Centre. We also offer workshops covering topics such as reading difficult material, understanding grammar, punctuation, and writing a research essay.

Campus Career Centre

Building 310, room 109
Phone: 250-740-6420 | Fax: 250-740-6485
Email: career@viu.ca
Hours: Monday – Friday, 8 am – 4 pm
Web site: www.viu.ca/career

Looking for help or information on internship programs, co-ops, employment, workshops, job search, interview skills, career planning, portfolio development, on-campus employment programs and job postings! Come see our friendly staff for individual coaching support.

Beyond Books

Gym: Mariner Athletics & Campus Recreation

Building 190
Phone: 250-740-6418, local 2030
Email: gym@viu.ca
Weight Room Hours: Monday – Friday, 7 am – 10:30 pm; Saturday, 11 am – 7 pm
Web site: www.viu.ca/campusrec
Varsity Athletic program: www.gomariners.ca
Scuttlebutt: Guide to Campus Rec and Athletics

Why not get involved? Campus Recreation offers a wide variety of activities to enhance your university experience. Just take your pick from Intramural sports in both league and tournament formats to fitness and dance classes and a huge range of guided outdoor experiences for all skill levels. There's something for everyone! Student gym memberships are FREE with a valid student identification card and this allows you access to the weight room and gymnasium floor.

Rather watch than play? Come cheer on your VIU Mariners in badminton, basketball, golf, soccer and volleyball. "Be Active, Be Healthy, Be Involved ... Be VIU". One of our friendly staff members will be waiting to help you!



Cafeteria & Discovery Room

Buildings 300, upper Main Cafeteria and 185, lower Cafeteria

Phone: 250-740-6136

Dining Dollars: Building 300

Hours, Main Cafeteria: September – May; Breakfast, Monday – Friday, 7:30 am – 8:30 am; Lunch, 11:30 am – 1 pm; Dinner, 4:30 pm – 7 pm

Hours, lower Cafeteria: September – June; Monday – Friday, opens 7:30, pastries, beverages; Lunch, 11:30 am – 1 pm

Discovery Room, Building 300, Reservations: 250-740-6338 (opens September 16th)

Discovery Room Hours: Lunch, Monday – Friday, 11:30 am – 12:45 pm; Dinner, Thursday – Friday, 5:30 pm – 7 pm

Web site: www.viu.ca/foodservices

Food services are provided by the Culinary Arts and Baking students.

Student Clubs, Campus Clubs and Organizations

Web site: www.viu.ca/studentsuccess/clubs.asp

Vancouver Island University Students' Union

Building 193

Phone: 250-754-8866

Email: info@viusu.ca

Hours: Monday – Friday, 9 am – 4 pm

Web site: www.viusu.ca

The VIU Students' Union exists to improve students' educational experience while at university through the provision of services, advocacy and events.

Students' Union events promote social interactions among the student body and provide inexpensive options for extra-curricular activities. Services of the Students' Union are run by students, for students, and are designed to provide members of the student body significant savings on a range of items, from textbooks to bus passes. Advocacy work of the Students' Union ranges from holding large, public campaigns to make education more affordable to helping individual students with grade appeals. Fees collected by the Students' Union also cover funding to campus clubs, the student newspaper (the Navigator) and the student radio station (CHLY 101.7).

Human Rights Advisor

Building 200, room 223

Phone: 250-740-6430

Email: humanrights@viu.ca

Hours: Monday – Thursday, 8 am – 4 pm; call for extended hours

Web site: www.viu.ca/humanrights

For assistance resolving your concern, contact the Human Rights Advisor.

Health and Safety Services

Building 360, room 112

Phone: 250-740-6283 | Fax: 250-740-6222

Email: safety@viu.ca

Web site: www.viu.ca/healthandsafety

Nanaimo Campus Emergencies

Nanaimo campus Drop-in First Aid stations: Gymnasium, building 190, at the front reception desk / Security Office, building 315

To summon first aid, emergency medical services or to request a Safe Walk on the Nanaimo Campus Safe Walk Program: Dial **6600** (internal campus phone) or call **250-740-6600** (from cell phone)

Non-emergency after-hours phone: 250-753-3812

Use an Emergency Call Box (map of locations): www.viu.ca/healthandsafety/pdfs/NanaimoCampusEmergencyPhoneMap.pdf

Web site: www.viu.ca/healthandsafety/emergency.asp

Parking

Building 315, room 110 – end of the building

Phone: 250-740-6512

Email: gwilkie@robbinsparking.com

Hours: Monday – Friday, 9 am – 3 pm

Paid Parking: 24 hours a day, 7 days a week, including evenings and weekends

Web site: www.viu.ca/parking

Security

Building 315, room 110 – end of the building

Phone: 250-740-6512

To report a non-emergency during the business day:

250-740-6500 or local 6512

Hours: Monday – Friday, 9 am – 3 pm

After hours: 250-753-3812 (weekends, evenings, or holidays)

Campus Safe Walk Program: Dial **6600** (internal campus phone) or non-emergency after hours 250-753-3812

Map of emergency phone call boxes: www.viu.ca/healthandsafety/pdfs/NanaimoCampusEmergencyPhoneMap.pdf

Email: viusup@footprintssecurity.com

Web site: www.robbinsparking.com/viu_security.html

Vancouver Island University

900 Fifth Street | Nanaimo, BC V9R 5S5

Closed all statutory holidays