



Student Orientation Handbook

2019/2020 Academic Year





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PLEASE NOTE:

This booklet is intended as a guide to some of the frequently asked questions. Our policies may be updated or have changed since the distribution of this booklet. Students should always refer to the Academic Calendar for more details and information.

The Academic Calendar is available on the UCW website and within the MyUCW Student Portal.



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WELCOME



DR. MICHELE VINCENTI

MBA Leadership Chair

At UCW we have designed each course to allow our students to learn practical knowledge they can apply immediately in their job. Our faculty is passionate about teaching and has experience as a practitioner and as academic, meaning students have a direct connection with what is going on in each industry.

Each course students take is essential to mastering the next courses, and each course focuses on leadership and critical thinking, two skills in high demand by employers today.

Take advantage of what the program offers because what students learn will distinguish them in the marketplace, and we wish to all the students the best term and successful completion of this program.



DR. CHARLES CARROLL

Undergraduate Program Chair

I want to personally welcome you to the undergraduate program at UCW. Whether you're taking classes in person or online I believe you will discover faculty who are kind, thoughtful and committed to your learning.

Though the process of undergraduate learning can often be challenging, the taste of success is sweet when you overcome great obstacles. Frustration and occasional disappointment are a normal part of learning. If you should encounter challenges you feel unable to overcome, I encourage you to make an appointment with me or any of our staff in Student Affairs.

All of us here at UCW are committed to help you attain your learning goals.

WHAT YOU NEED TO KNOW



STRATEGIES FOR SUCCESS

Conduct

Treat your peers, staff & faculty with respect and dignity.
Act responsibly.

Study Permit

You are responsible for meeting the conditions and requirements of your study permit.

Courses

Read all course information and complete your assignments on time. Communicate with your instructors if you have problems or questions.

Tuition/Fees

You are responsible for any fees (library fines, add/drop classes, letter requests, etc.) you may incur. You must ensure that payments are made by the deadline.

Attendance

Go to class. The most successful students often have great attendance.

Get Involved

Take part in UCW activities. A variety of social activities happen both on and off campus throughout the term. Many of these events require student volunteers.

DEPARTMENTS AT UCW

Student Affairs

Student Affairs assist and advise students in areas such as:

- University rules, regulations and policies
- Guest speaker seminars and workshops
- Cultural and social activities
- Assist with general inquiries

Please contact Student Affairs by sending a MyUCW message to **Student Services**.

Career Development Centre

The Career Development Centre offers workshops, one-on-one advice and assistance to students in areas such as:

- Career advising
- Reviewing student resumes and cover letters
- Job search help
- Providing resources on labour market
- Networking skills
- Internship applications
- Managing online presence

Please contact the Career Development Centre by sending a MyUCW message to **Career Services** or look at the term calendar posted around campus for career workshop dates.

Finance

The Finance Department maintains all the students' financial accounts. The office can assist students with the following:

- Tuition fees
- Library & Technology fees
- Student Activity & Alumni fees
- Other fees

Contact the Finance Department by email at **ucwfinance@ucanwest.ca** or by visiting the Finance Office on the second floor of the West Pender Campus.



Library

The UCW Library can help you with:

- Access to thousands of journals, books, newspapers, magazines, eBooks, images, videos and more.
- Reference and Research support (how to find and evaluate information)
- APA help (how to properly cite your sources)
- Workshops on APA Style, Plagiarism, Literature Reviews, Research skills, etc.

The librarians can be reached by MyUCW messaging **UCW Librarian**, emailing ucwlibrary@ucanwest.ca, calling 604-915-9607, extension 2201 or dropping by the library in the basement of the West Pender Campus.

Registrar's Office

The Registrar's Office (RO) is responsible for managing student academic records and services from admission to graduation. The RO ensures that student records are accurate and complete to meet student needs and regulatory requirements. The RO provides information and services to students in the following areas:

- Admissions and re-admission
- Transfer credit
- Official letters of enrollment
- Scholarships, awards and financial aid
- Student records and official transcripts
- Academic standing and continuance
- Academic council secretariat
- Register students into courses and help with withdrawal requests
- Graduation

The Registrar's Office can be contacted by sending a MyUCW message to **UCW Registrar** or by visiting the Registrar's Office on the first floor of the West Pender Campus.

MEDICAL INSURANCE

Students are **required** by the BC government to have medical insurance for the duration of their studies in Vancouver.

If students do not have valid medical insurance, they are not eligible for course registration.

Private Medical Insurance

Private medical insurance covers a range of health and medical services from basic health services such as hospital and ambulance, as well as extended health services such as prescription drugs, physiotherapy and accidental dental services (if required).

Guard.me is a private medical insurance company that specializes in medical insurance for international students. They have a health network system which allows students on **Guard.me** insurance to visit clinics and pharmacies without having to pay upfront.

Students will be enrolled into **Guard.me** when they arrive on campus for their first term. UCW students can also purchase **Guard.me** for their dependents. The cost of **Guard.me** is **\$170 per person per term**.

Cancellation/Refund: Students are allowed to cancel and receive a full refund up to 25 calendar days from the first day of each term as long as no claims have been made with Guard.me and students have proof of documentation of another valid medical insurance coverage that starts from the first day of each term (i.e. MSP for the duration of your studies). If you have made a claim with Guard.me, you are not eligible for a refund.

If students have other private medical insurance, they will need to inform the Registrar's Office and Student Affairs about their own private medical insurance.

Public Medical Insurance

Medical Services Plan (MSP) is public medical insurance from the BC government. It allows students to visit medical services provided under the MSP care.

Students need to apply for MSP once they arrive in Vancouver and there is a 3 month waiting period. Students will need to get private health care insurance coverage during the 3 month waiting period. To apply, students will need to provide documentation that they will be in Vancouver for more than 6 months.

The cost of MSP is **\$75 per person per month**.

MSP covers basic medical care, mostly doctor and hospital visits within Canada but it does not cover dental, prescription drugs or eye exams unless referred by a doctor.

KEEP.MESAFE

Studying in a different country can be an amazing and unique experience, however, it can also be daunting. Being away from home and having to adjust to a new school can be overwhelming, particularly if the culture and language is different to what you are used to.

However, to help you through your study abroad journey, all UCW Students will be enrolled into the **Keep.meSAFE** program when they start their degree program. This is the industry's first and only digital mental health support program for international students with the goal of providing assistance for those having trouble settling into their new surroundings.

Having someone to talk to is very helpful whether that be about dealing with a new school, a new city or just about feeling overwhelmed with everything happening in your life. The **Keep.meSAFE** program is available 24/7, all year round and can be accessed on multiple different platforms. It is very useful for a student who is struggling and has a busy schedule. Students can reach out to a counsellor through a range of platforms. Including through the app, messenger, the web chat on their website or via voice and video call.

Keep.meSAFE connects students to student support counsellor who are experienced in helping both domestic and international students. Many counsellor can talk to students in a variety of languages and have knowledge of different cultures to help better relate to your problems.

Sessions with **Keep.meSAFE** representatives can be booked in advance or can be done immediately. All information and conversations shared with the counsellors are completely confidential.

Students also have access to the different articles and videos on the **Keep.meSAFE** website which cover different topics including personal health, relationships, living abroad and student life.

Keep.meSAFE is \$35 per student per year and is a mandatory service for all UCW students.

To learn more, visit keepmesafe.org, download the free **My SSP** app or phone 1.844.451.9700 toll free. Students can also approach Student Affairs to learn more about the program.



OFFICE 365

All students at UCW have access to a **Microsoft Office 365** account, which includes **Word, Excel, PowerPoint, OneNote** and more. Students also get an email address to access these apps and personal cloud storage.

New students will receive their Microsoft credentials early in their first term.

There are both web versions and desktop versions available for these apps.

These tools will help students to complete their school work and collaborate on assignments and projects with their teachers and classmates.

Student accounts will remain active as long as they are a student at UCW. Our graduates will have access to their Office 365 account for six months after graduation.

CLASS REGISTRATION

New Students

New students must attend New Student Orientation week in the week of July 13-17. Student Affairs sends information about New Student Orientation closer to the start of a student's first term.

Starting with the Summer 2020 term, New Student Orientation (NSO), a new program, will replace Student Orientation and Academic Readiness (SOAR 098).

Instead of writing an essay, all new students will be now required to take four weeks of workshops that will include student success strategies, study skills, an introduction to academic writing, academic integrity and research skills.

Students requiring additional support can sign up for sessions with a writing coach, be mentored by a Peer2Peer leader or take the optional ENG 080 writing course.

Current Students

Current students need to follow the registration procedures that will be sent to them through the MyUCW Student Portal.

Withdrawal Dates

The last day to withdraw from courses **without financial penalty** is the Monday* of the 2nd week of each term. The last day to withdraw from courses **without academic penalty** is the Monday* of the 5th week of each term.

**Dates subject to change. Check the Academic Calendar for the most up-to-date information.*

APA STYLE & ACADEMIC INTEGRITY

Academic integrity is a foundational component of higher education and can be defined as a commitment to avoid any sort of dishonesty, misrepresentation, or deception in the work that you submit in your classes. A key aspect of academic integrity is to give proper credit to others when you incorporate the research, statistics, or other work of others into your own assignments. Using someone else's work without giving credit can lead to charges of plagiarism, which is a very serious offence in all Canadian universities.

At University Canada West, the proper method of giving credit is to follow the rules of the Publication Manual of the American Psychological Association (i.e. APA Style). If you have not used APA Style or other similar manuals of style in your previous studies, you should attend an APA Style workshop at the library or get in touch with the librarians for assistance.



PROTECT YOURSELF

Personal Property

Protect your valuables from loss or theft and do not leave any items unattended. You are solely responsible for the security of all of your personal possessions while on University Canada West premises. University Canada West, its directors, employees and agents are not responsible or liable in the event that any of your personal possessions are lost, damaged or stolen while you are on University Canada West premises.

Personal Information

Whether it's online or in person, you are constantly being asked for your personal data. Don't just blindly give it up. Think about why the information is needed, who will use it and how. Remember, the Internet never forgets. Once information is out there, it's very hard to get it back. If you have any doubts about the person or organization asking for your personal information, please talk to someone in Career Services or Student Affairs for advice.

UCW takes your privacy very seriously. The University complies with all applicable provincial, federal and international privacy legislation. If you have any questions about our privacy policy or our use of your student information, you can email our Privacy Officer at **privacy@ucanwest.ca**



STUDENT ID CARD

To be eligible for a Student ID Card, students will need:

- a government-issued photo ID (ie passport, driver's license, BCID),

International students in Canada will be instructed via MyUCW portal during the term on how they can get a student ID Card.

Domestic students can apply for a student ID card by contacting **UCW Reception** via the MyUCW Portal. It should include two passport-style photos and a copy of your government issued photo ID, with your name and date of birth. We will mail the card to the address in your MyUCW account so please ensure that your address is correct. UCW does not take any responsibility for mail that may get lost. To renew a Student ID Card, students will need to ensure that they do not have any holds on their student account.



ACADEMIC STANDING

Undergraduate Students

You must maintain a **2.00 (C) Cumulative Grade Point Average (CGPA)**. If your CGPA falls below 2.00, you will be put on Academic Probation. If your CGPA remains below a 2.00 after the next term, you will be **Required to Withdraw**.

If you receive two (2) failing (F) grades, you will be sent a warning letter and a notation on your official record. You will be Required to Withdraw if you fail three (3) or more courses.

Graduate Students

You must maintain a **3.00 (B) Cumulative Grade Point Average (CGPA)**. If your CGPA falls below 3.00, you will be put on Academic Probation. If your CGPA remains below a 3.00 after the next term, you will be Required to Withdraw.

If you receive one (1) failing (F) grade, you will receive a warning letter and notation on your official record. You will be **Required to Withdraw** if you receive F grades in two (2) or more courses.

See the Academic Standing and Continuance Policy for details.

CALENDAR & FORMS

The Academic Calendar is in the MyUCW Student Portal under **Registrar's Office > Forms & Calendar** and is located under the heading **Current Calendar (1)**.

Students needing official letters, transcripts, transfer credits or to withdraw need to fill out the appropriate forms. The forms are located in the MyUCW Student Portal under **Registrar's Office > Forms & Calendar** and is located under the heading **Registrar's Office Forms (2)**.

Please read the form carefully and follow the instructions.

MY SETTINGS / RECORDS

MY COURSES

LIBRARY RESOURCES

REGISTRAR'S OFFICE

Finance Office

External Awards & Scholarships

Financial Aid Information

Forms & Calendar

UCW Academic Council

ABOUT UCW

GLOBAL COMMUNICATION

QUICK LINKS

 **MY DROPBOX**
You have **146 unread messages.**

 **MY CALENDAR**
Review your important dates.

 **NEED IT HELP?**
If you require technical support please: [Contact Us](#) or 1.877.431.6887 ex. 2222

RECOMMENDED DOWNLOADS

You may be required to use the following programs in order to participate or view certain content

UCW Forms

Always use the latest version of Adobe Reader or Acrobat. To update [click here](#)

1

Current calendar:

[UCW Calendar - October 1, 2017 - September 30, 2018](#)

Previous calendars

2

[UCW Calendar - September 1, 2016 - September 30, 2017](#)

[UCW Calendar - September 1, 2015 - August 31, 2016 \(revised February 2016\)](#)

[UCW Calendar - September 1, 2015 - August 31, 2016](#)

[UCW Calendar - September 1, 2014 - August 31, 2015](#)

[Addendum to the University Canada West Academic Calendar 2013-2014](#)

[UCW Calendar - September 1, 2013 - August 31, 2014](#)

[UCW Calendar - April 1 - August 31, 2013](#)

[UCW Calendar - 2012](#)

[UCW Calendar 2012 Extension - To March 31st, 2013](#)

[UCW Calendar - 2011](#)

General Forms

- [Student Referral Application Form](#)

Registrar's Office Forms

- Appeal Forms**
 - [Academic Review](#)
 - [Appeal to Dean](#)
 - [Appeal to Academic Council](#)
- [Change of Contact Data Form](#)
- [Graduation Application](#)
- [Incomplete Course Contract](#)
- [Letter Request Form](#)
- [PLAR Request Form](#)

LIBRARY RESOURCES

BORROWING LIBRARY MATERIALS

Loan Periods & Fines

Item	Loan Period	Late Fines
Books	2 weeks	\$1/day
Magazines	2 weeks	\$0.50/day
Course Reserves (Short) i.e. course required textbooks	3 hours	\$2/hour
Course Resources (Long) i.e. course-recommended textbooks and course-required novels and graphic novels	3 days	\$2/hour
iPads	7 days	\$10/day
Library Equipment i.e. calculators, chargers, headphones, presentation clickers, etc.	1 day, i.e. due by end of day item is borrowed	\$1/day
Reference Books, Newspapers	Library use only	n/a

Replacement Fees

A maximum of \$20 per item will be assessed for overdue items. Materials overdue for more than 20 days are considered lost and full replacement charges will be added to the borrower's account, in addition to any fines that may have accumulated.

Bills and/or accruing fines reaching or exceeding \$10 will result in the student's library account being suspended. All fines can be paid at the Finance Office or online via MyUCW. Students must pay all outstanding library fines in order to receive clearance from the Library during the graduation audit.

Returns

Borrowers assume full responsibility for material checked out on their Library cards and will be required to pay overdue, damage, or replacement fees, where applicable. It is the responsibility of each borrower to return or renew material by the due date.

Renewal of Books

Renew library materials in person, by telephone, or online via the Catalogue. **Please note:** Items with holds on them will not be renewed. They must be returned by the due date to avoid fines.

Library Account

Log in to your Library account via **MyUCW**. Open the **Library Resources** home page and click on the red **Catalogue** button. From there, you will see a **My Account** option on the top right. Read the instructions to login using the code and your student number. Once logged in, you can renew books, place holds, or search for items in the catalogue.





LIBRARY SERVICES

Computer Use

Computers are available for student research in the designated computer lab and Library on campus.

Wireless Access

You may bring your own laptop as there is wireless access.

Printing, Photocopying and Scanning

There is a printer/photocopier/colour scanner for students in the Library. Scanning is free, but printing/copying is 10 cents per page for black & white and 20 cents for colour.

Student Space

Students are welcome to use the open study space in the library.

RESEARCH

Start your research on the Library's homepage: myucwest.ca/library
From this page you can search the Library's databases to find books, eBooks, articles, journals, magazines, newspapers, reports, and much more.

Research Help

A librarian is available to help you at the Reference Desk. If you need help with research, stop by the library anytime or get in touch with us via the Library's website.



Appointment with a Librarian

If you need in-depth assistance with your research, you can schedule a 30-minute appointment with a librarian to get personalized support. You can make an appointment by phone, email, or in person.

UCW Library Contact

ucwlibrary@ucanwest.ca

604.915.9607 Ext. 2201

Monday to Friday, 8 am to 9 pm

Saturday, 9 am to 5 pm

AskAway

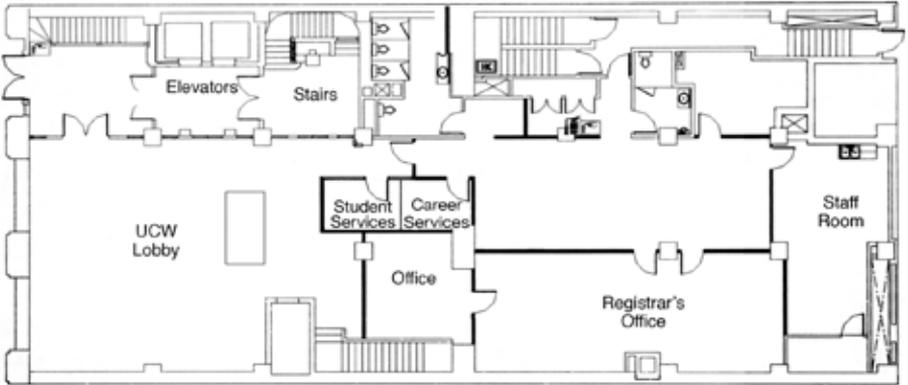
The Library also offers the AskAway live virtual reference chat service. With this service, you can ask a reference librarian questions and get answers in real time. Use the AskAway widget on the UCW Library page to get started.

CAMPUS MAPS

UCW West Pender Campus – 626 West Pender Street

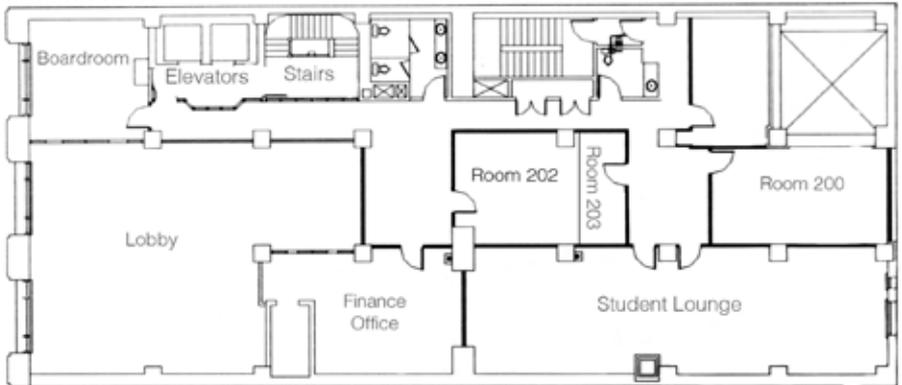
First floor

West Pender Street



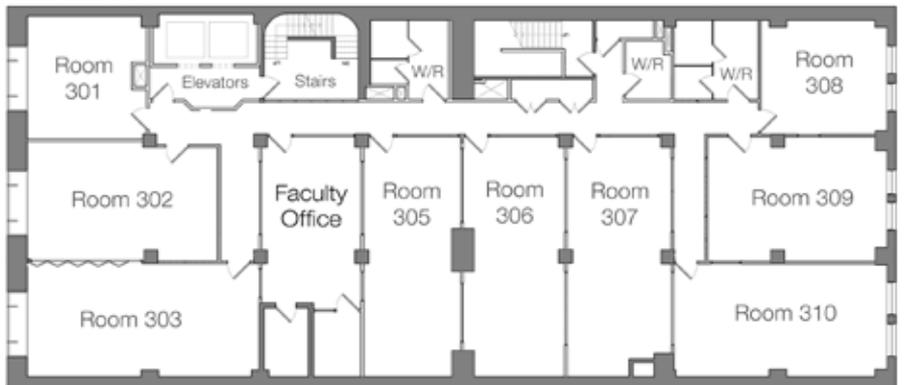
Second floor

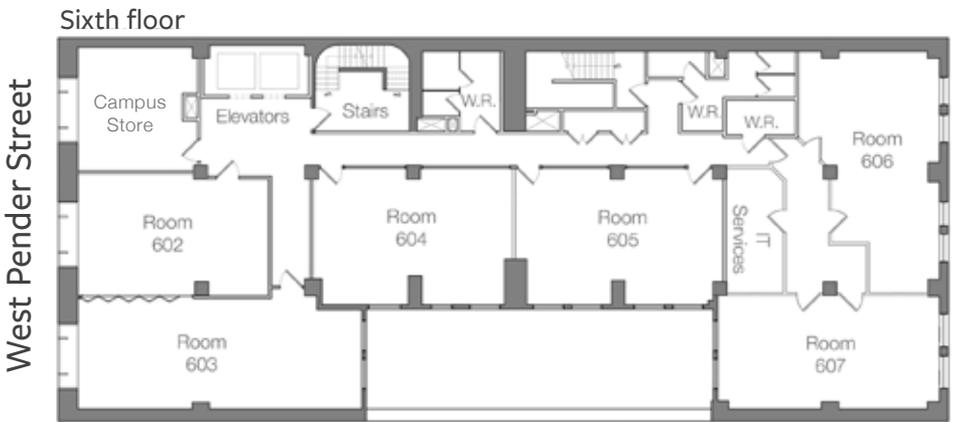
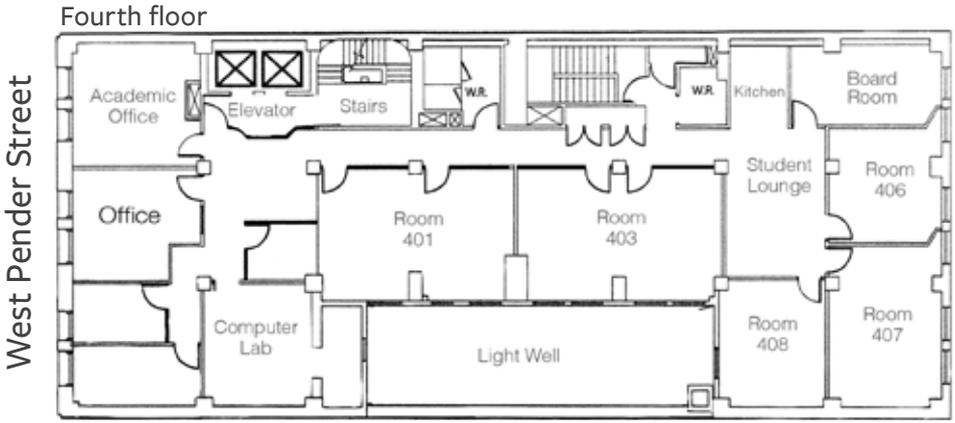
West Pender Street



Third floor

West Pender Street





UCW Vancouver House – 1461 & 1462 Granville Street



University Canada West is expanding into one of the highest profile developments in Vancouver’s recent history. UCW is set to move into Vancouver House, the globally recognized project designed by architect Bjarke Ingels of BIG in 2020.

Vancouver House is the catalyst for the complete reimagining of the surrounding neighbourhood, to create a new community called the Beach District.

UCW Vancouver House will be one of the anchors of this new community, comprising over 90,000 sq. ft. of space in two of the podium buildings, which are currently under construction. Downtown, between the West End and Yaletown, steps from Sunset Beach, English Bay and Vancouver’s 28 kilometre Seawall, the world’s longest uninterrupted waterfront path, UCW Vancouver House will feature ocean views, greenspace and all of Vancouver’s urban amenities.

UCW Vancouver House will be able to accommodate more than 3,400 students, and the university will continue to operate at the West Pender Campus, as University Canada West continues to expand.

University Campus Locations

UCW West Pender Campus

Suite 100 – 626 West Pender Street

Vancouver, BC V6B 1V9

UCW Vancouver House Campus

1461 & 1462 Granville Street

Vancouver, BC V6Z 2V3

+1-604-915-9607

info@ucanwest.ca

ucanwest.ca



University Canada West is part of
the GUS network of Institutions