



THOMPSON RIVERS  UNIVERSITY

Student Handbook



TRU *story:* **Stephanie combined credit from other institutions to help her complete her degree through Open Learning.**

Ninety percent of TRU-OL program students applied previous credit from education, work and life experiences to accelerate their educational progress. We believe all learning is relevant.

More about Stephanie and other stories at www.truopen.ca/truestory

Thompson Rivers University (TRU) is a public institution and a member of the Association of Universities and Colleges of Canada (AUCC).

The Open Learning Division of TRU operates in collaboration with BC Campus and other educational institutions as well as professional, industry and business associations.

The Thompson Rivers University, Open Learning (TRU-OL) Student Handbook provides an informal overview of TRU-OL's student administrative processes.

Refer to the TRU-OL website for full policies and procedures or contact Student Services for print copies of current policies and procedures.

Information on the TRU-OL website supersedes and takes precedence over information published in this handbook. While every effort has been made to ensure accuracy, the content of this handbook is subject to alteration or amendment without prior notice.

Visit Us Online at: www.truopen.ca

Please check back frequently for important student updates and changes.

Welcome

The Thompson Rivers University, Open Learning (TRU-OL) Student Handbook is provided to TRU-OL registered students as an overview of the procedures associated with taking independent-study courses delivered by TRU-OL or by consortium institutions Simon Fraser University (SFU) and the University of Victoria (UVic).

Students are subject to the academic regulations of the institution through which each course is taken, as well as to overall regulations established by TRU-OL. In the absence of other regulations, those of Thompson Rivers University may apply.

Please review the information in this handbook and refer to the TRU-OL website for detailed information about policies and procedures. Students are responsible for following the full academic procedures and policies of TRU-OL and should refer to the academic calendar on the website for more information. Contact Student Services for any additional assistance you may require.

Frequently asked questions and answers about policies and procedures are provided on the TRU-OL website.

History

The Open Learning Division of Thompson Rivers University (TRU) has a rich legacy of providing open and distance education to students nationwide.

This legacy began in 1978 when the Open Learning Institute (OLI) was founded as a non-profit, fully accredited institution by the provincial government. In 1988, OLI combined with the Knowledge Network to form the Open Learning Agency, of which the British Columbia Open University (BCOU) was a division.

In April 2005, the Government of British Columbia officially launched TRU in Kamloops, BC. TRU was created by granting full university status to the former University College of the Cariboo (UCC). As part of the new University, all programs and courses of the former BCOU became part of TRU under the Open Learning Division.

The Open Learning Division currently operates out of the BC Centre for Open Learning located on the Kamloops campus.

Contents

Contacts & Student Services	2
Getting Started	4
Cancelling or Withdrawing	6
Assignments	7
Course Completion	8
Examinations	9
Student Conduct, Grades, Records	12
Other Services for Students	14
Educational Planning	17
Index	18
TRU-OL Student Forms	20

TRU-OL will assist students with any questions or problems that may arise concerning the interpretation of academic regulations. However, students are responsible for ensuring that their academic programs meet the regulations of a particular institution in all respects. Therefore, students are responsible for their academic and financial choices, including registering in appropriate courses, completing courses and/or programs, or cancelling or withdrawing from courses and/or programs, as per their choice.

TRU-OL Contacts & Student Services

Thompson Rivers University, Open Learning
BC Centre for Open Learning, 4th Floor
900 McGill Road, Kamloops
British Columbia, Canada V2C 0C8
www.truopen.ca

Online Student Services

Access Your Student Record on myTRU

Log in using your student number and password. Select the "OL Student" tab. Contact IT Services if you forget your password.

- Update your personal data (address, phone number, email address, etc.).
- View your assignment marks and final grades, order transcripts and access many other services.

Access Forms on myTRU or at www.truopen.ca (Student Services section)

Submit secure online forms or use the PDF version:

Academic Appeal
Application for Graduation
Applications for Financial Aid
Cancellation/Withdrawal Request
CIN Exam Application
Course Extension Request
Course Registration
Exam Change Request
Fee Waiver/Medical and Exceptional Withdrawal Request
Information Request
Information Update
Letter of Permission Request
Program Admission
Self-Introduction to Open Learning Faculty Member
Statement of Presiding Supervisor
Supervised Exam Application
Transcript Request

Register for Courses on myTRU or at www.truopen.ca

Register online with American Express, MasterCard or Visa.

Access Answers at www.truopen.ca

Search FAQ's in the Student Services section, by category and keyword for answers to frequently asked questions about TRU-OL.

Student Services

- Enrolment Services.
- Help with course selection and registration.
- English and mathematics placement tests.
- Information about programs, admission, applications and transfer credit.
- Referral for detailed program planning assistance.
- Course information sheets, forms, TRU-OL calendar, course availability and fees information.
- Change of name, address or phone number.
- Assistance with course materials.
- Cancellation of course registration, withdrawal from a course, course extension.
- Official transcripts.
- Tax receipts and course fees receipts.
- Help with myTRU login problems.

Web: www.truopen.ca

Email: student@tru.ca

Phone: 1.800.663.9711 (toll-free in Canada)
250.852.7000 (Kamloops and International)

Fax: 250.852.6405

Examinations

- Examination scheduling.
- Changes in examination arrangements.

Email: exams@tru.ca

Phone: 1.800.663.9711 (toll-free in Canada)
250.852.7000 (Kamloops and International)

Fax: 250.852.6401

Disability Services

Visit www.tru.ca/distance/services/disabilities.html for more information on the services available to students with disabilities.

Email: dso@tru.ca

Phone: 1.888.828.6644 (toll-free in Canada)
250.828.5023 (Kamloops and International)

Fax: 250.371.5772

Student Awards & Financial Support

- Government loans and grants for full-time students.
- Help with student loan appeals and reassessment.
- Institutional grants for single parents who are full-time students.
- Need-based bursaries and grants for part-time students.
- Annual awards and medals.

Email: olfinaid@tru.ca

Phone: 1.800.663.9711 (toll-free in Canada)
250.852.6802 (Kamloops and International)

TRU Library Services

- Research and reference assistance and access to all TRU Library's online resources.
- Book/video loans and photocopies of journal articles.
- Delivery of library materials to home or workplace.

Web: www.tru.ca/library/distance.html

Email: distancelib@tru.ca

Phone: 1.800.663.1699 (toll-free in Canada)
250.852.6402 (Kamloops and International)

Fax: 250.828.5313

TRU Campus Library addresses and hours are available at www.tru.ca/library/about_us.html.

IT Service Desk

- Help with problems logging into myTRU and Blackboard.
- Help with myTRU and Blackboard features.

Email: ITServiceDesk@tru.ca

Phone: 1.888.852.8533 (toll-free in Canada)
250.852.6800 (Kamloops and International)

TRU-OL Office of the Registrar

- Student Services feedback.
- Academic appeals.
- Special requests.
- Student conduct.

Email: olregistrar@tru.ca

Fax: 250.852.6405

SFU & UVic Contacts

SFU Centre for Online and Distance Education

Web: <http://code.sfu.ca>

Email: codehelp@sfu.ca

Phone: 778.782.3524
1.800.663.1411 (toll-free in Canada)

UVic Distance Education Services

Web: <http://distance.uvic.ca>

Phone: 250.721.8471

TRU Alumni Association

Explore the benefits of the TRU Alumni Association

Web: www.tru.ca/alumni

Email: alumni@tru.ca

Getting Started

Things to Do First

- **Read the welcome message:**

TRU-OL Courses: Normally, your course details are available in your course shell within the Blackboard learning management system. Other information is available at myTRU or by contacting Student Services for specific details.

SFU or UVic Courses: When you register for courses offered through TRU-OL and delivered by SFU or UVic, TRU-OL sends you a welcome message via email confirming your registration. This letter contains information specific to the delivering institution, including contact information. You also receive a separate welcome letter from SFU or UVic with particular course details.

- **Check the materials in your course package against the packing list:**

TRU-OL Courses: Contact Student Services if an item is missing.

SFU or UVic Courses: Students registered in courses offered through TRU-OL and delivered by SFU or UVic will receive course materials, or ordering instructions, before the start of the session from the university delivering the course. If you have questions, contact the university delivering the course. Students registered in most UVic courses should contact their UVic program area for a course materials order form. Most required textbooks and materials are sold through the bookstore at the university delivering the course.

- **Read through this handbook:**

Refer to the TRU-OL website for detailed information about policies and procedures. Contact Student Services for more information.

- **Complete and submit the Self-Introduction to Open Learning Faculty Member form:**

The information you submit on the form helps your Open Learning Faculty Member get to know you and to assist you in your studies. The form is provided on the TRU-OL website and by Student Services.

- **Read the introduction to your course:**

It is typically called the Course Manual, Study Guide, Student Manual or Course Content Guide. Online and web course introductions are normally contained within the online course environment in the Blackboard learning management system.

TRU-OL Student Number

When you first register for a course offered by TRU-OL or are admitted to a program delivered by TRU-OL, you receive a permanent student number as your unique identification, which helps us serve you better. The number appears on your welcome message and emails, and can also be obtained from Student Services with appropriate identity verification.

- Include your student number on all forms and correspondence with TRU-OL and your Open Learning Faculty Member.
- Have your student number handy when you contact TRU-OL administrative staff or your Open Learning Faculty Member.

Not all students receive a welcome message via email when they register. Contact Student Services if you do not receive a welcome message via email or if you need your student number.

When To Start Your Course

Normally, you can and should start a print-based course as soon as you receive your course package. If you are registered in a paced online course delivered by TRU-OL you can start your course on the start date. You can begin your web-based course, which has continuous enrolment and no set start date, after 24 hours of your registration.

Most three-credit distance courses delivered by TRU-OL are 30 weeks in duration from the date of registration (except for full-time financial aid students). Your registration date for these continuous entry, self-paced courses is your official start date. Some courses have fixed start and end dates, with a shorter duration (10 – 16 weeks) and students are advised when scheduled events begin.

Normally, courses offered through TRU-OL and delivered by SFU or UVic have specific start and end dates. Details are provided in your SFU or UVic welcome letter.

Student Services:

www.truopen.ca
student@tru.ca

1.800.663.9711 (toll-free in Canada)
250.852.7000 (Kamloops and International)

How to Proceed with Your Course

- Set yourself a realistic schedule you are likely to follow that enables you to complete your course by your deadline date.
- Mark your deadlines and assignment due dates, if applicable, on your calendar.
- Your course materials provide advice on the best way to work through the course.
- Take advantage of your Open Learning Faculty Member's email contact and/or office hours to discuss course content.
- Refer to "Student Library Services" on pages 14–15 to find out how to access study resources.
- Contact Student Services if you have any administrative questions.

Open Learning Faculty Member Support for Courses Delivered by TRU-OL

Your welcome message or course shell in the Blackboard learning management system includes your Open Learning Faculty Member's name, address, office phone number, office hours and email address if applicable. (Group delivery students who have classroom sessions receive this information at their first class.)

You can usually contact your Open Learning Faculty Member by email, phone or regular mail, as stated in your course introduction details.

Within Canada, you may phone your Open Learning Faculty Member using toll-free numbers. If you are phoning from outside Canada, you are responsible for phone charges.

Contact Student Services if you need information about contacting your Open Learning Faculty Member or cannot reach your Open Learning Faculty Member.

Information about support for courses offered through TRU-OL and delivered by SFU or UVic is outlined in the SFU or UVic student handbooks and course welcome letters.

Questions about Course Content

Read the introduction to your course (Course Manual, Student Manual or Course Content Guide) to determine if your question is answered there. If you still have questions, contact your Open Learning Faculty Member.

If you are registered in a course offered through TRU-OL and delivered by SFU or UVic and you require more information about accessing online

courses, course content or delivery, contact the university delivering the course. Your welcome letter provides specific information, including contact numbers for your course.

Web-based Courses

When you register for a web-based course, delivered via the Blackboard learning management system or another medium, you receive an email with your course login information.

A number of services are available with web-based accounts, including a mailbox and access to an online community where you can meet and interact with fellow students. All registered TRU-OL students are eligible for these services.

- Students registered in web-based courses delivered by TRU-OL automatically receive an appropriate account in Blackboard and access to other course related tools.
- Other registered TRU-OL students can apply for a web-based account by contacting the IT Service Desk (see below).

Technical Assistance for Web-based Courses

Refer to the TRU-OL website for frequently asked questions and answers (FAQ) at www.truopen.ca or contact the IT Service Desk at:

ITServiceDesk@tru.ca

1.888.852.8533 (toll-free in Canada)

250.852.6800 (Kamloops and International)

Complete the Survey and Send Your Feedback

We are interested in your feedback. Please take the time to complete the course end survey that TRU-OL sends you after your course is finished. You may also provide us with your feedback at any time by email or regular mail.

Email: *student@tru.ca*

Mail:

Thompson Rivers University, Open Learning Student Services
BC Centre for Open Learning, 4th Floor
900 McGill Road, Kamloops
British Columbia, Canada V2C 0C8

Cancelling or Withdrawing

Information on this page is directed to students taking continuous entry, self-paced courses. Students taking paced courses receive information about alternative procedures.

Cancelling Your Registration or Withdrawing

Registering in a course delivered by TRU-OL is a serious commitment. If you are eligible, you may cancel your registration or withdraw from courses delivered by TRU-OL, SFU or UVic, but you should carefully consider the academic and financial consequences of this decision.

Financial aid students should note that cancelling a registration or withdrawing from a course may jeopardize current funding and eligibility for future funding.

Cancelling Your Registration

- Refer to the TRU-OL website for policies and procedures.
- If you have submitted assignments, you are no longer eligible to cancel your registration.
- Complete and submit a Cancellation/Withdrawal Request form, available on myTRU and from www.truopen.ca, within the eligible period stated in your welcome letter or in your course introduction details. Contact Student Services in order to verify any details or important dates.

Withdrawing From Your Course

- Refer to the TRU-OL website for policies and procedures.
- Complete and submit a Cancellation/Withdrawal Request form, available on myTRU or from Student Services, within the eligible period stated in your welcome letter or in your course introduction details.

Student Services:

www.truopen.ca
student@tru.ca

1.800.663.9711 (toll-free in Canada)
250.852.7000 (Kamloops and International)

Courses Delivered by TRU-OL

Eligible Refunds:

- The course administration and technology fees are not refundable.
- If you submit your request to cancel your registration by the cancellation deadline and are eligible to cancel, you receive a 100% refund of tuition fees.
- If you withdraw from a course, you do not receive a refund of tuition fees.

Course Materials Fees Refund:

Students may return course materials for refund considerations, typically within the course cancellation period, but returns may also be made outside of that period. Please refer to the full details on the TRU-OL website or contact Student Services.

Courses Delivered by SFU or UVic

Course Materials Fees Refund:

- To receive a refund for SFU course materials, return all materials to SFU with a note indicating your name, TRU-OL student number and the reason for the return.
- To receive a refund for UVic course materials, contact the UVic department associated with your course.

Note: Details are provided in the delivering institution's welcome letter.

Assignments

This page is directed to students taking courses delivered by TRU-OL. Your course materials or Open Learning Faculty Member may provide additional information.

If you are registered in a course offered through TRU-OL and delivered by SFU or UVic, refer to your course materials for information about submitting assignments. For information about resubmitting assignments, contact SFU or UVic directly.

How to Submit Assignments on the Web

- Refer to instructions for submitting assignments after you log in to your course on the web.
- Submit assignments electronically if asked to do so; otherwise, send them by regular mail.
- Always keep an electronic copy in case your transmission is lost or corrupted.

How to Submit Assignments by Mail

- Complete and attach an Open Learning Faculty Member Marked Assignment form to your assignment (your course package includes one form for each assignment). Complete all student information, especially your name and address on the back of the white copy.
- Always keep a copy of each assignment you send in case the original gets lost in the mail.
- Mail the assignment to your Open Learning Faculty Member's address. Please respect Open Learning Faculty Member's privacy and do not drop assignments off in person at their home.

Addressing Envelopes and Packages

- Print your address at the top left-hand corner.
- Print your Open Learning Faculty Member's address at the centre of the envelope or package.
- Put sufficient postage at the top right-hand corner.

Your Name Street Address Town/City, Province Postal Code	Postage
Your Open Learning Faculty Member's Name Street Address Town/City, Province Postal Code	

When to Submit Assignments

The suggested dates to submit assignments for courses delivered by TRU-OL are stated in your course materials.

- Submit each assignment as soon as you complete it. By submitting assignments one at a time, you receive feedback about your work, allowing your Open Learning Faculty Member to guide your progress. Although assignments are accepted in any order, it is best to submit them in sequence before you write your final examination.
- There may be deadlines to submit assignments. Refer to your course materials or ask your Open Learning Faculty Member.
- If you are registered in courses offered through TRU-OL and delivered by SFU or UVic, refer to your course materials or ask your Open Learning Faculty Member about submitting assignments.

Resubmitting Assignments

In some unusual circumstances your Open Learning Faculty Member may ask you to resubmit an assignment. If you are repeating a course, students normally submit alternative assignments, but you may discuss this with your Open Learning Faculty Member. Note that it is possible that your Open Learning Faculty Member may not be the same as the one you had for your first registration.

Contact Student Services for more information.

Course Completion

Course Completion Date

TRU-OL offers a variety of delivery formats and as such, course completion periods vary. The date your course is to be completed is stated in your welcome message.

Exception: If you are a full-time financial aid student, your Study Contract with the Financial Aid and Awards Office specifies your required completion date.

Course completion information for courses offered through TRU-OL and delivered by SFU or UVic is sent to you by the university delivering the course. Note the assignment deadlines and examination application deadlines.

Contact Student Services for more information.

Course Extension

If you require additional time beyond the normal course completion date, you may request an extension for courses that are eligible to be extended. Most continuous entry, self-paced courses are eligible for one extension. Paced, on-site, online paced, labs and other selected course are not eligible to be extended. Refer to the TRU-OL website or contact Student Services for the most up-to-date information on extension eligibility.

In order to qualify for an extension, you must have submitted at least one assignment, project or exam to your Open Learning Faculty Member. Refer to your welcome information or contact Student Services to confirm your course end date.

Note the following:

- You may not cancel your registration or withdraw from a course that has been extended.
- Extensions are included on your transcript.
- Full-time financial aid students should be aware that a course extension makes the course ineligible for student loan purposes, regardless of the mark obtained.
- Normally, SFU or UVic do not allow extensions. If you are registered in a course offered through TRU-OL and delivered by SFU or UVic, you most likely have to register for the course again if you are unable to complete it by the course end date. Contact SFU or UVic for confirmation. All course attempts are included on your transcript.

Repeating a Course

You may decide to repeat a course delivered by TRU-OL for the following reasons:

- You may not have completed the course and have used the allocated time, including an extension.
- You have failed the course.
- You would like to improve your grade.

In such circumstances, you are required to register in the course again (pay the tuition and course administration and technology fees; if the course has been revised, you must purchase any additional course materials required) and rewrite the examination. Examination marks are not carried forward from one registration to the next and assignments normally need to be resubmitted.

Each attempt at a course appears on your transcript. A third attempt at a course is subject to the submission of a detailed study plan and approval by TRU-OL.

Depending on course availability, repeating a course may not be an option for some students. Contact Student Services for more information.

To repeat a course offered through TRU-OL and delivered by SFU or UVic, you must pay the full fees, less the cost of current textbooks you still have. Contact TRU-OL Student Services for the exact fees.

Note that repeated courses for which assignments have been submitted, cannot be used to qualify for student loans.



Preparing for Your Supervised Examination

To prepare to write a supervised examination, you should complete your assignments in order and submit them to your Open Learning Faculty Member as you complete them (several weeks before the final examination). Normally, your course materials provide examination preparation advice and you may borrow helpful materials through the TRU Library. Contact your Open Learning Faculty Member for more advice.

Examinations

Information on pages 9 -11 is directed to students taking independent-study courses delivered by TRU-OL. Open Learning Faculty Members provide information about examination procedures for group delivery courses.

Students registered in courses offered through TRU-OL and delivered by SFU or UVic receive examination information from SFU or UVic. Supplemental examinations are not available for courses offered through TRU-OL and delivered by SFU or UVic.

Examination Requirement

Normally, students are required to write and pass an examination of some kind to receive credit for a course delivered by TRU-OL. Your Student Manual or Course Manual identifies the kind of examination you are required to take.

- Most courses have a supervised examination that students write in an examination session held in TRU-OL examination centres in BC, Canadian Invigilator Network centres in Canada, or other supervised location arranged by the student and approved by TRU-OL.
- Other courses have a project examination that students complete in their course completion time.

Examination Centres and Sessions

TRU-OL examination centres are listed on the Supervised Exam Application form. The form is available on myTRU and from Student Services. Canadian Invigilator Network (CIN) centres are listed on the TRU-OL website and are available from Student Services.

The permitted examination sessions are listed on the TRU-OL website. When completing your Supervised Exam Application form, select a session and a centre. TRU-OL assigns a date and time.

Most examinations are held on Saturdays or Sundays, at 9 am or 1 pm; some examinations are scheduled for weekdays. Not all possible examination times are available at each centre in each examination session. Other times may be scheduled by the facilitator for group delivery courses and in distance-education study centres.

Although TRU-OL considers and endeavours to accommodate special arrangements, TRU-OL does not provide examinations “on demand.”

Supervised Examination Application

If your course includes a supervised examination, you are required to apply in writing (faxes are accepted) or online by the applicable deadline. You are not required to apply if your course contains a project examination.

If you are taking more than one course, you may be required to write more than one examination on the same day. TRU-OL endeavours to minimize this type of examination scheduling.

Supervised examinations are not automatically scheduled. You are required to apply.

Application Procedures

- Refer to information about special examination arrangements on page 11.
- Select an examination session from the options given in your welcome letter before the application deadline. TRU-OL assigns the date and time within that session to write the examination.
- Select a TRU-OL examination centre location or CIN examination centre (refer to page 10).
- Complete the Supervised Exam Application form or CIN Exam Application form and submit it to the Examinations Department by the application deadline for the examination session you have selected. You may submit your application early. Forms are available on myTRU and from Student Services.

Note: You may choose to write your examination for a TRU-OL continuous registration course any time during the course completion period. However, if you fail your examination, the course is over—additional assignments will not be graded and Open Learning Faculty Member support will not be available.

Examinations

Supervised Examination Notification

Approximately 10–14 days before your selected examination session, you are sent an examination confirmation notice by mail that states the date, time and location of your examination.

You also receive a list of acceptable materials you may take to your examination session. Please read the list carefully. Taking unauthorized materials into an examination is considered academic dishonesty.

If you have not received your confirmation notice seven days before the examination session, contact the Examinations Department.

Late Application

Late examination applications are moved to the next examination session available within the duration of the course. In this case you are notified. If there are no examination sessions available during your remaining time, you may apply for a course extension (subject to eligibility; refer to page 8) in order to write your examination at a later date.

Changing Examination Centre

If you are unable to write the examination at the centre you selected, you may request a change of examination centre.

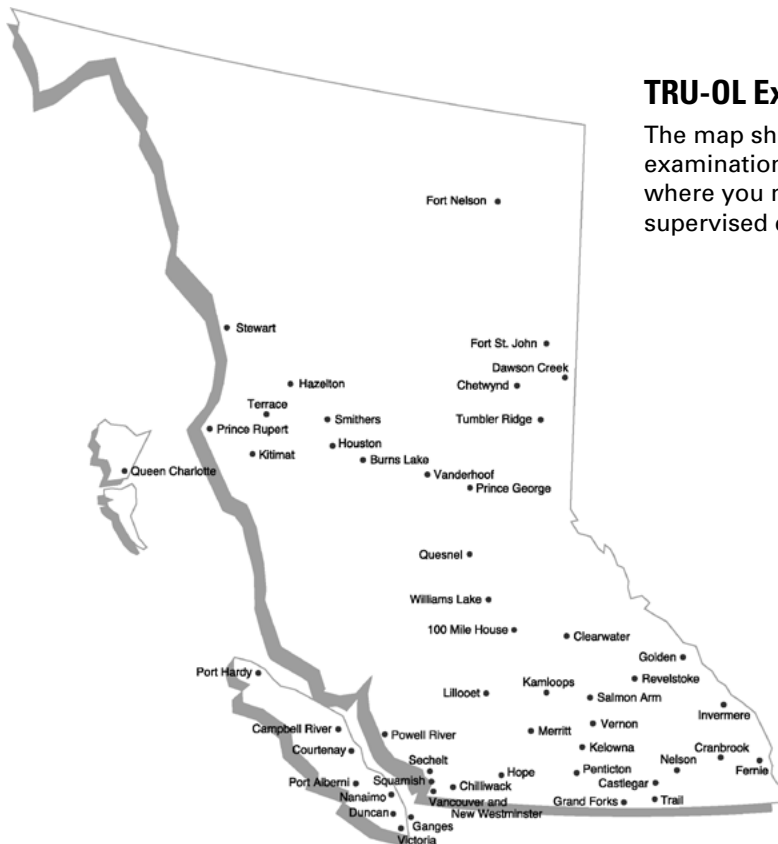
- Complete and submit the Exam Change Request form. The form is available on myTRU and from Student Services.

Changing Examination Session

If you are unable to write the examination in your examination session because of unplanned conflicts or illness, contact the Examinations Department. Supporting documentation will be required. If you are in a group delivery course or a distance education study centre, contact your facilitator.

You may reschedule your examination if there is a session available before your course completion date.

- Complete and submit the Exam Change Request form by the deadline date of the examination session requested. The form is available on myTRU and from Student Services.



TRU-OL Examination Centres

The map shows the locations of TRU-OL examination centres at schools or colleges where you may choose to write your supervised examination.



TRU-OL Supervised Examinations

Specific [examination session dates and application deadlines](#) are assigned to each course. Refer to the [TRU-OL website](#) for more information regarding which dates apply to you.

Rewriting Examinations

Refer to information about repeating a course on page 8.

If you fail your examination, the course is over—additional assignments will not be graded and Open Learning Faculty Member support will not be available. You may not use a course extension to write the examination again.

You must register for the course again. Refer to the TRU-OL website or calendar for details.

Your original final grade and second final grade appear on your transcript, but you receive credit only once.

The option of repeating a course, including writing the examination again, is not always possible for all courses. Contact Student Services for information.

Special Examination Arrangements

Special arrangements are available if you cannot write the examination at a centre in BC or at a Canadian Invigilator Network centre for any of the following reasons:

- You have special accommodations.
- The closest examination centre is more than 100 km from your home.
- You are approved to write outside the examination session dates.
- You are incarcerated.

Application Procedures for Special Arrangements

- Refer to the TRU-OL website for policies and full details of procedures.
- If you require special arrangements for your examination because of a disability and did not make the request when registering, contact the Disability Services Department immediately (refer to page 2). Late arrangements and an alternate examination session may be possible or a paid extension may be necessary.
- Complete the Statement of Presiding Supervisor form with the supervisor you have selected and submit the form to the Examinations Department by the examination application deadline date. The form is available on myTRU and from Student Services.
- If TRU-OL approves your invigilator proposal, TRU-OL sends the examination to your approved supervisor two weeks before the examination session dates.

Challenge Examinations

Challenge examinations are available as part of prior learning assessment and recognition (PLAR) only to students admitted to programs offered through TRU-OL.

Refer to the TRU-OL website for more information or contact Student Services.

Student Conduct, Grades, Records

Plagiarism

Plagiarism occurs when you:

- Present someone else's exact words (e.g. direct quotations) or ideas as though they are your own.
- Paraphrase without acknowledging the source.
- Do not acknowledge the source of facts that do not belong to general knowledge.

To avoid plagiarism:

Use your own words and give credit to all sources from which you quote directly or borrow ideas. Acknowledging sources correctly is an important academic skill. Some courses delivered by TRU-OL and various library resources contain information about how to identify your sources.

Penalties for plagiarism include:

- Mark of zero (0) on your assignment.
- Fail (F) grade for the course and the possibility of a more serious consequence.

If you are charged with plagiarism by your Open Learning Faculty Member, you will receive notice in writing. Refer to the TRU-OL website or calendar for student conduct policies.

Review of Assignment Marks: Courses Delivered by TRU-OL

If you disagree with an assignment mark, discuss the mark with your Open Learning Faculty Member as soon as possible. Review of assignment marks is at your Open Learning Faculty Member's discretion.

The next step of a review, if desired, is with the academic administrator responsible for your course. Student Services can provide contact information.

Refer to Student Concerns on page 13.

Final Grade Assessment

The institution delivering your course calculates final grades.

Courses Delivered by TRU-OL

Normally, your final letter grade is calculated as a weighted average of your coursework marks (e.g. assignments, examinations or projects).

- TRU-OL recommends that you complete all assignments to achieve the learning outcomes for the course and to prepare for the final examination.
- If you complete some of your coursework but do not complete all your mandatory coursework by your course completion date, you are assigned a grade of "DNC" (Did Not Complete).
- If you fail a final examination, the course is over—further Open Learning Faculty Member support will not be available and your final grade will be assigned.

Information on mandatory coursework and weightings is available in your course package, online or from your Open Learning Faculty Member. Refer to the TRU-OL website or calendar for grading policies.

Courses Offered Through TRU-OL and Delivered by SFU or UVic

TRU-OL does not receive or record assignment marks from the delivering institution, only the final grade. Contact the institution if you require information about how your final grade is assessed.

Respectful Workplace and Harassment Prevention Policy

TRU promotes teaching, scholarship and research, and the free and critical discussion of ideas. The University is committed to providing a working and learning environment that allows for the full and free participation of all members of the University community.

Refer to the TRU website for the complete [Respectful Workplace and Harassment Prevention Policy BRD 17.0](#).

Final Grade Available on myTRU

- You may view your assignment marks, examination mark and final letter grade on myTRU for courses delivered by TRU-OL.
- If you are taking a course offered through TRU-OL and delivered by SFU or UVic, your final grade is recorded on your TRU student permanent record (transcript).
- Final grades are noted on myTRU as soon as they are available.
- You may order official transcripts on myTRU for a fee per request.

Log in using your student number and password. If you forget your password contact the IT Service Desk.

Student Concerns

If you have a concern about a particular course, assignment mark or Open Learning Faculty Member, the first step should be to discuss the issue with the Open Learning Faculty Member. If the issue is not resolved or is such that you do not wish to approach the Open Learning Faculty Member, you should send an email to deliverysupport@tru.ca outlining your issue in as much detail as possible. This department will follow up with you directly after review of the email.

Academic Appeals: Courses Delivered by TRU-OL

You may submit an Academic Appeal if you believe that you were assigned an incorrect grade or have a concern about your Open Learning Faculty Member. Before this process, ensure that you have discussed your issue with your Open Learning Faculty Member or have emailed deliverysupport@tru.ca.

If, after going through the previous steps, you feel that your issue has not been resolved, then the next step is to access the Academic Appeals form on the TRU-OL website or by contacting Student Services. The Academic Appeals form will guide you through the steps of the appeals process and will aid in resolving your issue informally prior to the formal Academic Appeals process.

This form also provides information on how to submit your appeal to the Office of Student Affairs.

The Office of Student Affairs must receive your written request for a formal review within 30 calendar days of the date your final grade was mailed to you.

A fee is charged for making a formal review, which is refunded if the review is successful (that is, your letter grade is changed to a higher letter grade).

For more information, refer to the TRU-OL website or calendar or contact Student Services.

Transcripts

You may order official transcripts online on myTRU or complete and submit the Transcript Request form. The form is available on myTRU and online.

Tax Receipts

Tax receipts (T2202A forms) can be downloaded through myTRU. Look for the "My Academic Record" section in myTRU to download your tax form. Review your T2202A prior to completing your tax return so that any possible discrepancies can be resolved before the filing deadline. Tax forms will be available to view by the end of February.

Email olrecords@tru.ca if the amount on your T2202A is not what you were expecting.

Tuition fees for courses spanning one calendar year to the next are prorated to each applicable year.

Transferring Credits Gained Through TRU-OL to Other Institutions

Normally, credits you earn with TRU-OL can be transferred to other institutions. Check with the other institution about its policies on transfer credit and refer to admissions and transfer information on the web at www.bccat.bc.ca. Other institutions may limit the number of credits you may transfer.

Protection of Privacy

The information you provide to TRU-OL that is placed into your student record is protected, used and disclosed in compliance with BC's Freedom of Information and Protection of Privacy Act. Information collected is used for admission, registration, educational research and other purposes consistent with TRU-OL's mandate.

Refer to the TRU-OL website or calendar for the "Release of Student Information" policy or contact Student Services.

Other Services for Students

TRU Library Services

TRU Library provides the following services and resources to all students registered in courses delivered by TRU-OL:

- Research assistance, personalized database instruction and general information about library use.
- Access to all TRU Library's online resources (e.g. library catalogue and article databases).
- Loan of any circulating item in the TRU Library collection.
- Photocopies of periodical articles from the TRU Library collection.
- Delivery of library materials (e.g. articles, books and videos) to your home or workplace via Priority Post.
- Interlibrary loan service for items that are not in the TRU Library collection.
- Alternate formats such as talking books, e-text and Braille materials for students with disabilities. Students registered in TRU-OL courses delivered by SFU or UVic receive library services from those institutions.

TRU Distance, Regional and Open Learning Library Services

www.tru.ca/library/distance.html

distancelib@tru.ca

1.800.663.1699 (toll-free in Canada)

250.852.6402 (Kamloops and International)

250.828.5313 (fax)

TRU Campus Library addresses and hours:

www.tru.ca/library/about_us.html

Reference and Research Assistance

Many courses suggest or require that you research a subject or access specific information resources. Accessing information can also expand your understanding of the course and provide you with information literacy skills. Library staff will discuss your information needs with you and assist you in determining and locating information by helping you to select the most relevant search tools and to refine your research techniques to get the most out of your searches. Remember that you do not need to know an exact title, only the kind of information you are seeking. Reference assistance is available via email, phone or in person at the TRU campus library.

Obtaining Library Services and Resources

Requests for information and resources may be made by online form, email, phone, fax or in person at either TRU campus library. Please include your TRU-OL student number and course name/number with your request. Online forms are available at www.tru.ca/library/distance/forms.html.

In Person at a TRU Library

Students registered in courses delivered by TRU-OL are encouraged to come to the TRU campus libraries, where reference staff can assist you with your research.

In Person at Other University Libraries

The TRU Library participates in the Canadian University Reciprocal Borrowing Agreement, which extends in-person borrowing privileges to students at most Canadian university libraries. If you plan to use another Canadian university library (such as SFU, UBC or UVic) and would like to borrow any of their materials, contact the TRU Library to obtain a "COPPUL Card."



www.tru.ca/library/distance.html

For more information about TRU Distance, Regional, and Open Learning Library Services or to request materials or assistance, refer to the above website.

Delivery of Library Resources

Students may receive materials by Canada Post Priority courier, fax or in person at either TRU campus library. Materials from the TRU Library collection are sent within two working days. Resources ordered from other libraries through interlibrary loan take longer to acquire. Length of time for receipt of materials varies, depending on your location. Allow yourself ample time when requesting materials.

Loans Policies

- TRU-OL students have a four-week loan period for books from the TRU Library collection to allow for transit times. Videos are loaned for two weeks. TRU Library items may be renewed three times, unless a hold has been placed. To renew items, click on “Renew Library Items” on the TRU Library website.
- Overdue fines of \$0.50 per day for books, \$1 per day for videos and \$2 per day for interlibrary loans are applied to all materials that are not returned to the TRU Library by the due date.
- If accrued fines reach \$10, library privileges (e.g. borrowing and searching licensed databases) will be suspended until your account is settled. In the case of damaged or lost books, you will be charged the cost of replacing the item plus a \$20 non-refundable processing fee.
- Books and videos sent to students residing in Canada can be returned at no cost to you by using the original packaging and the enclosed postage-paid return Priority Post courier slip. Materials may also be returned in person at either TRU campus library.
- Loan length for items acquired via interlibrary loans (ILL) is two weeks. There are no renewals available for these items. ILL books/videos cannot be sent outside North America.
- TRU Library sends due date reminder emails for items received, giving you ample time to renew or return TRU Library materials.
- Books/videos cannot be sent outside North America.
- TRU Library does not provide required textbooks.

Accessing Online Resources

Due to licensing agreements, access to most of the library’s online resources (e.g. article databases and e-books) is restricted to current TRU students, faculty and staff. To access these resources and to use TRU Library’s self-services (e.g. renewing books), you need to use your TRU Library number (student number) and PIN, your birth date (YYMMDD). Please contact TRU Library if you have questions about accessing online resources.

Finding Library Materials

TRU Library has a number of tools that you can use to help you locate information on a specific topic:

- Refer to the How Do I...? section of the library’s website for research tips, citation style guides and the library’s subject-specific Research Guides for recommended resources.
- Use one of the TRU Library’s Article Databases to find journal, magazine or newspaper articles.
- Search the TRU Library Catalogue to find TRU Library’s books, e-books, government documents, videos, etc.

Keys to Successful Library Research

1. Define your topic. Identify all possible keywords and related words.
2. Choose your research tools (e.g. library catalogue, article databases, statistical databases and Internet resources).
3. Search. Remember to use the word “and” between your keywords to connect concepts (e.g. advertising and children).
4. Evaluate your results. Too many results? Try adding more keywords (e.g. advertising and children and effect). Too few results? Try other combinations of keywords (e.g. advertising and youth).

Refer to tru.ca/library/pdf/research_flowchart.pdf.

Other Services for Students

Disability Services

Disability Services is committed to providing services and reasonable accommodations for students with disabilities, enabling them to integrate into the university and achieve their potential for success as self-directed, independent learners. Services and accommodations are tailored to students' individual needs based on their documentation and the functional impact of their disability. Services may include but are not limited to the following:

- Alternate-format texts.
- Accommodated examinations.
- Referrals for technical aids, adaptive technology and equipment.
- Assistance with applications for disability-related funding.

Students requesting accommodations or services are required to supply current documentation (not older than five years) of their medical condition/disability. Acceptable documentation must be obtained from certified medical doctors who have specific training, expertise and experience in the diagnosis of conditions for which accommodation is being requested and must speak to the functional impact of the disability. Students are required to contact the Disability Services Department to self-identify and indicate their intention to register a minimum of 12 weeks before the start date of their intended course in order to determine eligibility.

For more information, contact the Disability Services Department or refer to the website at www.tru.ca/distance/services/disabilities.html.

How to Obtain Assistance

Contact Disability Services:

dso@tru.ca

1.888.828.6644 (toll-free in Canada)
250.828.5023 (Kamloops and International)
250.371.5772 (fax)

TRU Wellness Centre

Learn how to manage stress and eat well while managing your busy schedule. One-on-one consultation is available to students.

tru.ca/wellness

250.828.5010 (Kamloops and International)

Student Awards & Financial Support

If you have financial need and are enrolled in full-time study (nine new credits with the same start date, completed over four months), you may apply for government student loans and grants to pay for both educational costs and living expenses.

Loans remain interest-free during periods of full-time study, but repayment begins six months after your study period end date. Some additional grant assistance may be available from TRU-OL for high-need single parents who are full-time students.

If you have financial need and are enrolled in part-time study (less than nine credits), you may apply for one of five different grants and bursaries using Student Aid BC's Part-time Studies Application (by completing the form, you will automatically be considered for all bursaries and grants). This assistance is completely non-repayable and primarily covers education related costs and, in some cases, small miscellaneous and childcare allowances.

How to Apply for Financial Aid

You may apply online at www.studentaidbc.ca for full-time assistance.

Student Aid BC's Part-time Studies applications are available on the TRU-OL website.

For more information about financial aid and awards, refer to the TRU-OL website or contact:

Student Awards & Financial Support

www.truopen.ca

olfinaid@tru.ca

1.800.663.9711 ext. 2 (toll-free in Canada)
250.852.6802 (Kamloops and International)
250.371.5668 (fax)

Personal Counselling

Providing students with short-term individual counselling that is focused on finding solutions and taking action against problems. Personal Counselling can assist you in helping increase mental clarity, relaxation skills, emotional regulation and personal boundary setting.

tru.ca/counselling/personal

250.828.5023

Educational Planning

Choosing Courses and Programs

Advisors can help you choose a course or program to meet your educational goals. They can answer questions about:

- Course selection, course sequencing and program planning.
- Prerequisites and entrance requirements to specific programs.
- Transfer credit, challenge credit, assessment for credit of informal learning.

Contact Student Services to speak to a general advisor or to be referred to a specialized advisor for more detailed program planning assistance.

Note: Registration for courses offered through TRU-OL and delivered by SFU or UVic does not guarantee admission to SFU or UVic. If you are admitted at a later date to SFU or UVic, the courses delivered by TRU-OL you take are treated as transfer credit where appropriate.

TRU-OL Website and Calendar Resources

Detailed information about courses and programs offered through TRU-OL is provided on the TRU-OL website at www.truopen.ca and in the print calendar, which can be ordered on the website or by contacting Student Services.

Information is provided on the TRU-OL website at www.truopen.ca/services/resources.html to help students start and continue successfully as distance learners.

As TRU evolves, changes to courses and procedures will be noted on the TRU and TRU-OL websites.

Student Services

www.truopen.ca
student@tru.ca

1.800.663.9711 (toll-free in Canada)
250.852.7000 (Kamloops and International)

Applying for Program Admission

If you plan to complete a TRU credential offered through the Open Learning Division, you must complete and submit the Program Admission form. The form is available on myTRU and online.

A program plan fee is charged when applying for admission to most TRU-OL programs.

You do not have to declare a program to take courses from TRU-OL. You may choose a program later in your studies or apply for program admission when required. If you would like to discuss program choices, contact Student Services.

You may also take courses for transfer to a program at another institution. It is advisable to obtain a Letter of Permission from that institution. TRU-OL does not require a copy of this letter.

Contact Student Services for more information.

Transferring Credits to TRU-OL

You may complete programs delivered by TRU-OL by using formal credits you have obtained from other recognized educational institutions. You may also be eligible for credit based on an assessment of non-formal or prior learning toward a TRU credential.

Contact Student Services to discuss the procedures and your program goals.

Complete and submit a Program Admission form including the fee and official transcripts from all post-secondary institutions you have attended. The form is available on myTRU and from Student Services. For more information refer to the TRU-OL website or calendar.

Normally, once you are enrolled in a program delivered by TRU-OL you should discuss course choices with your program advisor and obtain a Letter of Permission in order to take subsequent courses at another institution for transfer to the program delivered by TRU-OL. Complete and submit the Letter of Permission Request form. The form is available on myTRU and from Student Services.

Index

A

- academic regulations, 1
- addressing envelopes and packages, 7
- admission, 13, 17. See also transfer credit
- advisors, 17
- appeals, 3, 12, 13
- assignments, 7
 - and extension, repeat registration, 8

B

- Blackboard, 3, 5

C

- cancelling registration, 3, 6
- challenge examination, 11
- change of name, address, phone, 2, 13
- contacts, 2–3
- course. See also group delivery
 - calendar, 17
 - challenge, 11
 - completion deadlines, 8
 - content, 5
 - end date, 4
 - end survey, 5
 - extension, 8
 - materials, 4, 5, 6, 7
 - package, 4
 - registration cancellation, 3, 6
 - repeating, 8
 - selection, 2, 17
 - start date, 4
 - web-based, 4, 5, 7
 - withdrawing from, 3, 6
- credential, completing, 17
- credit transfer, 2, 17

D

- disability services, 3, 11, 16

E

- enrolment services, 2, 17
- examination, 9–11
 - application deadlines, 10
 - applying to write, 9–11
 - centres, 9, 10
 - challenge, 11
 - changing centre, session, 10

- dates, 11
- grade appeal, 13
- locations, 9, 10
- other institutions, 9
- preparation for, 8
- project, 9
- requirement, 9
- rewriting, 11
- scheduling, 9–11, 16
- special arrangements, 11, 16
- supervised, 9–11
- supplemental, 9, 11
- extension
 - and examination, 11
 - course, 8

F

- FAQ (frequently asked questions), 1, 2, 5
- forms
 - Application for Graduation, 2, 20
 - Applications for Financial Assistance, 2, 16, 20
 - Cancellation/Withdrawal Request, 2, 6, 20
 - CIN Exam Application, 2, 9, 20
 - Course Extension Request, 2, 8, 20
 - Course Registration, 2, 20
 - Exam Change Request, 2, 10, 20
 - Information Request/Update, 2, 13, 20
 - Letter of Permission Request, 2, 17, 20
 - Notification of Disability, 2, 16, 20
 - Open Learning Faculty Member Marked Assignment, 7
 - Program Admission, 2, 17, 20
 - Self-Introduction to Open Learning Faculty Member, 2, 4, 20
 - Statement of Presiding Supervisor, 2, 11, 20
 - Supervised Exam Application, 2, 9, 20
 - Transcript Request, 2, 13, 20

G

- grade appeal, 3, 13
- grades, 9, 12, 13
- group delivery, 4, 6, 8, 9, 10, 11

-
- I**
—
- inability to complete course, 8
 - incarceration, 11
 - income tax receipts. *See* tax receipts
 - incomplete grade, 12
 - independent study, 1, 6, 9
 - IT Service Desk, 3, 5
- L**
—
- Letter of Permission, 2, 17, 20
 - library services, 3, 14–15
 - loans, 3, 16
- M**
—
- materials, course, 4, 5, 6, 7
 - myTRU, 2, 13, 15
- N**
—
- notification of disability, 16
- O**
—
- office of the registrar, 3
 - online course. *See* web-based course
 - Open Learning Faculty Member, 7, 9
- P**
—
- plagiarism, 12
 - privacy, protection of, 13
 - program
 - admission to, 17
 - calendar, 17
 - planning of, 17
- R**
—
- records, 3, 13
 - refunds, 6
 - repeating a course, 8
 - returning equipment, materials, 7
- S**
—
- Simon Fraser University
 - contacts, 3
 - registration processes, 4, 5, 6, 7, 8, 9, 12, 13, 14, 17
 - student
 - concerns, 13
 - forms, 2, 20
 - number, 4
 - permanent record, 13. *See also* transcript
 - transcript
 - records, 3, 13
 - responsibility, 1
 - services, 2–3, 4, 5, 6–7, 14–16
 - Student Awards & Financial Support, 3, 16
 - survey, 8
 - tax receipts, 13
 - Thompson Rivers University (TRU)
 - about, 1
 - alumni association, 13
 - transcript, 3, 8, 11, 13, 17
 - transfer credit, 17
 - TRU, Open Learning
 - about, 1
 - calendar, 17
 - contacts, 2–3
 - University of Victoria
 - contacts, 3
 - registration processes, 4, 5, 6, 7, 8, 9, 12, 13, 14, 17
 - web-based course
 - assignments, 7
 - support, 4, 5
 - web resources, 7, 14–15, 17
 - welcome letter
 - contents, 4, 5
 - receipt of, 4
 - withdrawing from a course, 3, 6
- T**
—
- U**
—
- W**
—

TRU-OL Student Forms

The following student administrative forms are available at www.truopen.ca (Student Services section), on myTRU or from Student Services.

- Academic Appeal
- Application for Graduation
- Applications for Financial Aid
- Cancellation/Withdrawal Request
- CIN Exam Application
- Course Extension Request
- Course Registration
- Exam Change Request
- Fee Waiver/Medical and Exceptional Withdrawal Request
- Information Request/Update
- Letter of Permission Request
- Program Admission
- Self-Introduction to Open Learning Faculty Member
- Statement of Presiding Supervisor
- Supervised Exam Application
- Transcript Request



Portrait of a Distance Student

Flexibility Rules

We surveyed Thompson Rivers University, Open Learning students about their learning habits, and found that when it comes to distance education, the top thing they're looking for is choice about when, where and how they study.

The majority do coursework in the morning

42% identify the cottage as their dream study spot

DO IT YOUR WAY
Find out how at truopen.ca/yourway

35% are full-time students

28% listen to music while studying

65% are part-time students

The time students spend on coursework each week varies from 5-20 hours

Worker Bees

43% have children



39%

TRANSFERRED OR RECEIVED CREDIT FOR PRIOR LEARNING TO COMPLETE THEIR PROGRAM SOONER.

49% are employed full-time

26% are employed part-time

truopen.ca

THOMPSON RIVERS UNIVERSITY





- Please consider the environment before you print this booklet.
- Make it your choice to promote environmental responsibility by reusing or recycling.

THOMPSON RIVERS  UNIVERSITY

OPEN LEARNING

1.800.663.9711 | www.truopen.ca

900 McGill Road, Kamloops, British Columbia, V2C 0C8