

# START here

TRU 2022-2023



**THOMPSON  
RIVERS  
UNIVERSITY**  
TRU WORLD

**INTERNATIONAL  
STUDENT  
HANDBOOK**



## **Baihua Chadwick**

Vice-President International

On behalf of everyone at TRU World, welcome to Canada and to Thompson Rivers University.

You have made a brave choice to study away from home, and we are happy you chose TRU. Our International Student Advisors (ISAs), many of whom were once TRU students themselves, are ready and eager to assist you with any questions you have. Turn to your ISA when you need advice on any issue, from relationships to accommodation concerns to assistance with learning about Canadian culture.

You are here as an ambassador of your country. I encourage you to share your culture with others, and to learn about some of the many cultures we celebrate on campus. Education happens in more places than a classroom. We have students here from over 90 countries and regions; there is much we can learn from each other!

My sincerest wish for you is that you learn much, share much and enjoy your time with us. Once again, a warm welcome to Canada and to TRU.

Sincerely,

Baihua Chadwick

Get to know Canada Guide

[\*\*cic.gc.ca/english/newcomers/before-canada.asp\*\*](https://cic.gc.ca/english/newcomers/before-canada.asp)

Newcomers' Guide to BC

[\*\*welcomebc.ca/newcomers\\_guide/newcomerguide.aspx\*\*](https://welcomebc.ca/newcomers_guide/newcomerguide.aspx)

# PREPARE for Orientation



## Wifi Access

(Temporary for Orientation Days)

Network: **tru**

Guest User: **newstudent**

Guest Password: **Fall2022**

(case sensitive)

PREPARE FOR ORIENTATION | WIFI ACCESS | CAMPUS CARD

### Logging in to TRU's networks for new students

When you register for a program or a course, you will receive accounts for the TRU Network, WiFi, Outlook email, and Moodle.

Before logging in to any of these systems, you must reset your temporary password in the self-service password reset portal by visiting [myid.tru.ca](http://myid.tru.ca).

For assistance logging in to your accounts, please email [ITServiceDesk@tru.ca](mailto:ITServiceDesk@tru.ca)

### Student TRU Wireless

Log in:

- Username: your TRU ID (T00XXXXXX)
- Password will be reset upon first campus computer log in.
- Reset password: [myid.tru.ca](http://myid.tru.ca)

### What is myTRU?

One-stop access to TRU online services, where you can:

- Register for courses
- Check and print your schedules
- Access your financial information
- Check final grades
- View important campus announcements

To log in, visit [mytru.ca](http://mytru.ca)

### TRU Campus Card

Use your TRU Campus Card to:

- Access library services
- Obtain your TRUSU U-Pass (bus pass)
- Use as identification on campus
- Receive student discounts throughout Kamloops

To get your TRU Campus Card:

1. Send your photo to [selfie@tru.ca](mailto:selfie@tru.ca)
2. Receive a notification that your card is ready for pick up
3. Pick up your card from the TRUSU desk in the Campus Activity Centre

# INTERNATIONAL STUDENT ADVISORS (ISAs)

Our International Student Advisor (ISA) team is a multilingual group committed to helping students adjust to life in Canada and feel at home in Kamloops. They're available to provide you with personal assistance on various aspects of student life at TRU.

Make an appointment in advance or simply drop in for a visit. They're here to help you make the most of your time here.

International Student Advisors offer assistance with:

- ✓ Visa, study and work permit applications
- ✓ Medical insurance
- ✓ Housing
- ✓ TRU policies and procedures
- ✓ Referrals to academic support and liaise with faculty
- ✓ Day-to-day personal or social challenges
- ✓ Cultural adjustment

**When in doubt, contact your ISA**

**International Building, third floor**

**Monday to Friday, 8:30 a.m. – 4 p.m. 250-828-5191 | [ISA@tru.ca](mailto:ISA@tru.ca)**

## ISA TEAM



Tanvir Alam  
Bengali-speaking ISA  
[talam@tru.ca](mailto:talam@tru.ca)



Osi Omonokhua  
Hausa-speaking ISA  
[oomonokhua@tru.ca](mailto:oomonokhua@tru.ca)



Reyna Denison  
Spanish-speaking ISA  
[rdenison@tru.ca](mailto:rdenison@tru.ca)



Alesya Sharay  
Russian-speaking ISA  
[asharay@tru.ca](mailto:asharay@tru.ca)



Sandy Defieux  
Mandarin-speaking ISA  
[sdefieux@tru.ca](mailto:sdefieux@tru.ca)



Zahid Sheikh  
Urdu/Hindi-speaking ISA  
[zsheikh@tru.ca](mailto:zsheikh@tru.ca)



Zeinab Esmaili  
Farsi-speaking ISA  
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Sonali  
Hindi-speaking ISA  
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Rika Kimura  
Japanese-speaking ISA  
[rkimura@tru.ca](mailto:rkimura@tru.ca)



Stephanie Tate  
Punjabi-speaking ISA  
[state@tru.ca](mailto:state@tru.ca)



Oksana Nhuien  
Vietnamese-speaking ISA  
[onhuien@tru.ca](mailto:onhuien@tru.ca)

# INTERNATIONAL STUDENT SERVICES LEADERSHIP TEAM



Reuben Onyango  
Associate, Director Int'l  
Student Services  
[ronyango@tru.ca](mailto:ronyango@tru.ca)



Kamal Grewal Chaudhry  
Manager, Int'l Student  
Services  
[kchaudhry@tru.ca](mailto:kchaudhry@tru.ca)

## ADMISSIONS & REGISTRATION

**All new students must submit official transcripts prior to arrival.** If you have not submitted official documents, please visit the International Admissions office to do so.

Our International Admissions office can help you with:

- ✓ Tuition fee inquiries
- ✓ Confirmation of attendance and visa letters
- ✓ Transfer credit applications
- ✓ Official transcript requests

**International Building 3035**

**Monday to Friday, 10 a.m. –4 p.m. | [250-828-5252](tel:250-828-5252) | [ireg@tru.ca](mailto:ireg@tru.ca)**

## ADMISSIONS & REGISTRATION TEAM

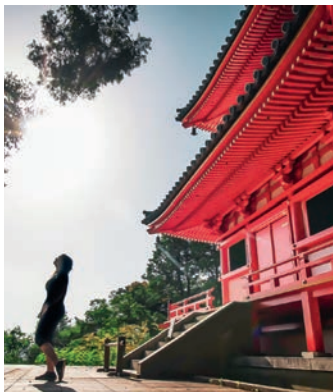


## STUDY ABROAD TEAM

TRU Study Abroad offers hundreds of exchange opportunities worldwide. International students may choose from a list of partner institutions to study for one or 2 semesters in another country. Tuition is paid to TRU and credits are put towards your TRU degree.



Thomas Johansen  
Manager, Study Abroad  
[studyabroad@tru.ca](mailto:studyabroad@tru.ca)



# ACADEMIC AND PROGRAM ADVISORS

Our team of Academic Advisors are here to assist you with the course planning process. Academic Advising is a collaborative relationship between a student and an advisor. As a team, the advisor works with you to create a strategic educational plan.

## ACADEMIC ADVISORS

Our academic advisors help with:

- ✓ Any degree program for students in first and second year
- ✓ English as a Second Language courses and program

Old Main 1110 | Monday to Friday, 9 a.m. – 4 p.m.  
250-828-5075 | [tru.ca/campus/current/advising](http://tru.ca/campus/current/advising)



Charlene Munro  
Advising Supervisor



Brianna Mcilquaham  
Academic Advisor



Leslie Derosé  
Academic Advisor



Marnie Storie  
Academic Advisor



Heather Gnoato  
Academic Advisor



Nicole Bartella  
Academic Advisor



Thriza Kennedy  
Academic Advisor



Thomas Copeland  
Advising Assistant

## PROGRAM ADVISORS

Our program advisors assist students enrolled in:

- ✓ Third and fourth years of degree program
- ✓ All post-baccalaureate programs

**Scan to learn more about Advising Teams and to book an appointment**



Or visit [www.tru.ca/current/academic-supports/advising/advising-teams](http://www.tru.ca/current/academic-supports/advising/advising-teams)



# IMPORTANT DATES FOR FALL & WINTER

Term/ Intersession	Fall Term 2022 (Sep-Dec)	Winter Term 2023 (Jan-Apr)
Due date for tuition and fee payment (domestic and international)	Sep 2, 2022	Dec 30, 2022
Registration deadline	Sep 2, 2022	Dec 21, 2022
Start of classes	Sep 6, 2022	Jan 4, 2023
End of course change period (add/drop/audit, late registration)	Sep 19, 2022	Jan 17, 2023
Last day to withdraw from a semester course with no academic penalty	Oct 8, 2022	Mar 3, 2023
Mid-term break	Nov 9-10, 2022	Feb 21-24, 2023
End of classes	Dec 2, 2022	Apr 6, 2023
Start of examinations	Dec 5, 2022	Apr 11, 2023
End of examinations	Dec 17, 2022	Apr 11, 2023

## RECOGNIZED STATUTORY HOLIDAYS IN BC (TRU IS CLOSED)

Labour Day	September 5, 2022
National Day for Truth and Reconciliation	September 30, 2022
Thanksgiving Day	October 10, 2022
Remembrance Day	November 11, 2022
Winter Break	December 25, 2022–January 2, 2023
<i>Christmas Day</i>	<i>December 25, 2022</i>
<i>Boxing Day</i>	<i>December 26, 2022</i>
<i>New Year's Day</i>	<i>January 1, 2023</i>
BC Family Day	February 20, 2023
Good Friday	April 7, 2023
Easter Monday	April 10, 2023
Victoria Day	May 22, 2023
Canada Day	July 1, 2023 (Observed July 3, 2023)
British Columbia Day	August 7, 2023

To check out all upcoming events, visit [tru.ca/events](https://tru.ca/events)



# THOMPSON RIVERS



## THOMPSON RIVERS UNIVERSITY



MCT23968

# CAW





# STUDENT DEVELOPMENT AND CAMPUS RESOURCES

## STUDENT LIFE

### ORIENTATION & TRANSITIONS

From the beginning of your student experience, the Orientation & Transitions team is here to support you academically, personally and socially. Take part in orientation activities, visit our weekly outreach table, read the bi-weekly newsletters, and meet with peers to support your transition to university.

Old Main 1468

**250-371-5942**

**[orientation@tru.ca](mailto:orientation@tru.ca) | [tru.ca/orientation](http://tru.ca/orientation)**

### STUDENT AWARDS AND FINANCIAL SUPPORT

Talk to a student finance advisor at the Student Awards and Financial Support office about your financial options, and:

- Assistance in financing your education and living costs
- Being recognized and rewarded for your academic excellence
- Awards available through your program

Old Main 1629

**250-828-5024 | [tru.ca/awards](http://tru.ca/awards)**

### MENTORSHIP & LEADERSHIP

Develop your skills while supporting your peers. Access valuable training, partake in professional development, gain hands-on experience, and give back to your peers and campus community.

Old Main 1486

**250-371-5996**

**[tru.ca/mentorship](http://tru.ca/mentorship) | [tru.ca/leadership](http://tru.ca/leadership)**

### STUDENT AFFAIRS

The office of student affairs offers support and services regarding:

- Academic conduct and academic integrity
- Non-academic conduct
- Academic appeals
- Early alert
- Student emergencies
- Student off-campus safety and travel
- Your rights and responsibilities

Old Main 1631, within Student Services

Monday to Friday, 8am–4pm

## ACADEMIC SUPPORTS

### EARLY ALERT

If you experience academic difficulty, contact Early Alert to access resources and support services. Drop-in, email or call to connect with your academic safety net.

Old Main 1242

**250-828-5213 | [tru.ca/earlyalert](http://tru.ca/earlyalert)  
[earlyalert@tru.ca](mailto:earlyalert@tru.ca)**

### ACCESSIBILITY SERVICES

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

Old Main 1631, within Student Services

**250-828-5023 | [as@tru.ca](mailto:as@tru.ca) | [tru.ca/as](http://tru.ca/as)**

### STUDENT SUCCESS COURSES

From inter-cultural communications to fundamental academic skills, Student Success courses prepare you for student life. Five flexible, one-credit courses are offered throughout the semester.

Old Main 1631, within Student Services

**250-828-5023 | [tru.ca/stss](http://tru.ca/stss)**

### SUPPLEMENTAL LEARNING

These study sessions are led by students experienced in the target course and trained in strategic learning, offering:

- Weekly or drop-in participation
- Special exam review sessions

Old Main 2669

**250-828-5277 | [tru.ca/sl](http://tru.ca/sl)**

### THE WRITING CENTRE

Visit the Writing Centre to become a better writer! We provide face-to-face and online tutoring, as well as writing, citation and research-related resources. Tutors can help improve your writing skills, facilitate group projects, provide feedback on presentations and connect you with other services.

Old Main 1411

**250-371-5689 | [tru.ca/writingcentre](http://tru.ca/writingcentre)**

## ECONOMICS HELP CENTRE

Visit this Help Centre for free economics help for all students:

- Work alone or with other students

Science Building 201

Open Monday to Friday, hours vary so please check schedule online.

## MATH HELP CENTRE

Offering free math and statistics help for students:

- Open to all TRU students taking any courses involving mathematics or statistics
- Useful for UPREP and first-year courses

Brown Family House of Learning 304

Monday to Friday, 9:30am–3:30pm during fall and winter semesters.

[tru.ca/mathcentre](http://tru.ca/mathcentre)

### Math and Statistics Private Tutors

Our mathematics department offers a tutor list of experienced TRU students and graduates for students who prefer individual attention:

Tutors are independent of TRU and their rates and scheduling should be arranged directly with them.

Contact Suzanne Feldberg

**250-828-5212**

[sfeldberg@tru.ca](mailto:sfeldberg@tru.ca) | [tru.ca/mathcentre](http://tru.ca/mathcentre)

## HEALTH AND WELLNESS

### COUNSELLING

In addition to the services provided by our International Student Advisors, our supportive staff at Counselling Services can provide help with:

- Academics
- Career development
- Personal growth
- Providing confidential counselling in a safe and affirming atmosphere.

Drop in, book an appointment, or use our online resources.

Old Main 1631, within Student Services

**250-828-5023** | [tru.ca/counselling](http://tru.ca/counselling)

## MULTI-FAITH CHAPLAINCY

Religious and spiritual support is available from a variety of community faith leaders.

Ask questions and engage in thoughtful reflection and dialogue.

Old Main 1421

**250-371-5940** | [chaplains@tru.ca](mailto:chaplains@tru.ca)

## WELLNESS CENTRE

Your well-being is key to achieving your academic and personal goals. The Wellness Centre offers free health and wellness classes, workshops and resources, fun stress-busting events and a quiet place to relax, nap or ask questions about your health and wellness.

Old Main 1479

**250-828-5010** | [tru.ca/wellness](http://tru.ca/wellness)

## SEXUALIZED VIOLENCE PREVENTION AND RESPONSE

Access support for victims and survivors of sexualized violence including emotional support, safety planning, on and off campus referrals, academic and/or housing accommodations and reporting options. Learn more about education and prevention initiatives.

Old Main 1486

**250-828-5023** | [tru.ca/sexualviolence](http://tru.ca/sexualviolence)

## RECREATION

Campus Recreation organizes non-competitive team sports in the TRU gym. Sports include:

- Basketball
- Volleyball
- Floor hockey
- Rock climbing
- Drop-in badminton

Teams get a play schedule with allocated times.

- Playing times vary from week to week with each sport getting approximately one hour.
- Fees vary per sport.

Gymnasium 303



# CAREER AND EXPERIENTIAL LEARNING

## CAREER EDUCATION AND CO-OP

Career development services and co-operative education (co-op) provide you with paid experience in your field, for academic credit:

- One-on-one career counselling
- Learn resumé-writing and interview skills
- Check out our job board, employer events and annual job fair

Old Main 1712

**250-371-5627**

**careereducation@tru.ca | tru.ca/cel**

## TRU GENERATOR

TRU's entrepreneurial community provides mentorship, education, venture creation and seed funding support for TRU alumni, students, faculty and staff.

Brown Family House of Learning basement

**generator@tru.ca | tru.ca/generator**



# CAMPUS SERVICES

TRU is committed to providing a safe and secure campus environment, and security services are provided all day, every day. The security office is on the first floor of the Brown Family House of Learning, room 128.

If you need first aid, see anything suspicious, require assistance or the Safe Walk program, or if you're anxious about your safety on campus, please contact security services:

- Dial 250-828-5033, 5033 or 1111 from any campus phone
- Press the INFO button on any emergency phone, which are the red phones within buildings or on the yellow pillars outside and in parking lots. Emergency services can also be reached on these phones by pressing the EMERGENCY button.
- Use the TRU SAFE app on your smartphone

In an emergency, always call 911 for police, fire or ambulance services, then contact campus security as soon as it is safe to do so.

## LOST AND FOUND

All lost items that are returned to TRU from the Kamloops campus can be found in one central location (except USB drives).

Old Main 1629, at the Student Awards & Financial Support counter

**250-828-5024**

*USB drives are forwarded to Computer Lab support in Old Main 1326.*



# MEDICAL INSURANCE

## MEDICAL INSURANCE IS MANDATORY IN CANADA AT ALL TIMES

TRU automatically enrolls all new students into guard.me insurance for their first 90 days in Canada. Students can opt out of guard.me coverage if they already have medical insurance that covers them up to a minimum of \$500,000 in medical expenses.

Exchange students must complete the opt-out form on the [guard.me/tru](https://www.guard.me/tru) website and upload their insurance in English immediately.



## MEDICAL SERVICES PLAN

Three months after entering British Columbia, students are eligible to enrol in the BC Medical Services Plan (MSP).

Under the Medicare Protection Act, enrolment with the Medical Services Plan (MSP) is mandatory for all eligible residents and their dependents. Our ISAs will help you complete an application for MSP insurance during orientation.

If you missed this opportunity or have questions, go to the MSP website at [my.gov.bc.ca/msp/application/prepare](https://my.gov.bc.ca/msp/application/prepare) or attend one of TRU World's workshop dates:

[tru.ca/truworld/current-students/workshops-schedule](https://tru.ca/truworld/current-students/workshops-schedule)

## EXTENDED HEALTH AND DENTAL INSURANCE THROUGH TRU STUDENT UNION

The following students must opt in to TRUSU's Health and Dental Plan coverage:

- Winter semester students
- Summer semester students
- Exchange and visiting students
- Students who previously opted out
- Dependents of the above

If you opt in to the TRUSU Health and Dental Plan, you are NOT automatically enrolled every year and will need to opt in again the following year to maintain your coverage.

For more information on TRUSU's plans, visit [tru.ca/services/health-dental](https://tru.ca/services/health-dental)

## TRU MEDICAL CLINIC

Appointments are required as this is not a drop-in clinic. For the best possible care, students are asked to consult their personal physician if they have one before making an appointment at the TRU Medical Clinic.

The clinic is available to all registered students, staff and faculty of TRU. It provides a full range of medical services, vaccinations and annual flu clinics.

To make an appointment, call 250-828-5126 or visit the clinic in-person. If you cannot make your appointment, please call and cancel. If you have three appointments missed without cancellation, the clinic will no longer book appointments with you.

Old Main 1461  
Monday to Friday, 9 a.m. - 3 p.m.

**250-828-5126 | [trumedicalclinic@tru.ca](mailto:trumedicalclinic@tru.ca)**

## CITY WALK-IN CLINIC

**iMedicine Canada**  
207-755 McGill Rd.  
(inside Landmark Centre)

Monday to Friday, 9 a.m. - 5 p.m.  
**250-371-4905**







## DINING ON CAMPUS

TRU offers a variety of food services on campus, from coffee shops to pub fare. Visit [tru.ca/food](http://tru.ca/food) for the full list of locations and their menus, and hours of operation.

### EAT ON CAMPUS WITH THE DINING CARD

Delicious meals with plenty of international and dietary options are available across TRU's campus. The Dining Card gives students a simple and convenient way to eat on campus and is accepted at nine campus locations.





## NEW INTERNATIONAL STUDENT CHECKLIST

- Take the English Placement Test, only if applicable.**  
**HOW:** Register at our Welcome Centre. If you arrive late, please register at TRU World's office on the 3rd floor of the International Building.
- Submit a copy of your study permit.**  
**HOW:** Email these documents to your ISA if you missed our Welcome Centre check in.
- Sign up for Medical Services Plan, unless you are an exchange or visiting student.**  
**HOW:** Meet with your International Student Advisor if you missed our Welcome Centre check in.
- Get your student ID and U-Pass.**  
**HOW:** After you have registered for courses, go to The Bookstore in the Campus Activity Centre (CAC) to pick up your ID and activate it at the TRU Student Union Members Desk in the CAC.
- Activate your myTRU account.**  
**HOW:** Update your myTRU account with your current address, emergency contact and phone number.
- Save your course schedule.**  
**HOW:** Log in to myTRU.ca, and print your course schedule.



# START here

