

THOMPSON RIVERS UNIVERSITY

# STUDENT SERVICES





# Counselling

*Talk to someone*

- Confidential, personal, career and academic success, one-to-one or group counselling
- Drop-in service and appointment booking
- Online resources



Room: OM 1631  
250-828-5023  
[tru.ca/counselling](https://tru.ca/counselling)

 TRUStudentLife  
 @TRUStudentLife

# Wellness Centre

*Give yourself a break*

- Health promotion and illness prevention
- One-to-one health and wellness consultations, and small-groups wellness sessions
- Campus-wide events
- Health research and advocacy
- Student practicum placements
- Peer wellness leadership



Room: OM 1479

250-828-5010

[tru.ca/wellness](https://tru.ca/wellness)

 TRU Wellness Centre

  @TRUWC

# Sexualized Violence Prevention & Response

*You are not alone*

- Emotional and academic support to victims
- Educational materials on sexualized violence for students, faculty and staff
- Academic and/or housing accommodations
- Connects victims to resources and support on-campus and/or in-community



Room: OM 1631

250-828-5023

[tru.ca/sexual-violence](https://tru.ca/sexual-violence)

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# Disability Services

*Making education accessible*

Accommodations for eligible students with disabilities on an individual bases, based on medical documentation.

- Includes exam accommodations, alternative format text materials, sign language interpretation, access to adaptive technology, note-taking facilitation, and more
- Includes invisible disabilities (mental health conditions, learning disabilities, neurological conditions incl. ADD), and physical disabilities

The most effective accommodations are determined before classes begin

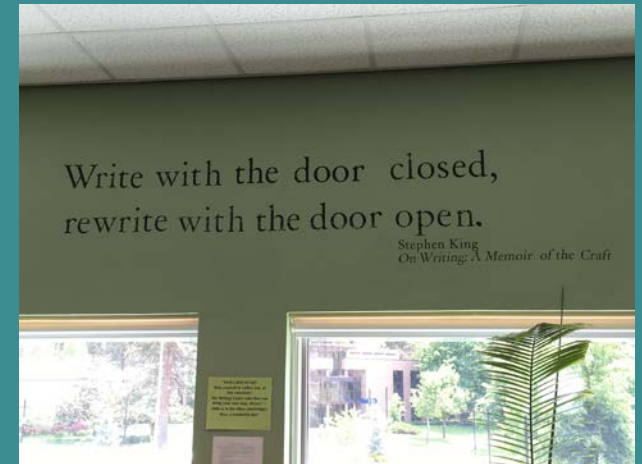


Room: OM 1631  
 250-828-5023  
 Toll-free: 1-888-828-6644  
 dso@tru.ca  
[tru.ca/disabilityservices](https://tru.ca/disabilityservices)  
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 @TRUStudentLife

# Writing Centre

*Add to your skills*

- Writing support, online resources and face-to-face tutorials
- WriteAway E-Tutoring
- Tutor training and mentoring
- Campus-wide activities



Room: OM 2674

250-371-5689

writing\_ctr@tru.ca

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

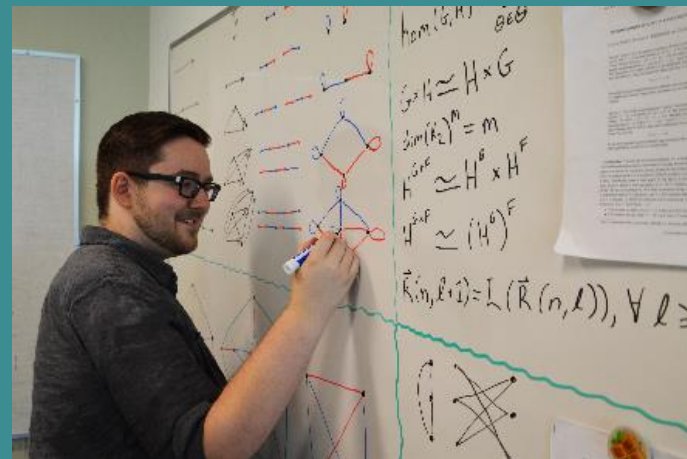
 TRU Writing Centre

 @TRUWriting

# Math Help Centre

*Get free math & stats help*

- Study alone or with your peers
- Bring your class notes, textbook or previous work



Room: HOL 304

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

# Supplemental Learning

*Study smart*

- Academic support linked to challenging introductory courses
- Peer-led informal study sessions
- Sessions integrate how-to-learn with what-to-learn in collaborative setting
- Leader and mentor training



Room: OM 2699  
250-828-5277  
etempleman@tru.ca

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

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# Services for Aboriginal Students

*Find community*

- Mentor program
- Elder in the house program
- Soup days
- Campus-wide activities



House 5

250-371-5508

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

 TRU Aboriginal



# Orientation & Transitions

*Building connections*

- Comprehensive one-day orientation for all new-to TRU students
- Weekly outreach initiatives
- Monthly study skills cafe
- Introductions to all supports and resources



Room: OM 1482  
250-371-5942  
orientation@tru.ca  
[tru.ca/newstudents](http://tru.ca/newstudents)

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# Mentorship and Leadership

*Develop and engage beyond the classroom*

- Peer mentoring opportunities
- Leadership conferences and workshops
- *Global Competency and Leadership in Environmental Sustainability Credentialing*



Room: OM 1478

250-371-5698

[tru.ca/campus/beyond](https://tru.ca/campus/beyond)

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# Career Education Department

*Earn while you learn*

- Student employment
- Career management course
- Career fairs
- Co-operative education
- Career mentoring
- Experiential-learning field schools



Room: OM 1712  
250-371-5627  
careereducation@tru.ca  
[tru.ca/careereducation](https://tru.ca/careereducation)

 TRU Career Education  
 @TRUCareerEd

# Early Alert

*A safety net for students in academic difficulty*

- Engages faculty and staff in identifying students in difficulty
- Supports students experiencing barriers to academic success
- Staff reach out to students by text or email and offer help
- Connect students with TRU resources as appropriate



Room: OM 1464

250-828-5213

[pfry@tru.ca](mailto:pfry@tru.ca)

[tru.ca/earlyalert](https://tru.ca/earlyalert)

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# Student Affairs

*Creating conditions for success*

Through clear articulation and education of rights, responsibilities and university policies, the Office of Student Affairs promotes a safe and inclusive environment that fosters the growth and development of TRU students.

- Rights and responsibilities
- Academic regulations
- Non-academic conduct
- Student emergencies
- Student off-campus safety and travel

Room: OM 1631

250-828-5023

studentaffairs@tru.ca

[tru.ca/OSA](https://tru.ca/OSA)

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# Policies Supported by OSA

- **Board Policies**
  - Respectful Workplace and Harassment Prevention Policy (BRD 16-0)
  - Greek Organizations (BRD 20-0)
- **Senate Policies & Planning Council Open Learning Policies**
  - Withdrawals (ED 3-0)
  - Student Attendance (ED 3-1)
  - Satisfactory Academic Progress (ED 3-2)
  - Student Academic Appeals (ED 4-0)
  - Student Academic Integrity (ED 5-0)
  - Suspension of Students (ED 7-0)
- **President's Council Policies**
  - Alcohol (ADM 5-3)
  - Student Off-Campus Safety and Travel (ADM 22-1)

# Non-Academic Conduct

Oversee and manage the response, investigation and documentation of non-academic student conduct issues and cases.

It is assumed that students enroll at Thompson Rivers University out of an interest in furthering their education. Accordingly, it is expected that students will conduct themselves towards University staff, fellow students and members of the University community in a manner consistent with the goals and professional demeanor of an educational institution.



# Concerning Behaviours

Faculty and staff members often feel concerned for the student's well-being when they encounter these behaviors.

- Monopolizing group or class discussions; interrupting others
- Decline in academic work
- A drop in attendance
- Annoying or persistent contact
- Inappropriate or incoherent content in written work

# What To Do Concerning Behaviours

Take steps to address (and stop) a single instance of inappropriate behaviour or disruption:

- Ask to meet the students in a confidential space and time
- Ask the student to leave if the behaviour is disturbing others

If the concern is related to success in the classroom:

- Contact Early Alert (250-828-5213 | OM 1464)

If the concerning behaviour persists after your initial intervention:

- Contact Student Services (250-828-5023 | OM 1631)

# Potentially Distressed Behaviours

Potentially distressed behaviours often causes us to feel worried, upset or alarmed:

- Frequent absences from class
- Expression of desperation over personal problems
- Disclosure of being assaulted or threatened
- Decline in appearance or hygiene

# What to Do

## Potentially Distressed Behaviours

### Express your concern

- Listen, and be open to tears or expressions of emotion
- Avoid giving advice or discouraging communication
- Encourage seeking support
- Explore options with or for the student and refer, or offer to contact appropriate support service
- Follow-up after making a referral to confirm whether student made contact and got support

### Report the distressing behaviour to:

- Student Services (250-828-5023 | OM 1631)

# Potentially Threatening or Harmful Behaviour

Potentially threatening or harmful behaviour are behaviours that interrupt or interfere with daily functions of the University or the educational process:

- Persistent, unwanted or obsessive contact
- Threatening phone calls, emails or other communication
- Direct or indirect threats to harm oneself or others
- Identifying specific targets for violence and making plans
- Challenging or provoking behaviours

# What to Do

## Potentially Threatening or Harmful Behaviour

Report the potentially threatening or harmful behaviour to:

- Student Services (250-828-5023 | OM 1631) or
- TRU Office of Safety & Emergency Management (250-371-5805 | HR 141)

Afterwards:

- Confidentially discuss with your Department Chair or your immediate supervisor, if it seems appropriate or useful

# Threatening Behaviour

At times a student's behavior can cause others to be concerned for their personal safety:

- Displays of physically aggressive or threatening behaviour
- Physical attacks
- Threat to use a weapon
- Display of a weapon

# What to Do

## Threatening Behaviour

### During

- Remain calm
- Take steps to ensure your physical safety

### Contact

- RCMP for immediate assistance (911) or
- TRU Security (250-828-5033) or
- Use TRU SAFE (application)

### Afterwards

- Notify Student Services (250-828-5023 | OM 1631)
- Confidentially report to your Department Chair, direct supervisor, or Dean or Director, as appropriate
- To debrief, consider contacting a colleague or EFAP



# Other Services Available



- Academic advising
- International student advisors
- Student awards and financial aid
- And more...



# Events on Campus

