

# Student Service Standards

At Thompson Rivers University, Open Learning we strive to ensure that our student services support your academic needs. In order to ensure you have a clear understanding of what you can expect from our student services staff, we have established a detailed set of service standards. When you contact us, you can expect the following:

Service	Standard	Contact
Telephone Inquiries	1 Minute Response	<b>Phone:</b> 1.800.663.9711
Email Inquiries <b>(Acknowledgement)</b>	Immediate	<b>Email:</b> <a href="mailto:student@tru.ca">student@tru.ca</a>
Email Inquiries <b>(Detailed Response)</b>	2 Business Days	<b>Email:</b> <a href="mailto:student@tru.ca">student@tru.ca</a>
Course Registration <b>(Online)</b>	Immediate	<b>Website:</b> <a href="http://www.truopen.ca">http://www.truopen.ca</a>
Course Registration <b>(Staff Assisted)</b>	2 Business Days	<b>Phone:</b> 1.800.663.9711
Course Material Delivery	5 - 10 Business Days	<b>Phone:</b> 1.888.663.1653 <b>Email:</b> <a href="mailto:olmaterials@tru.ca">olmaterials@tru.ca</a>
Course Cancellation	1 Business Day	<b>Phone:</b> 1.800.663.9711 <b>Email:</b> <a href="mailto:student@tru.ca">student@tru.ca</a> <b>Website:</b> <a href="http://mytru.ca">http://mytru.ca</a>
Course Withdrawal	1 Business Day	<b>Phone:</b> 1.800.663.9711 <b>Email:</b> <a href="mailto:student@tru.ca">student@tru.ca</a> <b>Website:</b> <a href="http://mytru.ca">http://mytru.ca</a>
Course Extension Request	1 Business Day	<b>Phone:</b> 1.800.663.9711 <b>Email:</b> <a href="mailto:student@tru.ca">student@tru.ca</a> <b>Website:</b> <a href="http://mytru.ca">http://mytru.ca</a>
Request for Information Package	1 Business Day (5 - 10 Business Days for Delivery)	<b>Phone:</b> 1.800.663.9711 <b>Email:</b> <a href="mailto:student@tru.ca">student@tru.ca</a>
Official Transcript Request <b>(Online/Student Portal)</b>	1 Business Day	<b>Website:</b> <a href="http://mytru.ca">http://mytru.ca</a>
Official Transcript Request <b>(Manual Request)</b>	3 - 5 Business Days	<b>Phone:</b> 1.800.663.9711 <b>Email:</b> <a href="mailto:ssrecords@tru.ca">ssrecords@tru.ca</a>
Refunds	Within 4 Weeks	<b>Phone:</b> 1.800.663.9711 <b>Email:</b> <a href="mailto:student@tru.ca">student@tru.ca</a>