



# Student Services

PERSONAL, ACADEMIC AND SOCIAL SUPPORTS

*No door is  
the wrong door.*

# Mission

Student Services is committed to supporting **student success**. Success can be **academic, personal** or **social**. We promote student success by fostering **autonomy, worth** and **belonging**.



# Values

Student Services operates according to **six core values**, which we model in our work with students, faculty, staff, and community.



# Guiding Principles



Student  
Centredness



Indigenization



Equity, Inclusion,  
Diversity and  
Access



Wellbeing



Strengths-  
Based



Service-  
Oriented

# Student Engagement & Experience

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Connection and Belonging

- Orientation & Transitions
- Peer Mentorship
- Communications, Storytelling & Events
- Pack A Academic Edge
- Indigenous Student Services
- Gender & Sexual Diversity
- Multi-Faith Chaplains

# Orientation & Transitions

Building connections for our on-campus and online new-to-TRU students



Hosts educational **experiences** and social functions



Promotes academic, personal, and social **supports**



Provides timely email **communications**



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

 [orientation@tru.ca](mailto:orientation@tru.ca)  
On-campus

[OLconnect@tru.ca](mailto:OLconnect@tru.ca)  
Online

# Peer Mentorship

Evolve as a student peer mentor



Access **valuable training**



Partake in **professional development**



**Give back** to peers and campus community



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



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

# Communications, Storytelling & Events

On campus, online and beyond



Provides **newsletters** with just-in-time information



Promotes services, events and opportunities on **social media**



Supports **on-campus events** for Student Services



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



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

# PACE (the Pack ACademic Edge)

PACE provides academic support in an informal study session led by upper-year Wolfpack athletes



**Coaching** on learning strategies



Improve **study habits** and learn about on-campus resources



**Connect** with student-athletes in a supportive setting



# Indigenous Student Services

A home away from home



Weekly **Soup Circle**



Connect with **Indigenous Elders and Mentors**



Take a break at **Cplúl'kw'ten**



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



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

# Gender & Sexual Diversity

Working towards advocacy and anti-discrimination efforts for the 2SLGBTQPIA+ community on campus and beyond



**Resources** and workshops



**Educational** and **intentional** programming



**Support, advocacy** and **allyship**



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



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

# Multi-Faith Chaplaincy

Provides religious and spiritual supports to students, faculty and staff



Offers **guidance** and resources in times of personal concern, conflict or crisis



Creates **opportunities** for companionship, prayer, study, service and engagement on campus



# Student Access & Academic Supports

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Academic  
Accommodations  
and Skill Building

- Central & OL Academic Advising
- Accessibility Services
- Exams & Testing- AS & OL

# Central & OL Academic Advising

We advise, you decide



Create **customized** academic plan that aligns with a student's educational and career goals



Connect students with various **resources** on campus



Work towards resolving academic challenges to develop academic **resilience**



# Accessibility Services

Equitable access to education for TRU students



Alternative and **accessible formats** for text material



**Accommodated** tests and exams



Access to technical aids and **adaptive equipment**



**Mobility** and physical access **assistance**



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



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

# Exams and Testing Services- AS & OL

Oversees the logistical operations of both in-person and virtual exam delivery, for all TRU learners.



Manages **relationships, scheduling** and other services



Ensures that **academic standards and integrity** are met



Supports the **student experience**



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



[exams@tru.ca](mailto:exams@tru.ca)  
On-campus

[asexams@tru.ca](mailto:asexams@tru.ca)  
Online

# Student Affairs & Wellbeing

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Conduct and Health

- Student Case Managers
- Sexualized Violence Prevention & Response
- Counselling
- Medical Clinic

# Student Case Managers

Navigating institutional policy and processes



Rights and  
Responsibilities



Processes and  
Policies



Academic  
Appeals



Student  
Emergencies



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



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

# Sexualized Violence Prevention & Response

Support for anyone who has experienced sexualized or intimate partner violence



**Emotional support** and **safety** planning



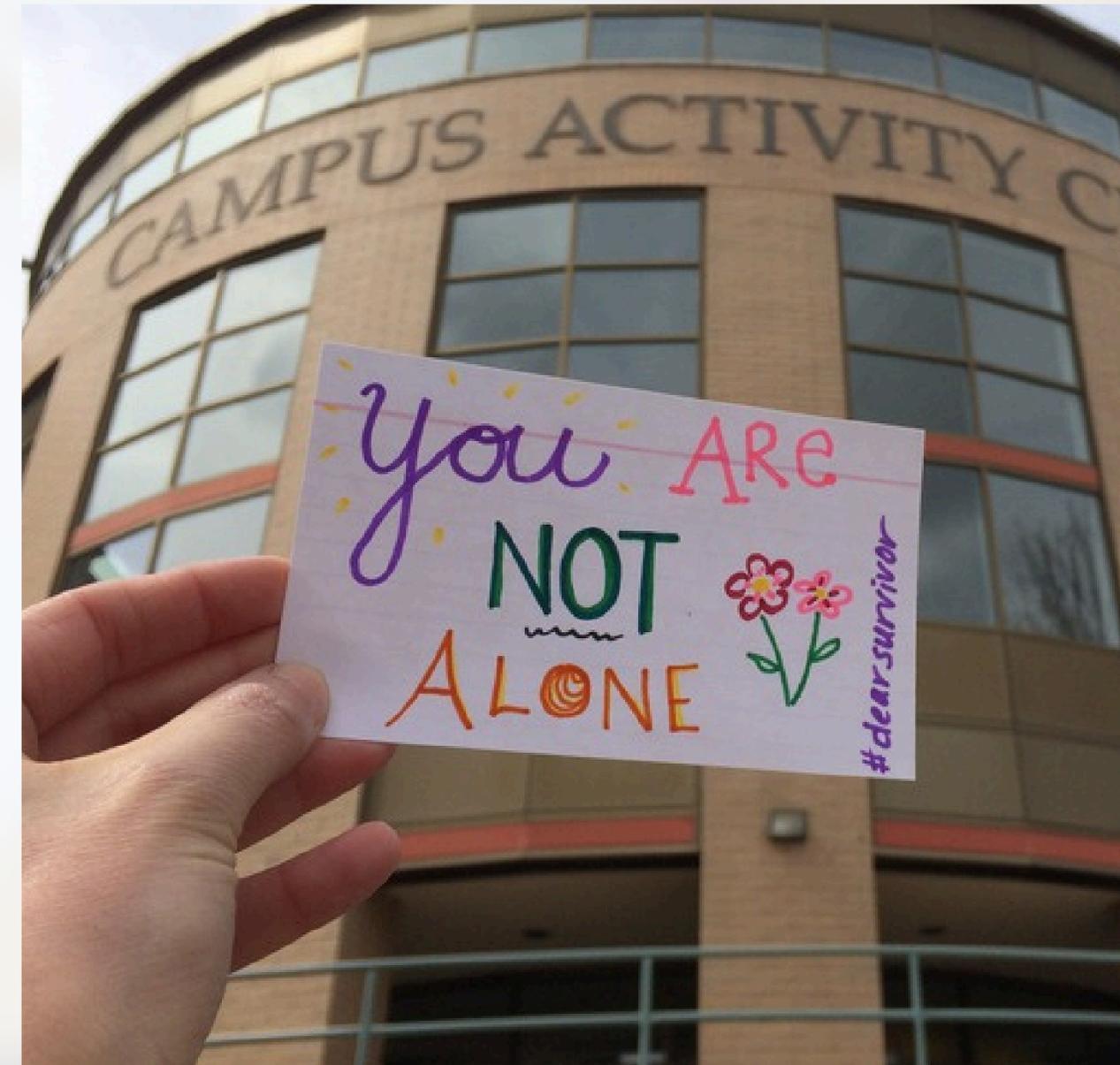
Academic **accommodations** and emergency **housing**



Information about **reporting** options



**Support** through reporting processes if desired



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



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

# Counselling

Confidential, safe  
and affirming  
atmosphere



## Personal

- Stress/anxiety
- Grief
- Personal issues

## Academic

- Procrastination
- Exam stress
- Time management

## Career

- Career path
- Self-exploration
- Assessment tests



# Medical Clinic

Supporting registered students who require medical support during their studies



Immunizations and allergy **injections**



Prescriptions and **medication** management



**Birth control** education and prescribing



Sexually transmitted infection (**STI**) screening and **treatment**



# Don't miss out!

**Follow us on social media** to stay up to date on student services, events, and more!

  @trustudentlife

OM 1631 | (250) 828-5023 | [tru.ca/services](http://tru.ca/services)

