



VANCOUVER ISLAND
UNIVERSITY

COWICHAN

cc.viu.ca

Services for Student Success

Great information for your first year at VIU!

Admissions/Registration/ Records

250.746.3512

Monday - Friday 8:30 am - 3:00 pm

viu.ca/registration

Registration Services accepts applications from new students and from current students who wish to change their VIU program of study. This office also handles registration, fee assessments, requests for transcripts, and tax forms. We answer questions regarding fees, your academic record, and adding or dropping classes.

- **Your online student record:** register for courses, check waitlists, claim seats, view and pay fees, check grades, order transcripts, print tax receipts, change address, re-set PIN/password, apply to graduate, complete scholarship/bursary/award profile, etc.

The Campus Store

250.746.3516

Monday - Friday 9 am - 4 pm

viubookstore.ca

Purchase new and used textbooks, art supplies, stationery, clothing, gifts and transit bus tickets/semester passes. Used textbook "buyback" is every Friday 10 am to 3 pm.

Cafeteria

Enjoy the fireplace and casual atmosphere at the cafeteria. Please note that anyone can utilize this beautiful space anytime the campus is open, however, condiments, cups, and cutlery are only available to customers ordering food and beverages. A microwave is available for student use.

Campus Life Activities

cc.viu.ca/sa/Campus_Life_Activities

Events are posted on the info screens at the Welcome Centre, cc.viu.ca/events and the student newsletter. A \$3.25 voucher for reduced fees at Cowichan Aquatic Centre is available at Student Affairs.

Class Cancellations /

Campus Closure for Weather

- Check your email prior to class
- Check www.viu.ca and 89.7 JUICE FM for weather closures
- Check Twitter [@viunews](https://twitter.com/viunews)
- Check VIU's [Facebook page](#)
- Notification on the [VIU Safety App](#)

Computers, Wireless, Printing

viu.ca/technology

VIU has student access computers, wireless access, and pay-for-print services that students can access with their VIU Student Computer Account. Please note: you **must** have your student card in order to print.

Two ways to create your computer account:

- Log in to your student record and create computer account.
- Log on to a VIU student computer with username: *newaccount* and password: *newaccount*.

Check viu.ca/technology for instructions on connecting to wireless, printing, and for great tips on file management!

Resources to assist with use of VIULearn, cloud learning environment and web-based portfolios. <https://learn.viu.ca/>

Contact Instructors

Faculty Area, 3rd Floor

Monday - Thursday 8 am - 4 pm, Friday

8:30 am - 4 pm, open access Monday -

Thursday 4 pm - 9 pm, access as granted by instructor

Have a conversation with your instructor about the best way to connect with them. Some prefer email, some prefer voicemail. Your instructor may be on campus for a limited time outside of class to meet with students. You are welcome to come to their offices in the Faculty area on the 3rd floor. Instructor office schedules are posted on Faculty office doors.

Call 250.746.3500 to be directed to their phone local.

- Leave a voicemail or email when you're

not going to be in class

- Meet with your instructor as agreed upon between you and your instructor
- Assignments must be dropped off and/or picked up at a mutually agreed upon time or email assignments to your instructor whenever possible

Library & Info Commons

250.746.3517

cowlibrary@viu.ca

Monday - Thursday 8 am - 6:30 pm

Friday 8 am - 4 pm

library.viu.ca

- Student Photo ID cards (bring one piece of picture ID or two pieces of ID without pictures to the Library Service Desk)
- Activate your Library account
- Pay printing & photocopying (requires VIU student ID card)
- Research help
- Access online articles, videos & ebooks from on- or off-campus
- Borrow books, DVDs & equipment
- Computers with Microsoft Office (Word, Excel, etc.)
- Scanning
- Group study rooms
- Silent study room
- Audio/Video editing room

Lockers

Student lockers are available to rent at the Welcome Centre for \$20 (cash only) per academic year, with \$10 refund upon return of the lock. Lockers must have VIU issued locks and be cleaned out at the end of the academic year.

Lost & Found

Look for lost items at the **Welcome Centre**. Items are kept for 60 days. Food and beverage containers are kept for 24 hours.

Parking

viu.ca/parking

Parking is free at the Cowichan campus.

Please observe all posted signs, handicap, carpool, and tow away zones.

Cowichan Campus Welcome Centre

250.746.3500

Phone Numbers

Nanaimo Campus automated switchboard.. 1.888.920.2221

Employee Directory viu.ca/directory/

Internet Sites

BC Transfer Guide bccat.bc.ca

VIU Webcams viu.ca/viucam

ACADEMIC | CAREER/TECHNOLOGY | TRADES | UPGRADING PROGRAMS

2011 University Way, Duncan | British Columbia, Canada | V9L 0C7
ph 250.746.3500 | fax 250.746.3559

Phones

A courtesy phone for local calls is located in the stair well, bottom floor, opposite the Campus Store. You can call a taxi at the Code Blue Assistance pole located at the totem entrance.

Student Affairs

250.746.3509

cc.viu.ca/sa

Monday - Friday 8:30 am - 3:30 pm

- **Appointments** 9:00 am - 2:30 pm
- **Drop-in** without an appointment for quick questions, Mon, Tues, Thurs, Fri, 9 am - 12 pm
- **Email:** advising.cowichan@viu.ca

We are your partners in learning. Connect early and often.

Educational Advisors can help you achieve a more fulfilling educational experience through an advising relationship. Visit an Educational Advisor on a regular basis to become an active partner in your educational planning.

Advising

Explore options, develop educational plans, problem solve, and clarify next steps toward achieving your educational goals.

Counselling

Counsellors offer free professional and confidential support to currently registered VIU students for issues relating to personal and learning concerns. Talking with a counsellor can help clarify your situation, lead to new understandings, integrate your experience, identify ways of coping and bring relief.

Assessment and Exam Invigilation Services

We provide a professional, welcoming testing environment for VIU program assessments, keyboarding, and exam invigilation (proctoring) for students attending other colleges and universities (discounted rates for current VIU students). Study materials are available at viu.ca/assessments. Contact Student Affairs to schedule a test date.

Disability Services

The Disability Services Office provides information, support services, and reasonable accommodation in all programs to students with documented permanent and temporary disabilities ranging from attention deficit, learning disabilities, chronic health issues, hearing and visual impairments, physical disabilities and temporary impairments due to accident, illness or injury.

All students with disabilities are encouraged to register with the office. Access to most services and programs provided by Disability Services is restricted to students who have registered with Disability Services.

Services for Aboriginal Students

Assistance, information, and support for Aboriginal students (including status, non-status, Métis, Inuit) to succeed by providing the following services:

- Academic and personal support; referrals
- Aboriginal bursaries, scholarships, student loans, and funding options
- Liase with students, faculty, Elders, Bands, Tribal Councils, and Aboriginal Organizations
- Assist new students with applications, registration, and timetabling
- Support from the Elders-In-Residence for cultural and spiritual matters

Financial Aid

viu.ca/FinancialAid/applications.asp

We support students in their search for financial assistance.

- Government student loans and grants **StudentAidBC.ca**
- Adult upgrading grant funding
- Canada Student Grants for part-time students and students with disabilities

Bursaries

"Scholarship/Award/Bursary Profile" must be completed in your student record between Sept 1 - Oct 31.

Scholarships & Awards

"Scholarship/Award/Bursary Profile" must be completed in your student record between Sept 1 - Mar 31

Human Rights Advisor

1.888.920.2221, local 6430 (toll free)
viu.ca/humanrights

- Consultation regarding issues of discrimination and harassment; they will meet with you at Cowichan Campus.

Academic Assistance

The Learning Centre

Room 120

September through June

The schedule is located outside *The Learning Centre*.

You can access study skills workshops, one-on-one help, and writing assistance. Help yourself to handouts and tip sheets.

Learning skills advising is booked at Student Affairs.

Use the Learning Centre and small group study rooms for study sessions.

Volunteer Tutors

Free one-on-one help is available for most courses. Tutor request forms are available at the Learning Centre or Student Affairs.

The Writing Centre

Room 120

September through April

University students can get one-on-one writing assignment help from an English instructor.

The sign-up sheet and schedule are located outside *The Learning Centre*.

Research Help @ the Library

250.746.3517

cowlibrary@viu.ca

Monday - Thursday 8 am - 6:30 pm

Friday 8 am - 4 pm

Start your library research early!

- Get research help in person, by phone, email, or online chat: libguides.viu.ca/researchhelp
- Access online articles, books, videos from on or off-campus
- Borrow books, DVDs, & equipment

Student Fees

viu.ca/calendar/generalinformation/tuition.asp

The Activity Fee (4% of tuition), is collected to administer campus recreation activities and athletic programs for students

The Student Services Fee (\$6.40 per credit), covers services related to three areas: student health services, experiential education, and access to technology.

viusu.ca Email info@viusu.ca

Nanaimo campus 250.754.8866, Building 193

Cowichan campus 250.746.3553, main floor, room 178

The VIU Students' Union is the voice of students at VIU and organizes events, hosts services, runs the student pub at Nanaimo, provides advocacy, and more. The Students' Union fees are democratically set by students.