



VANCOUVER ISLAND  
UNIVERSITY

COWICHAN

cc.viu.ca

# Services for Student Success

## Great information for your first year at VIU, Cowichan!

### Admissions/Registration/ Records

250.746.3512

Mon, Tue, Wed, Fri 8:30 am - 3:00 pm

Thur 9:30 am–3:00 pm

[viu.ca/registration](http://viu.ca/registration)

Registration Services accepts applications for all VIU courses and programs. We also handle 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.

### Cafeteria

Enjoy good food, sitting by the fireplace and casual atmosphere at the cafeteria. Anyone can utilize this beautiful space anytime the campus is open. A microwave is available for student use. Vending machines are located in alcove next to cafeteria.

### The Campus Store

250.746.3516

Monday - Friday 9 am - 4 pm

[campus-store.viu.ca](http://campus-store.viu.ca)

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.

### Campus Life Activities

[cc.viu.ca/sa/Campus\\_Life\\_Activities](http://cc.viu.ca/sa/Campus_Life_Activities)

Events are posted on the info screens at the Welcome Centre, [cc.viu.ca/events](http://cc.viu.ca/events) and the student newsletter. Get free vouchers from Student Affairs so you only pay \$1 admission to Cowichan Aquatic Centre.

### Class Cancellations / Campus Closure for Weather

- Check your email prior to class
- [VIU Safety App](#)
- Twitter [@viunews](#)
- VIU's [Facebook page](#)
- JUICE.FM 89.7

### Computers, Wi-Fi, Printing

[viu.ca/technology](http://viu.ca/technology)

You can access computers, Wi-Fi and pay-for-print services with your VIU Student Computer Account. 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*.

Instructions on connecting to Wi-Fi, printing, and great tips on file management. [viu.ca/technology](http://viu.ca/technology)

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

Free download of MS Office 365 <https://technology.viu.ca/services/microsoft-office>

### Contact Instructors

Faculty Area, 3<sup>rd</sup> Floor

Monday - Friday 8 am - 4 pm, open access; evening and weekend access as granted by instructor

Have a conversation with your instructor about the best way to connect with them, either email or 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 3<sup>rd</sup> 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

### Info Commons

Monday - Thursday 7 am - 9 pm

Friday 7am - 4 pm

Saturday 8 am–4 pm

- Computers with Microsoft Office Suite (Word, Excel etc.)
- Scanning/emailing from photocopier
- Flatbed scanner including colour

- Group study rooms
- Bookable group study room using your student number and library PIN
- Silent study room
- Audio/Video editing room

### Library

250.746.3517

[cowlibrary@viu.ca](mailto:cowlibrary@viu.ca)

Monday - Thursday 8 am - 6:30 pm

Friday 8 am - 4 pm

[library.viu.ca](http://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 & e-books from on or off-campus
- Borrow books, DVDs & equipment
- Assistance with printing, creating computer accounts, access to Wi-Fi, saving files

### 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 and Carpooling

[viu.ca/parking](http://viu.ca/parking)

Parking is free at the Cowichan campus. Please observe all posted signs, handicap, carpool, and tow away zones.

[Carpooling-cowichan.ride-share.org](http://Carpooling-cowichan.ride-share.org)

### 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.

### Welcome Centre

Ask for directions or assistance at the Welcome Centre.

**Cowichan Campus Welcome Centre**

**250.746.3500**

Nanaimo Campus automated switchboard .....1.888.920.2221  
 Employee Directory ..... [viu.ca/directory/](http://viu.ca/directory/)  
 BC Transfer Guide ..... [bccat.bc.ca](http://bccat.bc.ca)  
 VIU Webcams .....[viu.ca/viucam](http://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

## Student Affairs

250.746.3509

cc.viu.ca/sa

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

- **Appointments** 9:00 am - 2:30 pm
- **Drop-in** without an appointment for quick questions, every day except Wednesday 9:00 am - 12:00 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.

### Changeways

Ask about the Changeways Group for Depression, a therapy group to learn tools and insights to reduce symptoms of depression and anxiety.

## 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](http://viu.ca/assessments). Contact Student Affairs to schedule a test date.

## Disability Access Services

This 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, psychiatric 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 Access Services is restricted to students who have registered with Disability Access 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

- Aboriginal bursaries, scholarships, student loans, and funding options
- Liaise 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](http://viu.ca/financialaid)

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

Check out the online Financial Aid & Awards Handbook for a quick financial aid guide.

### Scholarships, Awards & Bursaries

Complete the "Scholarship/Award/Bursary Profile" in your VIU student record

- Bursary, Research, Conference, Travel deadline Oct 31
- Scholarship, Award, Entrance, Research, Travel deadline Mar 31

## Human Rights Advisor

1.888.920.2221, local 6430 (toll free)

[viu.ca/humanrights](http://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 April

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](mailto: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](http://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](http://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 (\$6.53 per credit), covers services related to three areas: student health services, experiential education, and access to technology.

[viusu.ca](http://viusu.ca) Email [info@viusu.ca](mailto: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.