UNIVERSITY CANADA WEST

Student Orientation Handbook

Your complete guide to UCW

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Please Note:

This booklet is intended as a guide to some frequently asked questions. Our policies may be updated or have changed since the distribution of this booklet. Students should always refer to the Academic Calendar for more details and information.

The Academic Calendar is available in the MyUCW Student Portal and at **ucanwest.ca/admissions/academic-calendar**.

Meet Your Department Chairs

Dr. Gelareh Farhadian

MBA, Marketing, Strategy & Entrepreneurship Department Chair

Dr. Gelareh Farhadian earned her DBA from Bordeaux IV University in France as well as a Master of Research in Business. She also has a bachelor's degree in Computer Science.

She teaches courses in Management Consulting and Business Environment.

Before joining UCW, she developed and delivered MBA courses such as Entrepreneurship and Small Business Management as an instructor in institutions across the Lower Mainland in British Columbia and in Iran.

With more than 21 years of experience in the IT sector (both as a consultant and developer) and management consulting (as a consultant and business owner) in organizational development, human resource management and strategy. Dr. Farhadian holds positions at several different universities teaching in business.

Dr. Farhadian owns her own consulting business, Tiara Consulting/Tiia Arjanne, and has experience as a data analyst.

Her interests are in startups, entrepreneurship, small businesses management and data-driven organizations. She holds a patent for HR Audit along with Tohid Alipou, Faezeh Aarabi and Hilla Goushangi.

Dr. Larry Earnhart

MBA, Quantitative Studies Department Chair

Dr. Larry Earnhart holds a PhD in Chemistry from Georgia Institute of Technology, an MBA from Pepperdine University and a BS in Chemistry from Northern Illinois University.

Dr. Earnhart teaches Operations Management, Business Ethics, Entrepreneurship and International Business and Investments courses. He encourages students to learn through active engagement and use of experiential in-class exercises to encourage learning.

Having worked in the chemical process industry in the United States for two decades as an operations manager, laboratory manager and project manager, Dr. Earnhart also holds patents for chemical process design. He has been a certified ISO 9000 Lead Auditor and a Six-Sigma Green Belt.

He has experience as a business coach at ETHOS Career Management Group, as a member of the board of directors of the Young Entrepreneurs Society Victoria, as a financial advisor for Edward Jones and owned his own business, Bagga Pasta.

In addition to teaching, he has a consulting business helping small business owners, narrates and produces audiobooks, is a public speaker and is the author of the book, "The Profit Machine."

Dr. Michele Vincenti

MBA, Leadership & People Management Department Chair

Dr. Michele Vincenti holds a PhD in Human and Organizational Systems from Fielding Graduate University, an MBA Executive from Royal Roads University and a Master of Arts in Human Organizational Systems from Fielding Graduate University.

He teaches courses in Investments, Strategy, Leadership, Human Interface, Management Consulting and Corporate Finance (BCom and MBA) and has mentored 200-plus students for their final thesis or consulting projects.

With more than 30 years of experience in the financial sector, both as a consultant and as an executive in financial institutions, Dr. Vincenti teaches in business and management programs. He has experience in international operations, cultural diversity and achieving successful turnarounds amidst organizational change/mergers and acquisitions (M&As) and a proven track record of enhancing and launching creative and high-impact projects and building profitable operations. His expertise includes New Business Development, Sales Management, Risk Management, Product Development, Program Management, Process Improvement, Business Planning, Manufacturing and Cross-functional Team Leadership.

He also has expertise in recruiting and developing top talent; improving employee morale and productivity; identifying concerns; inspiring support of colleagues and constituents; enhancing capital and funding initiatives; and directing strategic planning, budget development and systems evaluations.

As President of Alvana Business Consulting Inc., he also offers consulting expertise to his clients in the areas of wealth management, leadership and business startups.

George Drazenovic

Arts, Communications & Social Sciences Department Chair

George Drazenovic holds a Master of Business Administration specializing in Finance from the University of Notre Dame and a Bachelor of Arts in Economics from the University of British Columbia. He is a member of the Chartered Professional Accountants of British Columbia (CPA, CGA) and the Vancouver Society of Chartered Financial Analysts.

George has a wealth of leadership experience from the private sector and a track record of incubating startup ventures in a variety of sectors, including alternative energy, biotechnology and natural resources.

He has led publicly traded companies at the executive and board level and raised and structured tens of millions of dollars in financing. He brings business development, planning and securities regulatory expertise.

George is a strong advocate of students and takes an active learner-centred approach to his teaching, enabling his students to introduce their diverse experiences and backgrounds into the classroom learning environment. He teaches managerial accounting and investment analysis at UCW and has served as the course lead for accounting.

George has been a featured lecturer for the Chartered Financial Analyst program, a globally recognized standard for measuring investment knowledge, specializing in fixed income securities, derivatives and corporate finance.

Dr. Stephanie Chu

Associate Vice-President – Teaching, Learning, Scholarship

Dr. Stephanie Chu brings 30 years of experience at research and teaching-intensive universities, with more than a decade in senior leadership roles. She was Vice Provost, Teaching & Learning and Interim AVP, Research at Kwantlen Polytechnic University; Director, Teaching & Learning Centre, and Special Projects Advisor to the AVP, Academic at Simon Fraser University (SFU).

Dr. Chu has made contributions to educational development at multiple levels. She was an adjunct professor in the Faculty of Education at SFU, contributing to the Educational Technology Learning Design, Educational Leadership and Transformational Change programs. She has served as an expert reviewer for the quality assurance process audit (QAPA) of the BC Degree Quality Assessment Board (DQAB), the Future Skills Centre's "Shock-proofing the future of work" grants and several Canadian teaching and learning centres.

Dr. Chu has co-authored a guide on teaching and learning centre reviews and led the planning and co-hosted the 35th National Society for Teaching and Learning in Higher Education (STLHE) conference. She is currently pursuing the Diversity and Inclusion Award of Achievement and Certificate in Intercultural Studies at UBC and San'yas: Indigenous Cultural Safety Training through the BC Provincial Health Services Authority.

Dr. Chu brings an experienced eye to UCW programs, currency in technological and curricular innovation, and faculty support. Her experience in program development will facilitate the University's work in this area.

Dr. Jill Cummings

University Access Program Chair

Dr. Jill Cummings attained her PhD and MEd in Curriculum, Teaching and Learning/Second Language Education from the University of Toronto. Her research focused on the writing development and instruction of English for Academic Purposes (EAP) students as they transitioned to their university degree programs.

Before joining UCW, Dr. Cummings was the Associate Dean for Faculty Development at a private university in Fredericton, New Brunswick. She has a wealth of experience Teaching English as a Second Language (TESL) to K-12 students, international students and newcomers to Canada.

Over the years, Jill has designed, taught and supervised TESL Certificate, ESL and EAP programs at the Toronto School Board, the Centre for Applied Linguistics, the University of Toronto and St. Thomas University.

Currently, Jill is an active member of the Academic Integrity and Student Success Committees within the Society for Teaching and Learning in Higher Education (STLHE). She has also joined the BC TEAL Association and is a member of the TESL Canada.

Dr. Jill Cummings's scholarly work includes numerous publications and presentations regarding blended learning and ESL, as well as research on the development of critical thinking and community remote delivery. In 2021, she published "Teaching in the Post COVID-19 Era," which features the innovations of educators worldwide.

Strategies for Success

Conduct

Treat your peers, staff and faculty with respect and dignity. Act responsibly.

Study Permit

You are responsible for meeting the conditions and requirements of your study permit.

Courses

Read all your course information and complete your assignments on time. Communicate with your instructors if you have problems or questions.

Tuition & Fees

You are responsible for any fees (library fines, add/drop classes, letter requests, etc.) you may incur. You must ensure that payments are made by the deadline.

Attendance

Go to class. The most successful students often have great attendance.

Get Involved

Take part in UCW activities. A variety of social activities happen both on and off-campus throughout the term. Many of these events require student volunteers.

Departments at UCW

Student Affairs & Services

Student Affairs & Services assists and advises students in areas such as:

- Guest speaker seminars and workshops
- Cultural and social activities
- Medical insurance
- General inquiries

To contact Student Affairs, send an email to **student.affairs@ucanwest.ca**. You can visit a Student Advising Specialist in person at the West Building of the Vancouver House Campus.

Student Life

Student Life's mission is to develop student-centred opportunities that contribute to transformative learning experiences, provide engaging activities and inspire a purposeful transition into university life.

Student Life is committed to enriching and engaging students to create safe(r) spaces and opportunities that are conducive to learning, belongingness and active involvement.

More specifically, Student Life is responsible for providing various programs and services that enhance students' overall experiences at UCW.

The team offers information about the various resources available to students, including student associations, events and activities, volunteering opportunities and more!

The team can also provide information related to housing and dining options near campus.

Student Life offers various services and programs, including:

- Peer2Peer Program
- IMPACT Program
- Events and experiences
- Recognized Student Associations
- New Student Orientation
- Cultural diversity
- Multi-faith resources
- Sexual and gender diversity

For more information, click **HERE** or contact Student Life at **student.life@myucwest.ca**.

Career Development Centre

The Career Development Centre offers workshops, one-on-one advice and assistance to students in areas such as:

- Career advising
- Reviewing student resumés and cover letters
- Job search help
- Providing resources on labour market
- Networking skills
- Work-integrated learning including practicum applications
- Mock interviews/interview skills
- Employment resources
- Career panels/events and career exploration
- Managing online presence

To contact the Career Development Centre, please visit the **Career Development Centre tab** in the MyUCW Student Portal or by sending an email to **career.development@myucwest.ca**.

Outreach

Outreach is a vital aspect of student advising and support, creating a supportive and inclusive environment where students can succeed.

The services offered by Outreach include:

- Questions about **guard.me** insurance and registration
- Phone calls prior to and shortly after starting at UCW
- Check-in calls and emails inviting students to connect with the Outreach team
- Email support for general information about UCW services and contacts
- Referral to student services, including finance, registration, accessibility and academic advising
- Referral to various community services in support of student health and well-being, including Keep.meSAFE and Here2Talk

Students can drop in to ask a quick question or make a 10-minute appointment with the Outreach team via this **link**.

General Student Advising

General Student Advising offers students information about the different types of guidance available to support their personal, social and academic well-being. General Student Advising provides individual and group advising, workshops, events and crisis support. They also provide specialized services for a broad range of other concerns.

How to contact a Student Advising Specialist

- **Visit us in person:** The Student Affairs and Services team provides support to students regarding general advising.

  Vancouver House Campus: 10 am - 3 pm, Monday to Friday at the Vancouver House Campus Service Hub

  West Pender Campus: 10 am - 3 pm, Monday to Friday on the first floor of the West Pender Campus
- **Virtual Appointments:** Students can drop in to ask a quick question or make a 15-minute appointment with Student Affairs & Services via Teams on specific days. You can make a virtual 15-minute appointment with Student Affairs & Services to discuss your inquiry. Please click **HERE** first to learn how to make an appointment.

International Student Advising

International Student Advisors (ISAs) are Regulated Canadian Immigration Consultants (RCIC) and Regulated International Student Immigration Advisor (RISIA). They provide support to international students before they arrive in Canada and throughout their time at UCW.

The ISA team can help students in several areas:

- Canadian immigration documents and regulations (e.g study permits, visas, work eligibility)
- Intercultural transition support and referrals
- Travel restrictions and requirements to enter Canada

The ISA team are currently able to offer services in English, Mandarin, Cantonese, Farsi, Korean, Hindi and Punjabi.

Students can see the full calendar of events on the **International Student Advisors tab** in the MyUCW Student Portal.

Students are able to contact an International Student Advisor by sending an email to **international.advisor@myucwest.ca**, attending a virtual workshop or by booking a virtual 1-1 appointment through the **MyUCW Student Portal**.

Accessibility

University Canada West (UCW) is committed to providing a learning environment that reflects and supports the rich diversity of our student body, by making every effort to support and meet the needs of all learners. This includes providing support to students with both visible and non-visible disabilities.

Students with accessibility and disability-related concerns are encouraged to contact **accessibility@ucanwest.ca**.

For more specific information about UCW's Accessibility Policy and to access forms, please refer to **ucanwest.ca/about/policies**.

Library

The UCW Library can help you with:

- Access to thousands of journals, books, newspapers, magazines, eBooks, images, videos and more
- Reference and research support (how to find and evaluate information)
- APA help (how to properly cite your sources)
- Workshops on APA style, plagiarism, literature reviews, research skills, etc.

To contact the Library, please visit the **Library tab** in the MyUCW Student Portal or send an email to **ucw.librarian@myucwest.ca**.

Finance

The Finance Department maintains all the students' financial accounts.

The office can assist students with the following:

- Course tuition fees and other fees
- Guard.me purchase (Health Insurance)
- Scholarship disbursement

Please note: The Finance Department only disburses the scholarships. If you have any questions regarding your eligibility, please contact the Registrar's Office.

Contact the Finance Department by email at **ucwfinance@ucanwest.ca** or by visiting the Finance Office on the seventh floor of the West Pender Campus (by appointment only) or on the second floor of the UCW West Building at the Vancouver House Campus.

Registrar's Office

The Registrar's Office (RO) is responsible for managing student academic records and services from admission to graduation. The RO ensures that student records are accurate and complete to meet student needs and regulatory requirements.

The RO provides information and services to students in the following areas:

- Admission and re-admission
- Transfer credit
- Official confirmations of enrolment
- Scholarships, awards and financial aid
- Student records and official transcripts
- Academic standing, grades and continuance
- Academic council secretariat
- The Senate
- Course registration
- Graduation

The Registrar's Office can be contacted by sending an email to **ucw.registrar@myucwest.ca** or by visiting the Registrar's Office on the first floor of the West Pender Campus (by appointment only) or on the second floor of the West Building at the Vancouver House Campus.

Medical Insurance

Students are required by the BC government to have medical insurance for the duration of their studies in Vancouver.

Private Medical Insurance

Private medical insurance covers a range of health and medical services, including basic health services such as hospital and ambulance, as well as extended health services such as prescription drugs, physiotherapy and accidental dental services (if required).

Guard.me is a private medical insurance company that specializes in medical insurance for international students. They have a health network system which allows students on Guard.me insurance to visit clinics and pharmacies.

All International Students attending classes other than Online Formal program (ON) will be registered with **Guard.me** for the first term.

Students can register for Guard.me via the **guard.me microsite** or through the UCW manual registration process in which students will need to email Student Affairs at **student.affairs@myucwest.ca**.

No other private or national health insurance, including MSP application or MSP card, will exempt first term international students from enrolment in Guard.me. All international students attending classes in Canada must be registered with Guard.me for the first term.

Domestic students are not eligible to register in Guard.me.

The cost of Guard.me can be found in the **guard.me** international medical insurance page.

Cancellation/Refund

As it is mandatory for all new international students to enrol in Guard.me Medical Insurance, once enrolled students will not be eligible to apply for refund or opt-out of the service.

Students will not be eligible for refund if they receive their MSP during their enrolment term. Students will only be eligible to apply for a Guard.me refund if their student visa application is denied/rejected. Students are responsible to email Student Affairs regarding Guard.me refund.

Information about Guard.me can be found in the **guard.me** international medical insurance page.

BC Medical Services Plan

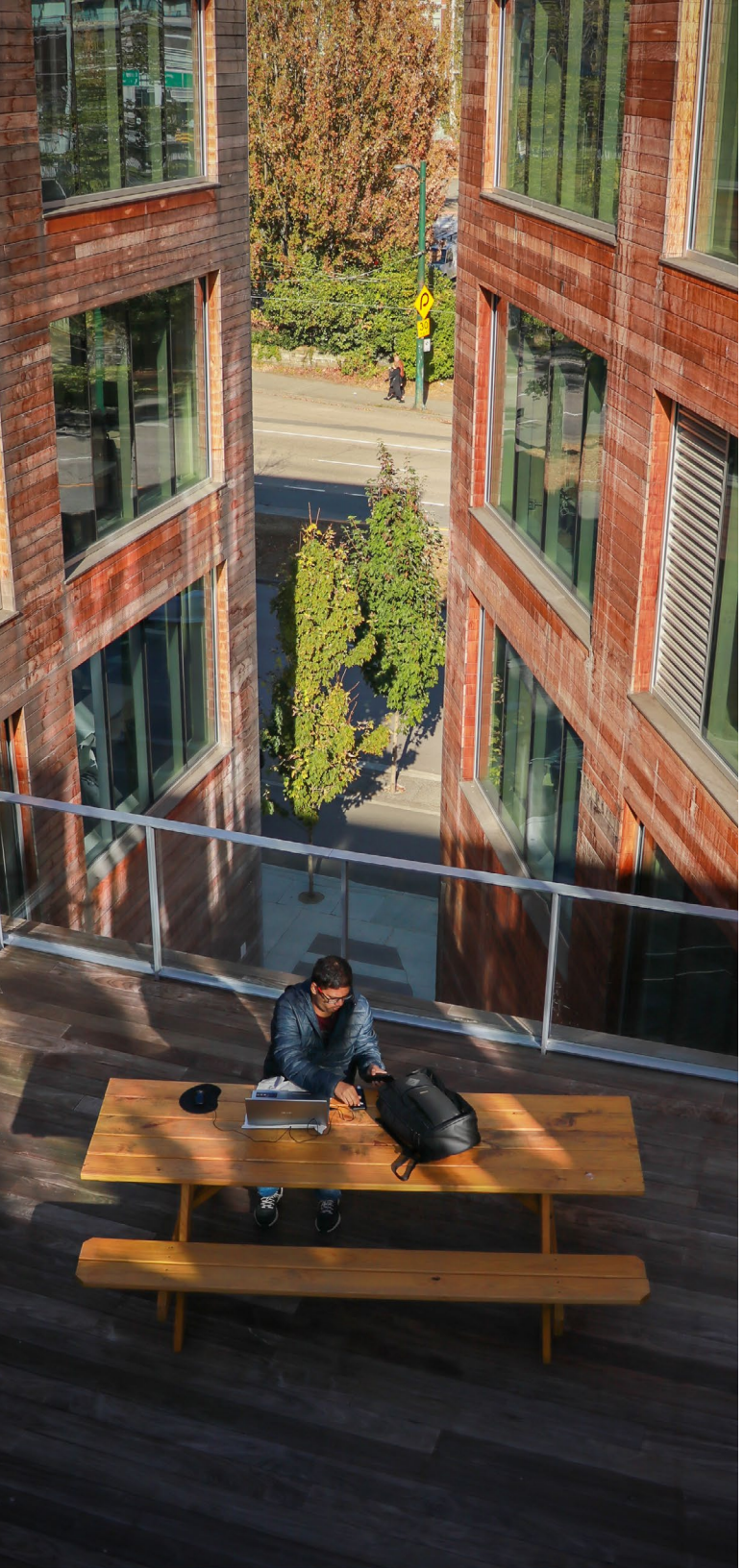
Medical Services Plan (MSP) is public medical health plan from the BC government. It allows students to visit medical services covered under MSP. BC residents must apply for MSP once they are in BC. The waiting period for MSP may take up to three months based on the provincial wait time.

MSP is mandatory for all BC residents regardless of if they are domestic students or international students. This is a provincial fee, not a UCW student fee.

To apply, students will need to provide documentation that they will be in Vancouver for more than six (6) months.

The MSP fee is $75 for only international students only. It's free for domestic students.

MSP covers basic medical care, mostly doctor and hospital visits within Canada, but it does not cover dental, prescription drugs or eye exams unless referred by a doctor.



Keep.meSAFE

Studying in a different country or starting your studies again can be an amazing and unique experience, however, it can also be daunting.

Being away from home and/or having to adjust to a new school can be overwhelming, particularly if the culture and language is different from what you are used to.

However, to help you through your academic journey, all UCW students will be enrolled into the Keep.meSAFE program when they start their degree program.

This is the industry's first and only digital mental health support program for students, particularly international students, with the goal of providing assistance for those having trouble settling into their new surroundings. Having someone to talk to is very helpful whether that be about dealing with a new school, a new city or just about feeling overwhelmed with everything happening in your life.

The Keep.meSAFE program is available 24/7, all year round and can be accessed on multiple different platforms. It is very useful for a student who is struggling and has a busy schedule.

Students can reach out to a counsellor through a range of platforms, including through the app, messenger, the web chat on their website or via voice and video call.

Keep.meSAFE connects students to student support counsellors who are experienced in helping both domestic and international students.

Many counsellors can talk to students in a variety of languages and have knowledge of different cultures to help better relate to your problems.

Sessions with Keep.meSAFE representatives can be booked in advance or can be done immediately. All information and conversations shared with the counsellors are completely confidential.

Students also have access to the different articles and videos on the Keep.meSAFE website that cover different topics, including personal health, relationships, living abroad and student life.

Keep.meSAFE costs $35 per student per year and is a mandatory service for all UCW students.

To learn more, visit **keepmesafe.org**, download the free My SSP app or phone 1-844-451-9700 toll free. Students can also approach Student Affairs to learn more about the program.

Information about Keep.meSAFE can be found under the **Student Affairs tab** in the MyUCW Student Portal.

Microsoft Office 365

All students at UCW have access to a Microsoft Office 365 account, which includes Word, Excel, PowerPoint, OneNote and more. Students also get an email address to access these apps and personal cloud storage.

New students will receive their Microsoft credentials early in their first term. There are both web versions and desktop versions available for these apps.

These tools will help students to complete their schoolwork and collaborate on assignments and projects with their teachers and classmates.

Student accounts will remain active as long as they are a student at UCW.

Alumni will have access to their Office 365 account for six (6) months after graduation.

Your Office 365 account also gives you access to Grammarly Premium, an online writing assistant and grammar checker.

Grammarly not only picks up and corrects mistakes, but it will also explain why it was a mistake.

Once you receive your Microsoft credentials, you can use them to log into Grammarly and start checking your writing.

If you already have a free Grammarly account, you will need to log out and then log in again using your UCW Microsoft Office 365 credentials.

Course Registration

New Students

New Student Orientation (NSO)

New students must attend NSO the week before a new term starts. Student Affairs sends out information about orientation closer to the start of a student's first term.

NSO is a mandatory orientation week that offers guidance to help new students transition as smoothly as possible to Canada and University Canada West.

New students will have the opportunity to virtually meet professors, department chairs, the President and current students.

New Student Orientation will include online and in-person sessions on:

- Appreciating different cultures on campus
- Successful tips and strategies
- Tools to help in your academic success
- Learn what employers want and how to gain those skills

Learning for Success Workshops

All new UCW students are automatically enrolled in the four-week non-credit Learning for Success Workshop (LFSW 099), which offers both synchronous and asynchronous delivery modes.

In the synchronous mode, students attend either four 3-hour workshops (one per week) or eight 90-minute workshops (two per week) via Microsoft Teams. During these sessions, facilitators present information and engage students in activities designed to build essential academic skills. Students engage in both individual and collaborative activities during live sessions, but they complete quizzes and assignments individually.

In the asynchronous mode, students read, watch, and interact with the course content on Brightspace. They complete tasks and assessments individually but participate in online discussion forums as a class.

Each module, in both delivery modes, provides information or activities that help build skills for a successful academic journey at UCW. Students earn a badge for successful completion of each module and a certificate when they accumulate four badges.

Current Students

Current students need to follow the registration procedures that will be sent to them through the MyUCW Student Portal.

Withdrawal Dates

The last day to withdraw from courses without financial penalty is the Monday* of the second week of each term. The last day to withdraw from courses without academic penalty is the Monday* of the fifth week of each term.

*Dates subject to change. Check the **Academic Calendar** for the most up-to-date information.

APA Style

At University Canada West, the proper method of giving credit is to follow the rules of the Publication Manual of the American Psychological Association (i.e. APA style).

If you have not used APA style or other similar manuals of style in your previous studies, the Library has created a variety of handouts, presentations, videos and other resources to familiarize you with APA rules.

You can find them in the **Library tab** of the MyUCW Student Portal.

Academic Integrity

Academic integrity is a foundational component of higher education and can be defined as a commitment to avoid any sort of dishonesty, misrepresentation or deception in the work that you submit in your classes.

A key aspect of academic integrity is to give proper credit to others when you incorporate the research, statistics or other work of others into your own assignments.

Using someone else's work without giving credit can lead to charges of plagiarism, which is a very serious offence in all Canadian universities.

Protect Yourself

Personal Property

Protect your valuables from loss or theft and do not leave any items unattended.

You are solely responsible for the security of all your personal possessions while on University Canada West premises.

University Canada West, its directors, employees and agents are not responsible nor liable in the event that any of your personal possessions are lost, damaged or stolen while you are on University Canada West premises.

Personal Information

Whether it's online or in-person, you are constantly being asked for your personal data. Don't just blindly give it up.

Think about why the information is needed, who will use it and how. Remember, the Internet never forgets. Once information is out there, it's very hard to get it back.

If you have any doubts about the person or organization asking for your personal information, please talk to someone in Career Services or Student Affairs for advice.

UCW takes your privacy very seriously. The University complies with all applicable provincial, federal and international privacy legislation.

If you have any questions about our privacy policy or our use of your student information, you can email our Privacy Officer at **privacy@ucanwest.ca**.

Academic Standing

Undergraduate Students

You must maintain a 2.00 (C) Cumulative Grade Point Average (CGPA). If your CGPA falls below 2.00, you will be put on Academic Probation. If your CGPA remains below a 2.00 after the next term, you will be Required to Withdraw.

If you receive two (2) failing (F) grades, you will be sent a warning letter and a notation on your official record. You will be Required to Withdraw if you fail three (3) or more courses.

Graduate Students

You must maintain a 3.00 (B) Cumulative Grade Point Average (CGPA). If your CGPA falls below 3.00, you will be put on Academic Probation. If your CGPA remains below a 3.00 after the next term, you will be Required to Withdraw.

If you receive one (1) failing (F) grade, you will receive a warning letter and notation on your official record. You will be Required to Withdraw if you receive F grades in two (2) or more courses.

See the Academic Standing and Continuance Policy on the website for more details at **ucanwest.ca/about/policies**.

Academic Calendar & Forms

The Academic Calendar is in the **Registrar's Office tab** in the MyUCW Student Portal and also on the website at **ucanwest.ca/admissions/academic-calendar**.

Students needing official letters, transcripts, transfer credits or to withdraw need to fill out the appropriate forms.

The forms are located in the MyUCW Student Portal under the Registrar's Office tab under the heading Documents and Forms.

Please read the forms carefully and follow the instructions.

Library Resources

Start your research on the Library's Homepage. The Library's collection includes:

- Over 200,000 eBooks
- Over 30 million academic journal articles
- Over 40 million magazine and news articles
- Millions of business & economic reports
- Thousands of videos/movies/films
- Thousands of physical books
- AND MORE!

The Library is here to assist you when you need help conducting research, evaluating information and understanding APA citation style. You can contact the Library by visiting the **Library tab** in the MyUCW Student Portal or emailing **ucw.librarian@myucwest.ca**.

As well, the Get Help From a Librarian page provides information on the various ways – such as text chat (called AskAway), video chat (via Teams) and other options – that you can get one-on-one assistance from a librarian.

The Library regularly provides workshops on APA citation style, plagiarism, research skills and other topics. Find the schedule on the **Library Workshops page** on the MyUCW Student Portal.

Micro-credentials

Micro-credentials are short, concentrated groups of courses that are flexible, innovative, timely and based on current industry needs.

Also known as digital badges, micro-certifications or mini-degrees, micro-credentials allow employers to see a candidate's immediate qualifications for the specific skills they are looking for.

University Canada West's micro-credential programs are focused on technology, business and innovation. These courses can help you gain valuable and specific skills in a short amount of time.

Whether you're trying to explore a new career path or want particular skills to set you apart in the job market, our micro-credentials have something to offer everyone.

Micro-credentials we currently offer:

- Blockchain Project Management Certificate Program
- Certified Digital Marketing Professional
- Corporate Social Responsibility
- Data and Web Analytics
- Digital and Social Selling
- Digital Strategy
- Introduction to Project Management
- Introduction to Supply Chain Management and Logistics
- Mastering Blockchain, Bitcoin and Cryptocurrency
- Online E-Commerce
- Search Engine Optimization (SEO)
- Social Media Marketing

For more information about micro-credentials, visit **ucanwest.ca/micro-credentials** or email **micro-credentials@ucanwest.ca**.

Student Rights & Responsibilities

UCW is a learning community committed to providing a safe environment characterized by respect, consideration, well-being, social and moral development of its members.

As a member of the UCW Community, students can expect to be part of a respectful, innovative, collaborative, courteous and engaging environment free from harassment, discrimination and any form of abuse or violence.

Students have the following rights:

a. The right to pursue academic studies and participate in student activities at UCW in a safe, healthy and secure learning and working environment

b. The right to participate in student activities without harassment, intimidation, discrimination, disruption or acts of violence

c. The right to freedom of enquiry, expression and peaceful assembly on the UCW campus in a manner consistent with the law and with UCW policies and procedures

d. The right to participate in dialogue and to receive and express diverse ideas and perspectives

e. The right to respect for property and person

f. The right to privacy in respect of personal information as provided for by UCW policies and practices

g. The right to reasonable access to information relevant to their status as a student and that relates to University programs, graduation requirements and UCW policies and procedures relevant to students, including the right to receive, at the beginning of each course, a written syllabus that includes learning outcomes, grading criteria or guidelines and the value of each assignment, project and test

h. The right to make claims and exercise rights as provided for by UCW policies and procedures

i. The right to fair and prompt procedures in proceedings for misconduct under this Policy

j. The right to be kept informed of their academic standing and progress through fair and reasonable performance assessments

k. The right to be protected from retaliation by members of the UCW Community when the person reports, discusses, provides evidence or otherwise participates in a student rights and responsibilities process

Students have the following responsibilities:

a. Conduct themselves in a manner that does not harm or threaten to harm another person's dignity, physical or mental well-being

b. Contribute to and sustain an inclusive environment that values civility, honesty, fairness and respect for others

c. Respect the ideas and perspectives of others even when not in agreement with those ideas and perspectives

d. Respect others' personal information and privacy and treat disciplinary actions as confidential

e. Obey public laws

f. Report acts of rights violations where there is a reasonable and/or expected threat to the community, or where harm (emotional or physical) has been witnessed

g. Not disrupt or interfere with UCW activities, including classes and programs

h. Respect the property of UCW and of others

i. Become fully aware of, and comply with, UCW policies and procedures

For more information about student rights, contact a Student Rights and Responsibilities Advisor at **studentrights@ucanwest.ca**.

Ombudsperson

The Ombudsperson works to ensure that students are treated fairly in all aspects of university life by responding to student complaints and addressing concerns related to possible breaches of rules of natural justice.

The Ombudsperson is independent of University administration and supervisory structures.

In their role, the Ombudsperson informs students regarding the avenues available to them to address and resolve their complaints; mediates or intervenes to assist in the resolution of conflicts; and provides advice and recommendations to decision-makers on the fair resolution of complaints.

When should you contact the Ombudsperson?

- When you are not sure where to go or how to get a concern or problem addressed
- When you are involved in an appeal process and need help understanding the process
- When you have a conflict or problem that needs help resolving
- When you believe you have been treated unfairly
- When you need clarification on your rights and responsibilities as a student
- When you appreciate the support of an individual during meetings regarding your academic status with University faculty or administrators

Students can contact the Ombudsperson at **ombudsperson@ucanwest.ca**.

Students can book a phone, in-person, or virtual appointment by using **this link**.

Centre for Teaching Excellence

Learning for Success Workshops

All new students at UCW are automatically enrolled in Learning for Success Workshops (LFSW 099) - a four-week non-credit mandatory course, which the Learning for Success team offers both synchronously and asynchronously.

In LFSW099 (ONS) or the synchronous mode, students attend live sessions on Microsoft Teams, either four 3-hour workshops (one session per week) or eight 90-minute workshops (two sessions per week). During these workshops, facilitators present information and engage students in activities designed to build essential academic skills. Students engage in both individual and collaborative activities during live sessions, they complete quizzes and assignments individually.

In LFSW099 (ON) or the asynchronous mode, there are no live sessions. Students read, watch, and interact with course content on Brightspace. They work individually to complete tasks, quizzes and assessments but participate in online discussion forums as a class. The asynchronous delivery mode offers flexibility, allowing students to pace their own learning while still benefiting from structured assessments and activities. Here is a breakdown of the four modules:

- **Module 1:** Modes of course delivery, UCW resources, services, introduction to strategies for learning
- **Module 2:** Academic research, critical thinking, source credibility, academic integrity, APA
- **Module 3:** The writing process, characteristic of effective academic writing, paragraph writing
- **Module 4:** Learning strategies in an academic setting (notetaking, reading, time management, goal setting, planning)

Students earn a badge for successful completion of each module and a certificate when they accumulate four badges.

Open Workshops

The Learning for Success team also offers optional workshops, also known as Open Workshops. These workshops cover a range of topics, including:

- Active Participation
- Academic Reading
- Presentation Skills
- Paraphrasing Effectively
- Business Writing

View the full list of **Open Workshops here**.

Learning Strategists

Learning strategists provide individualized support to students throughout their studies, available either in-person or online. Students can meet with learning strategists to:

1. Discuss learning strategies and habits to help them optimize their study methods and improve academic performance.
2. Address learning challenges, such as difficulties with time management, scheduling, reading techniques, and group work.
3. Be informed about the various services available at UCW and be referred to relevant resources if needed, such as academic advising, peer tutoring, writing coaches, and counseling services.
4. Schedule dedicated check-in times to monitor their progress and receive ongoing support and guidance.
5. Create a personalized study plan to address any academic deficiencies and successfully return to studies if on academic suspension.

Schedule an appointment with a Learning Strategist **here**.

Writing Lab

The CTE Writing Lab is an open and welcoming learning environment offering free writing coaching services to individuals and groups. The writing coaches are academic and professional writing experts who guide students through the writing process to help them improve their academic writing skills and achieve writing proficiency. They aren't an editing service, but through discussion and feedback, students who meet with them learn self-editing skills to improve their writing proficiency. The Writing Lab currently offers the following services:

- Online writing coaching via Teams, Monday-Friday
- In-Person writing coaching, Tuesdays (Location: Vancouver House East, 2nd Floor, CTE Office)
- Written feedback via Email (appointment necessary, but no meeting required)

To access our services, please **book an appointment** after **reading the Frequently Asked Questions**.

Brightspace Support

If you have any questions about Brightspace, we welcome you to our drop-in Q&A sessions. These sessions are designed exclusively for addressing students' individual needs and questions related to navigating Brightspace. Unlike workshops, our drop-in sessions offer a flexible and personalized approach to support.

Our expert Educational Technologist will be available every Monday and Wednesday (12:00 – 12:30 pm), providing targeted assistance, insights, and guidance to help you navigate Brightspace seamlessly.

Join us at your convenience during these sessions, where the focus is entirely on addressing your queries and ensuring that you have a successful experience with Brightspace. **Click here** for more information.

Innovation Fuel Podcast

Innovation Fuel (IF) is a way to connect the UCW Community to professionals and entrepreneurs in BC through storytelling.

Every week, our hosts Dave Keighron (UCW Faculty) and Dr. Gelareh Farhadian (Department Chair of Marketing, Strategy and Entrepreneurship) sit down with a special guest to discuss their professional story and expertise in various aspects and across all industries.

Through weekly episodes, our students gain exposure to the Canadian entrepreneurial scene and local businesses and learn about how other companies stay agile and innovative.

The podcast is set in a form of case studies that support our students in gaining experiential learning.

By connecting students to SMEs and professionals, we give them access to realistic scenarios that they would experience working in BC, as 98% of businesses in BC are small businesses according to gov.bc.

Listen on Apple Podcasts, Spotify, Google Podcasts or Buzzsprout.

For more information, visit **ucanwest.ca/innovation-fuel**.

If you are interested in being a guest on Innovation Fuel and would like to share your story with us, please contact us at **innovationfuel@ucanwest.ca**.

INNOVATIONFUEL
PODCAST BY UNIVERSITY CANADA WEST

Accessibility

UCW is committed to accessible learning.

Our Accessibility Services team assists in navigating disability-related barriers to your academic success at UCW for your ongoing or temporary visible or invisible disability.

You can find the accessibility services forms at **ucanwest.ca/about/policies**.

Please contact **accessibility@ucanwest.ca** for more information about academic accommodations for your accessibility or disability needs.

Ongoing Information Sessions & Workshops by Department

The full list of workshops can be viewed on the **MyUCW Student Portal**.

Academic Advising

Planning For Academic Success Workshop	What does it mean to be in good academic standing? What is CGPA and how is it calculated? What academic resources are available at UCW? Students will get to learn the answers to these questions and more during this workshop.
Navigating Your Associate of Arts Workshop	The Associate of Arts degree is designed to provide a solid foundation for further undergraduate studies. Come and learn more about the transfer possibilities within UCW and other research institutions in BC during this workshop! Useful resources for understanding the university transfer program as well as the recommended routes for continuing into UCW's Bachelor of Commerce (BCom) and Bachelor of Arts in Business Communication (BABC) degree programs will be shared.
Navigating Your Bachelor's Degree Workshop	Join us for an interactive workshop designed to provide a comprehensive overview of the Bachelor of Commerce (BCom) and Bachelor of Arts in Business Communication (BABC) degree programs. Additionally, Bachelor of Commerce students will have the opportunity to learn about the Chartered Professional Accountants (CPA) and Certified in Management (CIM) designation options within their program.
Navigating Your MBA Workshop	In this workshop, MBA students will get the opportunity to learn about their elective options, the different Tier 4 capstone experience courses (commonly referred to as "exit courses"), and the different professional designation opportunities embedded within their program.
Course Registration Procedure & Guidance Workshop (Undergraduate Programs)	Undergraduate students will get to learn about the course registration process at UCW and other key information, such as important term deadlines, in this workshop.
Course Registration Procedure & Guidance Workshop (Graduate Programs)	Graduate students will get to learn about the course registration process at UCW and other key information, such as important term deadlines, in this workshop.

The full list of workshops can be viewed on the **MyUCW Student Portal**.

Career Development Centre

Canadian Style Resumé Writing	Create a professional resumé that will help you stand out in the Canadian job market.
Job Search Strategy	Become the CEO of your own career. Learn creative strategies to master your job search progress and take you to the top of your game.
CRW: Intercultural Competency	Learn how to interact and collaborate efficiently with people from diverse cultural backgrounds. Workshop completion earns an E-Badge.
Job Fair Prep	Start preparing for upcoming job fairs. Learn to strategize and make the most of your job fair experience to stand out in a crowd.
MBA Graduate Practicum	Information and Q&A session about the MBA WORK 601 practicum application.

Library

APA: The Basics	This session will highlight what APA is, why it's important and how you can apply the rules of APA style citation to your own work. The information shared during this session is relevant to all students as APA is the mandatory citation style at UCW. As such, we recommend all students attend this workshop.
Introduction to Library Research	This workshop will walk you through the Five Steps of Academic Research and will highlight how to utilize the library's resources to find reliable and credible information for your upcoming assignments.
Industry Research	This workshop will focus on how to identify and find industry information using specialized databases and search techniques. This workshop can help you create business reports, SWOT or PESTLE analysis, and help find quantitative information to support your work. A recommended prerequisite to this workshop is the Library's Research workshop.
Datasets & Where to Find Them	The numbers don't lie! Using and analyzing data can add great value to your work and even help support you in making big decisions. But finding relevant and accurate datasets can be time consuming, and even a little confusing at the start. Join the UCW Library in this workshop to discover several places to find both data and datasets. We will cover the key skills and strategies of using and interpreting datasets, which will serve you well in your future careers!
Advanced Research	This workshop gives students an advanced overview of library resources and search techniques. Students will learn about the variety of content and databases available outside of the main UCW Library search, and how to apply specific search techniques that can be used in Library databases and elsewhere. **Recommended prerequisite:** Introduction to Library Research, ENGL 100 or MBAF 501.
APA: Beyond the Basics	This workshop delves deeper into APA and provides students with hands-on experience using APA style citations and library resources. This workshop was designed to build off the introductory APA workshop, so we recommend all attendees participate in APA: The Basics workshop or watch the recording prior to this session.

The full list of workshops can be viewed on the **MyUCW Student Portal**.

Centre for Teaching Excellence

Strategies for Collaboration	Come and discuss strategies that can be implemented when you are assigned group work. Break-out rooms will allow you to interact with your peers and discuss how past teamwork experiences have impacted your approach to new group tasks. You'll also identify which collaboration skills are most important for group success.
Active Participation	Come and learn why participation is crucial to your successful learning strategy! Understanding effective participation will help you achieve better grades, prepare you for the workplace, and empower you to take an active role in your classes. Breakout rooms will also allow you to meet and interact with your peers.
Avoiding Plagiarism in Academic Writing	In this workshop, an experienced UCW writing coach will introduce different types of plagiarism and their level of severity. The facilitator also covers topics such as conducting research, acceptable paraphrasing, and citing or quoting from sources. You will leave this workshop with a clear understanding of the consequences of plagiarism and the tools you need to ensure your work is original and properly cited. Don't miss out on this opportunity to learn how to excel in your academic career with integrity.
Paraphrasing Effectively	Would you like to reduce the similarity rate of your Turnitin submissions? By learning and practicing a range of paraphrasing techniques, you can reduce similarity rates to less than 5%. You also learn to maintain your own voice throughout your essay.
Exam Strategies	Come and discuss strategies that can be implemented before, during and after an exam/test. Students can share their experiences and techniques that currently work and do not work for them with their peers.
Foundations of Business Communications 01	How is business writing different from academic writing, and how can I adjust my writing style? What is effective business writing like? Attend this workshop to improve your understanding of business writing and also take on a hands-on, in-class task with your peers. Group work will also give you the opportunity to meet and interact with your peers.
Presentation Skills	Are you sick of doing the same thing for your presentations and looking for new strategies? Learn about the powers of persuasion and how you can improve the quality of your presentations with a few new tricks. This module will lead to a Learning for Success badge that can be shared on your LinkedIn profile and show your skill development to potential employers.

The full list of workshops can be viewed on the **MyUCW Student Portal**.

Student Advising & Support Services

You've Arrived In Vancouver. What's Next? (ID, SIN, Banking, Canadian Culture)	During this introduction to Canada session, new students will learn about the essentials of living in Vancouver including opening a bank account, how to make an ID card, SIN, and general Canadian culture. The General Student Advising (GSA) team will provide guidance on how students can combat culture shock and have a smooth transition to life in Canada.
Housing 101: Becoming a Tenant	New students will gain a better understanding of areas across Metro Vancouver and how to choose a residence for themselves. Resources around housing accommodations and the first step of tenancy in BC will be provided. Also, General Student Advisor (GSA) will share tips around housing fraud and things to be aware of, such as deposits and agreements.
Housing 101: Living as a Tenant	Housing in Canada can be very different from your home country. This workshop will give you instruction on each stage of before, after, while moving in to a place. Lastly, General Student Advisor (GSA) will share pro tips on how to end a tenancy when you are moving out.
How to Prepare for Your Arrival in Canada	During the session, the General Student Advising (GSA) team will discuss how to prepare for new students' arrival in Canada. We will help students prepare what to expect when arriving in Canada, and close the gap of cultural shock by sharing some of the social and academic settings in Canada. By the end of the session, incoming students will learn the next step for the smooth transition to moving to Canada.
Finding Housing in Vancouver	Finding housing in Vancouver could be challenging. Incoming students will gain fundamental information about Metro Vancouver and how to look for housing based on their needs, accommodations and their right as tenants in BC. Also, General Student Advisor (GSA) will provide some tips for new students to avoid scams. In addition, there are other tips which will be provided to students regarding transportation in BC.
Taxes as an International Student	This workshop will provide students with an understanding of residential ties and the documents they need to file taxes in Canada. Students will be equipped with information about the Canada Revenue Agency (CRA), MyCRA accounts, tax filing resources and deadlines.
Maintaining Your Student Status (Immigration)	This session provides information about how to comply with study permit conditions by understanding immigration regulations. Students will also learn about the requirements for a study permit extension and the steps to take before and after the study permit extension approval. By the end of the session, current students will be competent with how to maintain their student status in Canada.
Working in Canada as an International Student (Immigration)	This workshop will deliver fundamental eligibility requirements on how international students can work in Canada without having a separate work permit. Current students will learn about vital work related information regarding: • On-campus vs. off-campus • Allowed work hours per week • Types of breaks
What is a PGWP? Everything You Need to Know About the Post-Graduation Work Permit (PGWP) as a New Student	This session is intended for students in their first year and will provide principal Post-Graduation Work Permit (PGWP) information on the following: • What is a Post-Graduation Work Permit (PGWP)? • When can international students apply for a PGWP? • Important things to keep in mind during your studies (study permit, taking leave from studies, online courses & more)

The full list of workshops can be viewed on the **MyUCW Student Portal**.

Student Advising & Support Services – continued

Graduating Soon? How to Apply for a Post-Graduation Work Permit (PGWP)	This session is highly recommended for students in their final term or recent graduates who are preparing to apply for a Post-Graduation Work Permit (PGWP). During the workshop, the International Student Advising (ISA) team will go over: • How to prepare during a final term • Practical application tips • How to invite family to a convocation • Steps after a PGWP application & travel • Work eligibility before and after a PGWP application
Permanent Residency: What is Express Entry? (Immigration)	This session will prepare students with information about the Canadian immigration system and how foreign nationals are selected for permanent residency in Canada. At the end of this session, students will know how immigration works and which categories they could qualify for.
Permanent Residency: What is BCPNP? (Immigration)	Provides information and details about the BC Provincial Nominee Program (BCPNP), as well as important highlights about the PNP. At the end of the session, students will know how the BCPNP works and which categories they could qualify for.
Medical Insurance In Canada: Why It Matters	To enlighten all new students about the importance of medical insurance and mandatory enrolment in Guard.me medical insurance.
Navigating Medical Services	To enlighten students on how to use the medical services with their Guard.me medical insurance & BC MSP.
Provincial Health Insurance: Guide to Registering in BC's MSP	To guide all students in step-by-step process of registering in provincial health insurance – BC MSP.
Guard.me Medical Insurance Info Session: Prospective Students	To enlighten all new students about the importance of medical insurance and mandatory enrolment in Guard.me medical insurance.
Your Rights: Final Grade Appeals	Did you know that UCW students have the right to appeal a final grade under certain grounds? The Student Rights and Responsibilities Advisors will guide students through the steps in the procedure. Students looking to appeal a final grade from the term are invited to attend this workshop.
Student Toolkit: Personal Management Skills	Introducing the UCW Student Toolkit brought to you by the Student Rights and Responsibilities Advisors! Learn how to recognize your wants and needs and to communicate them effectively. You will also learn how to define and communicate their boundaries to others. These are all soft skills that will serve students well both inside and outside the classroom.

VANCOUVER

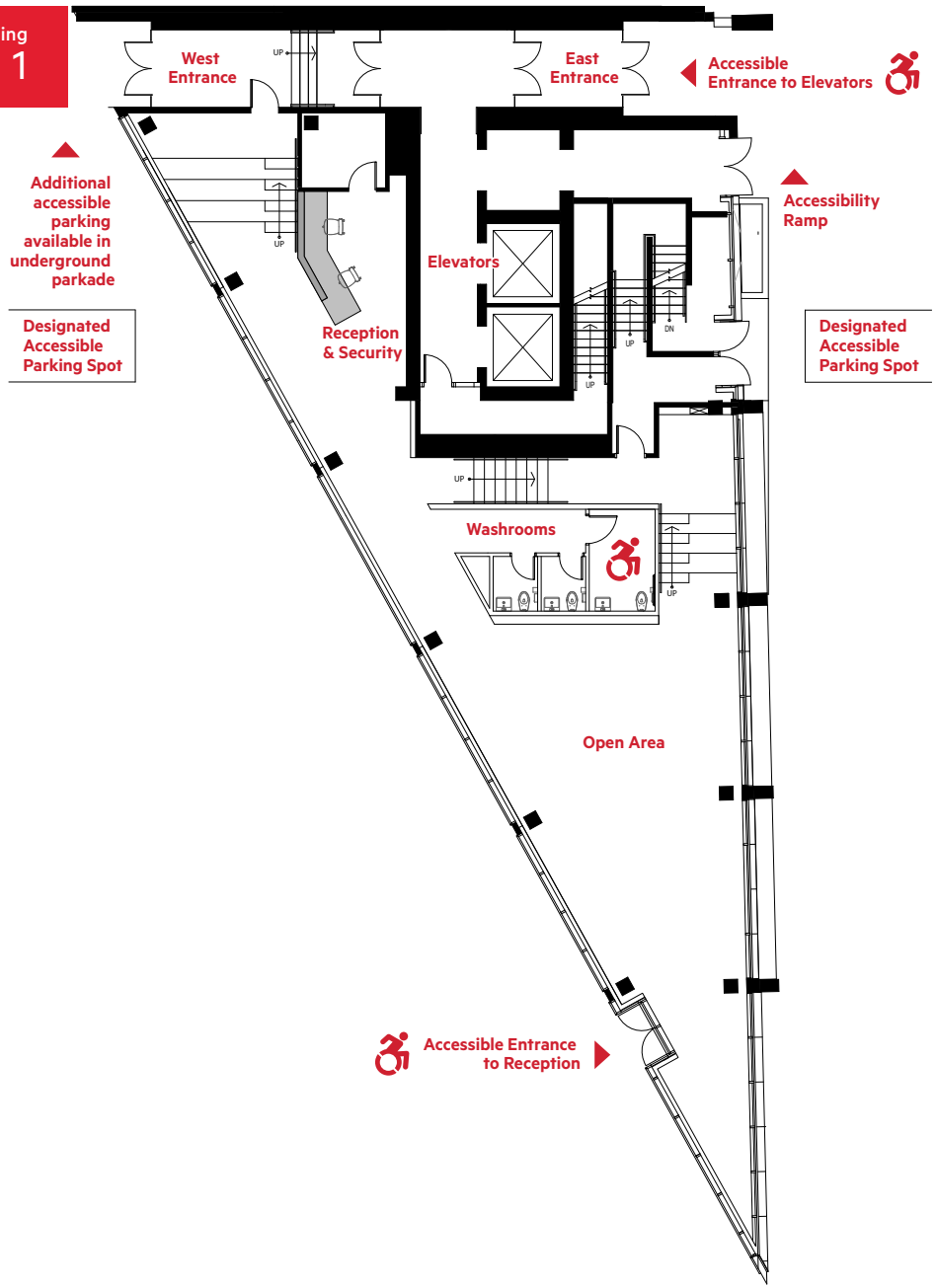
A PLACE TO STUDY, WORK & PLAY

Campus Maps

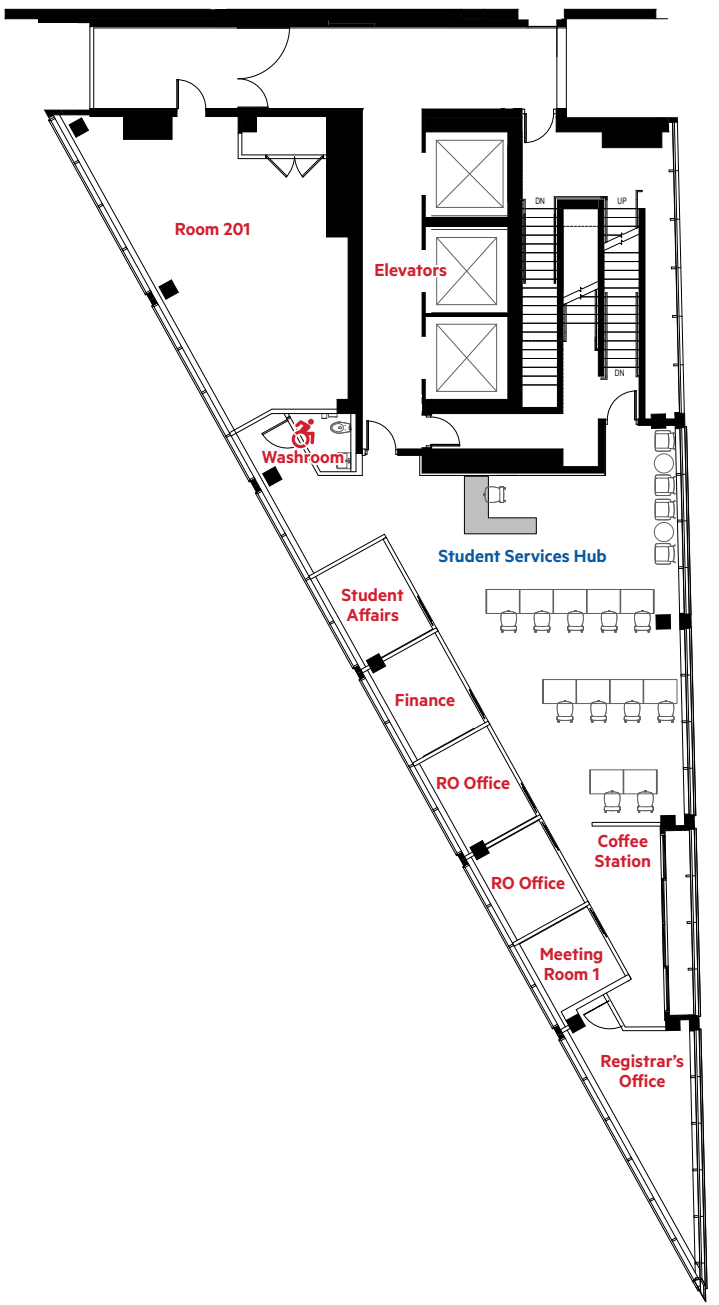
Vancouver House Campus

West Pender Campus

West Building Level 1



West Building Level 2



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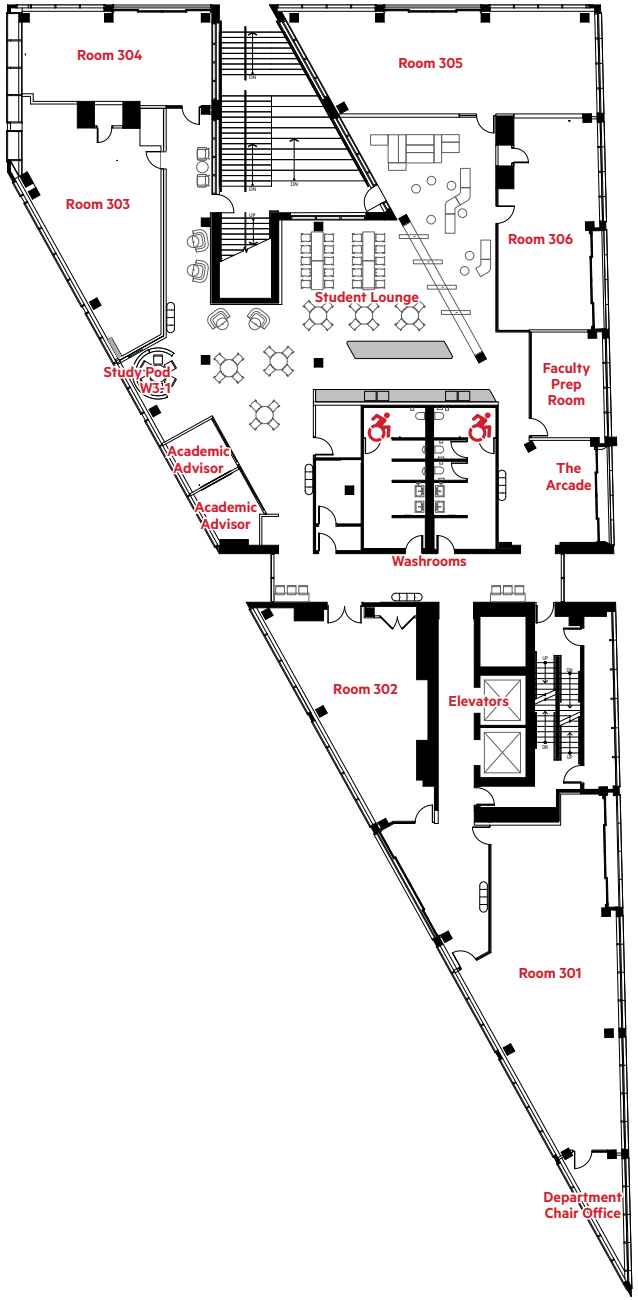

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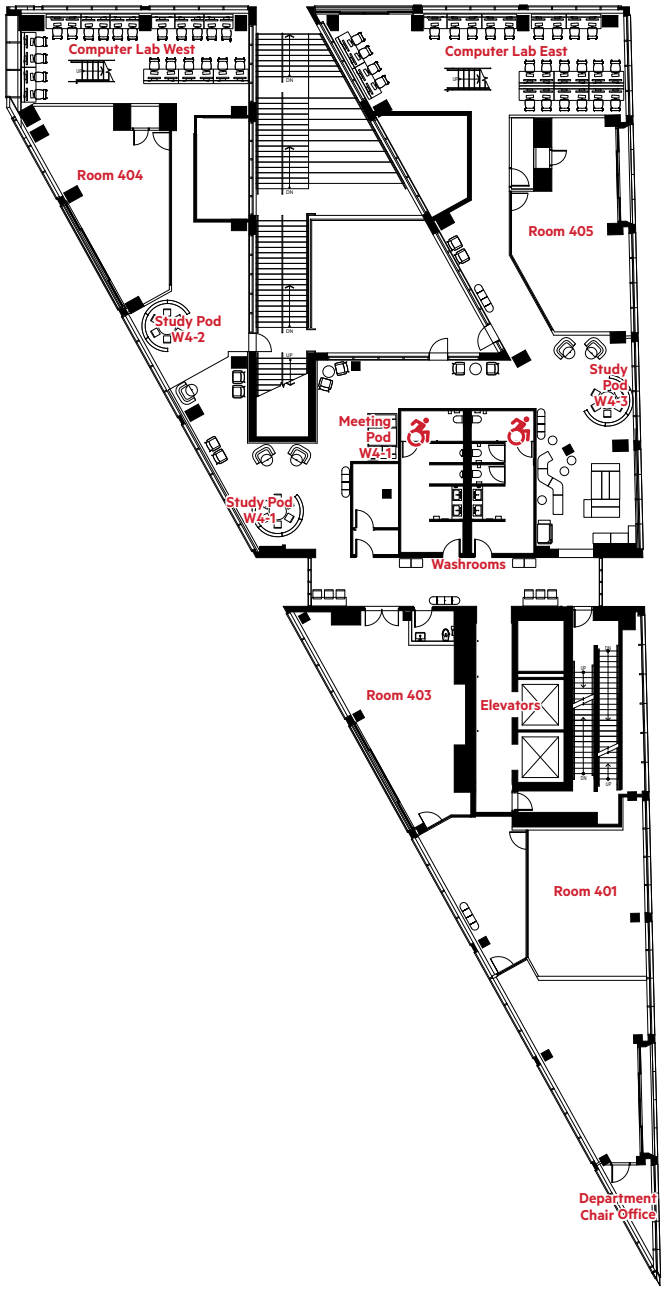
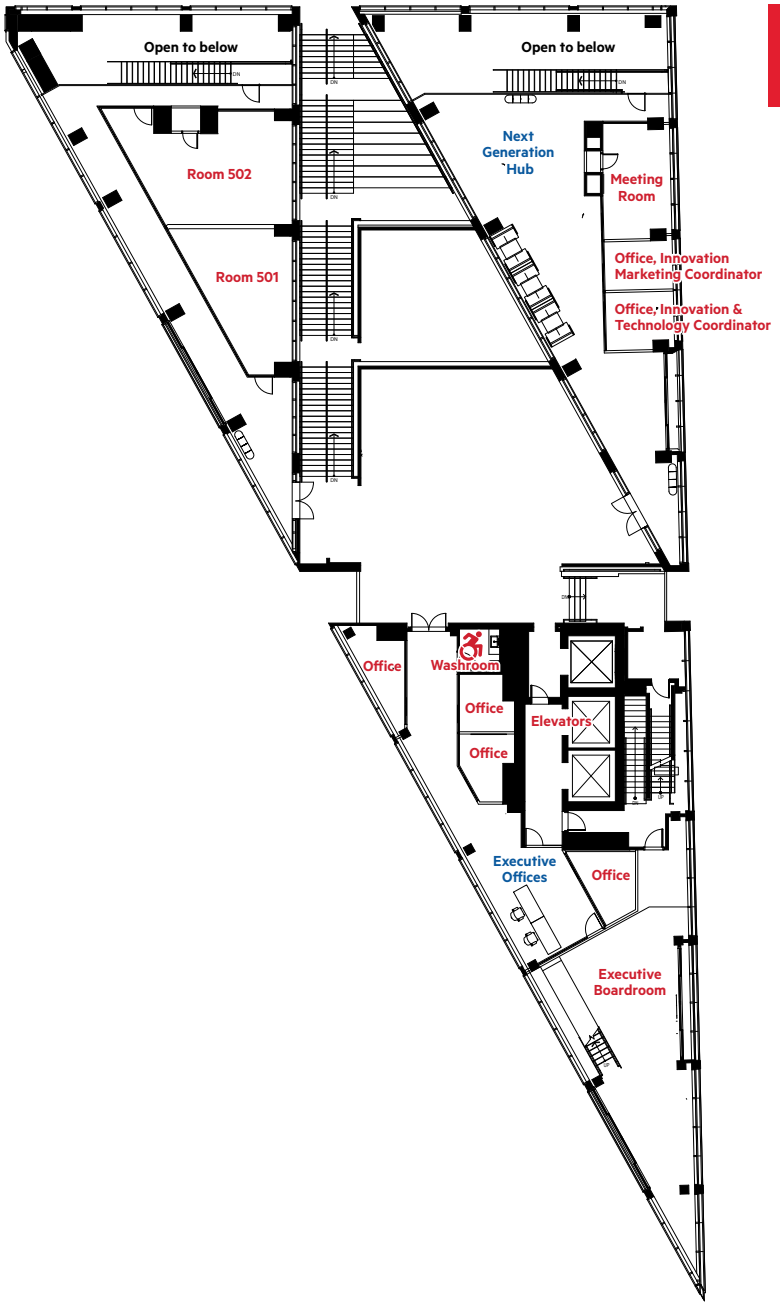
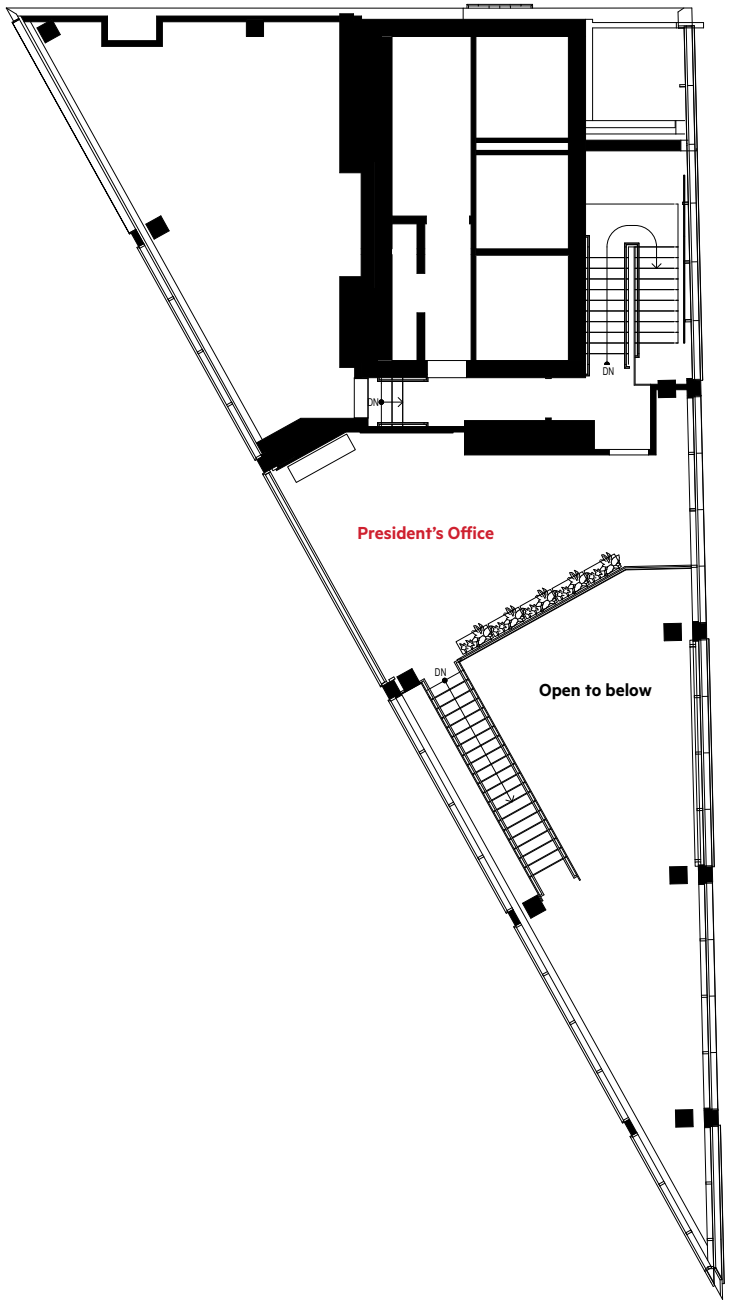


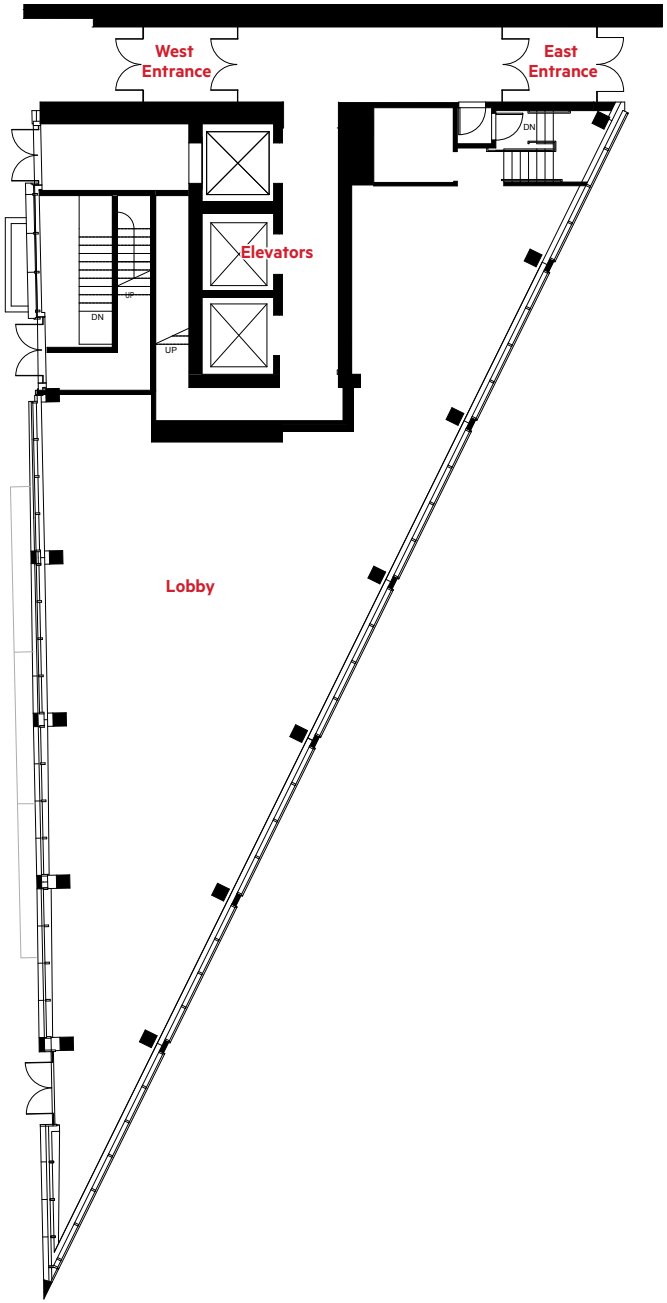
West Building
Level 5



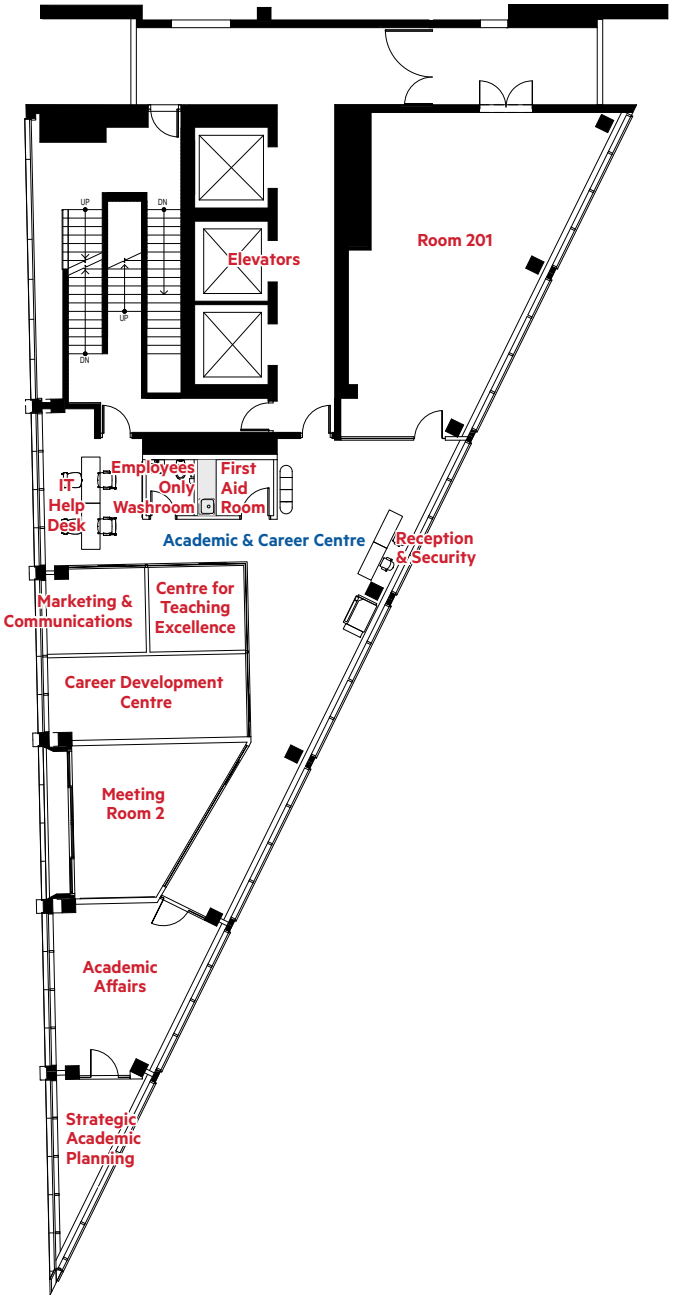
West Building
Level 6



Sheldon Levy
East Building
Level 1



Sheldon Levy
East Building
Level 2



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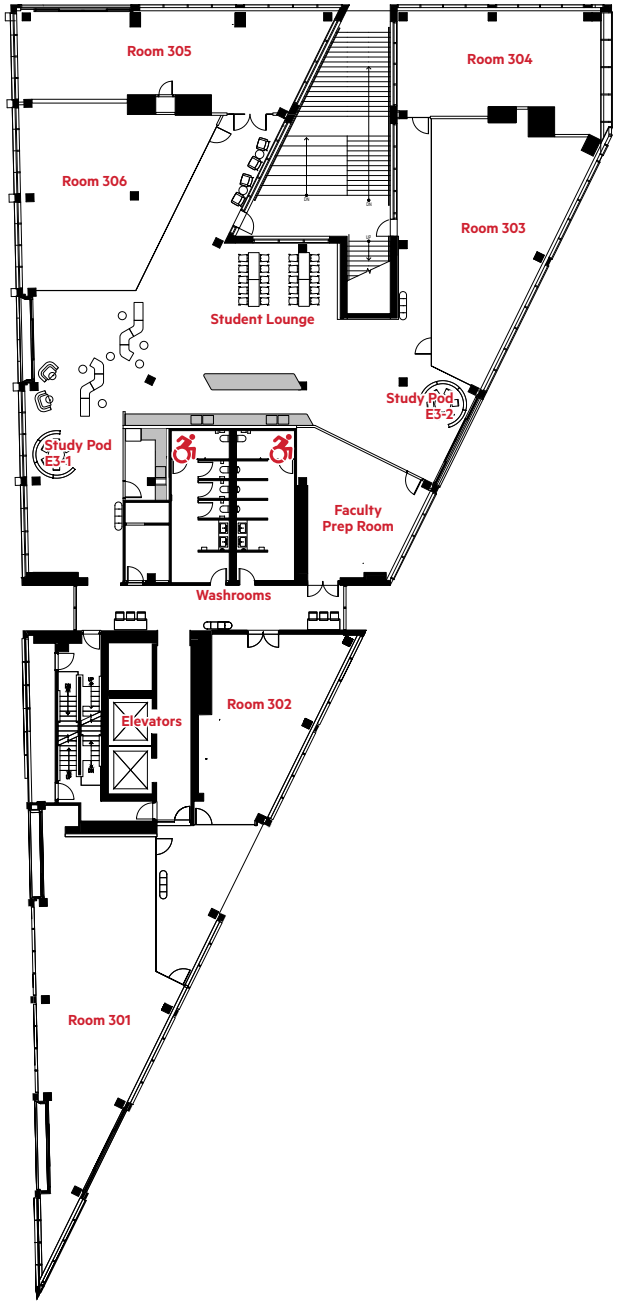

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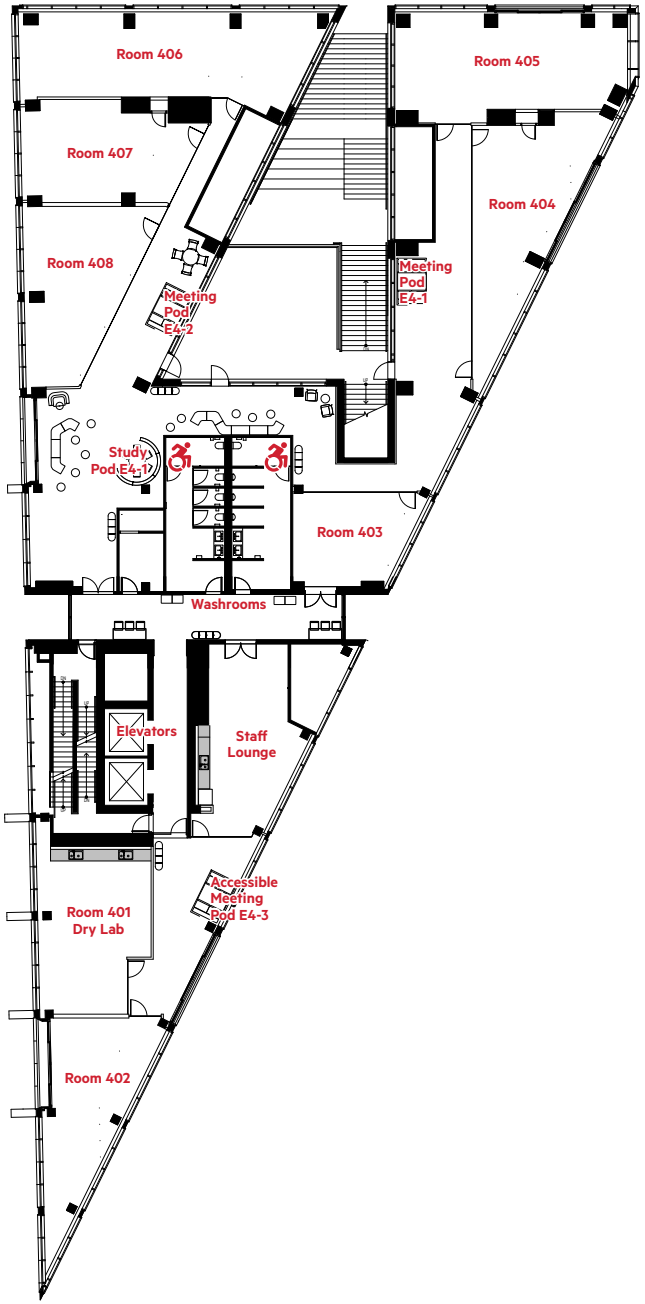

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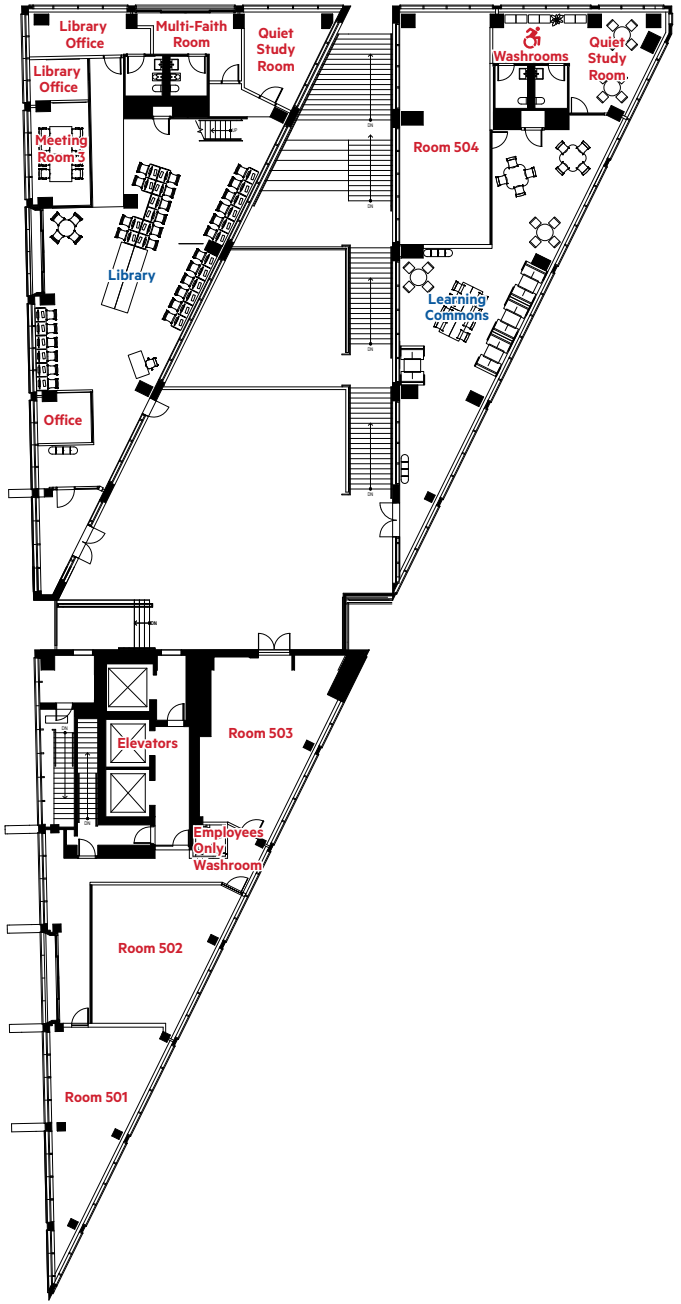

Sheldon Levy East Building
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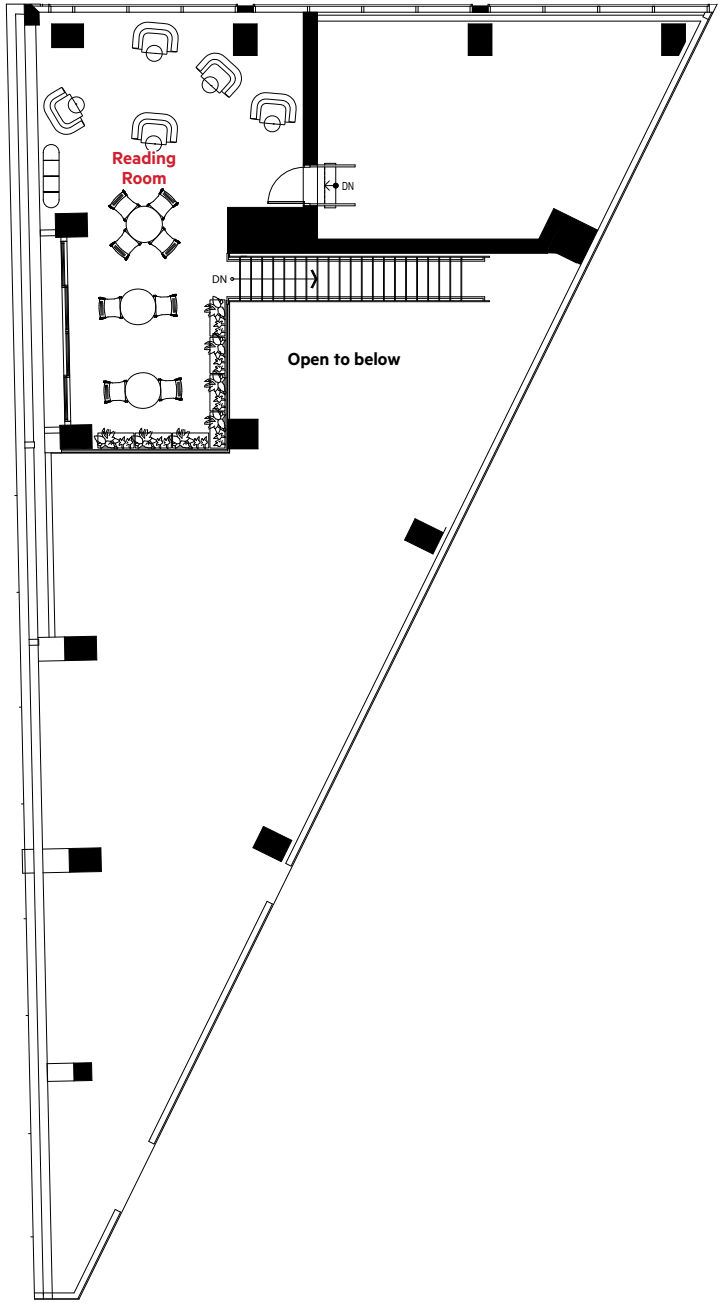
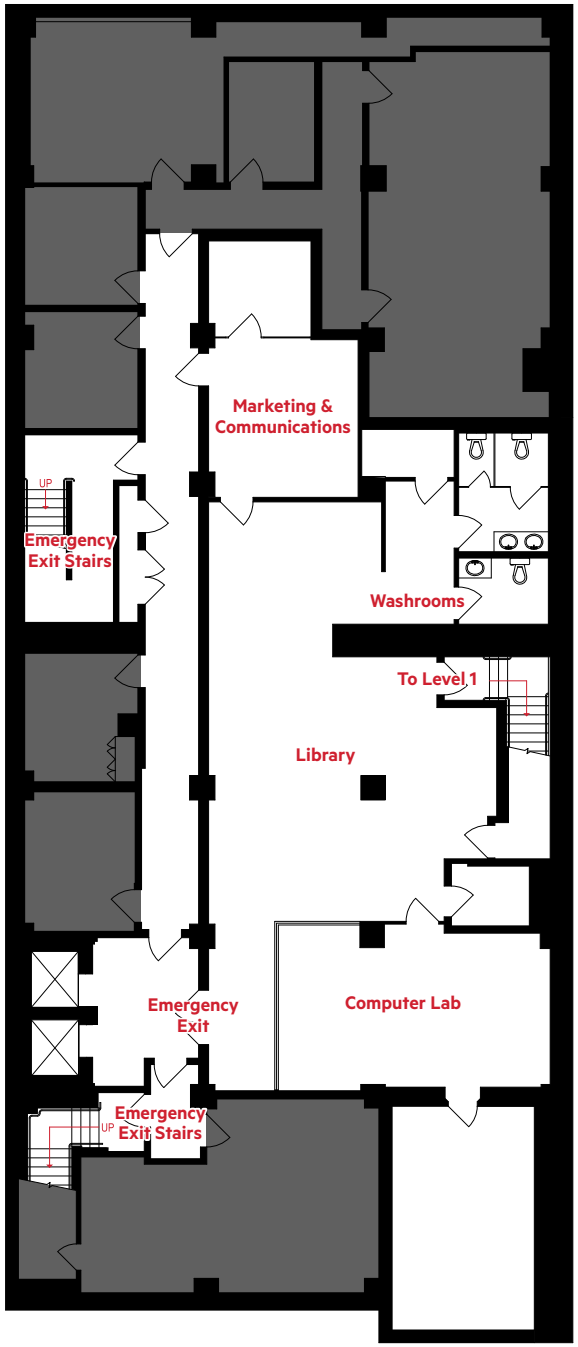


Basement



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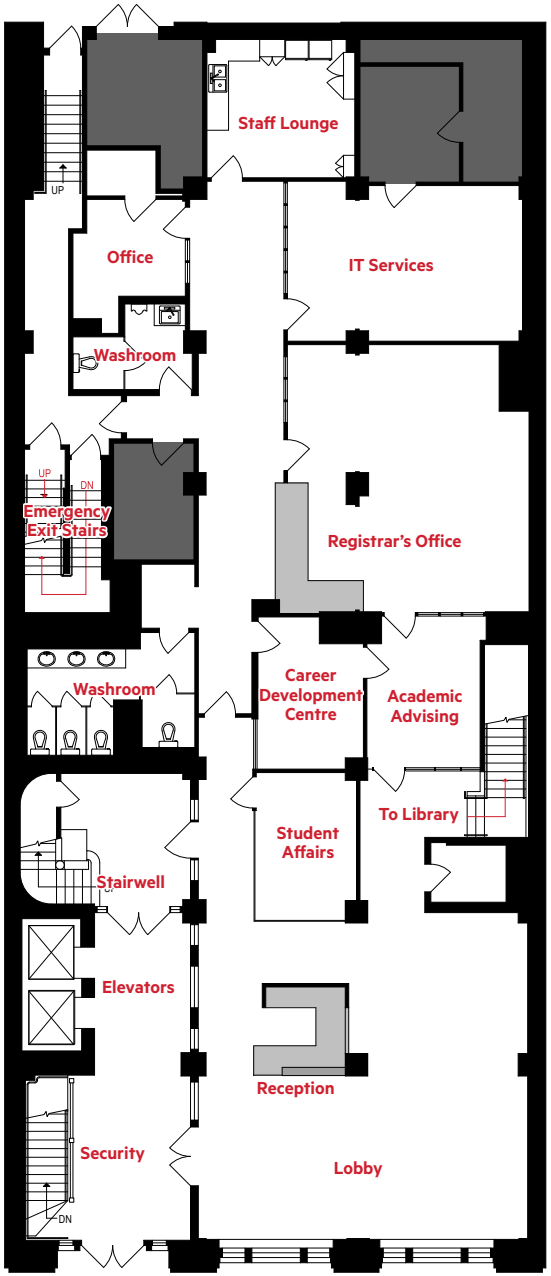
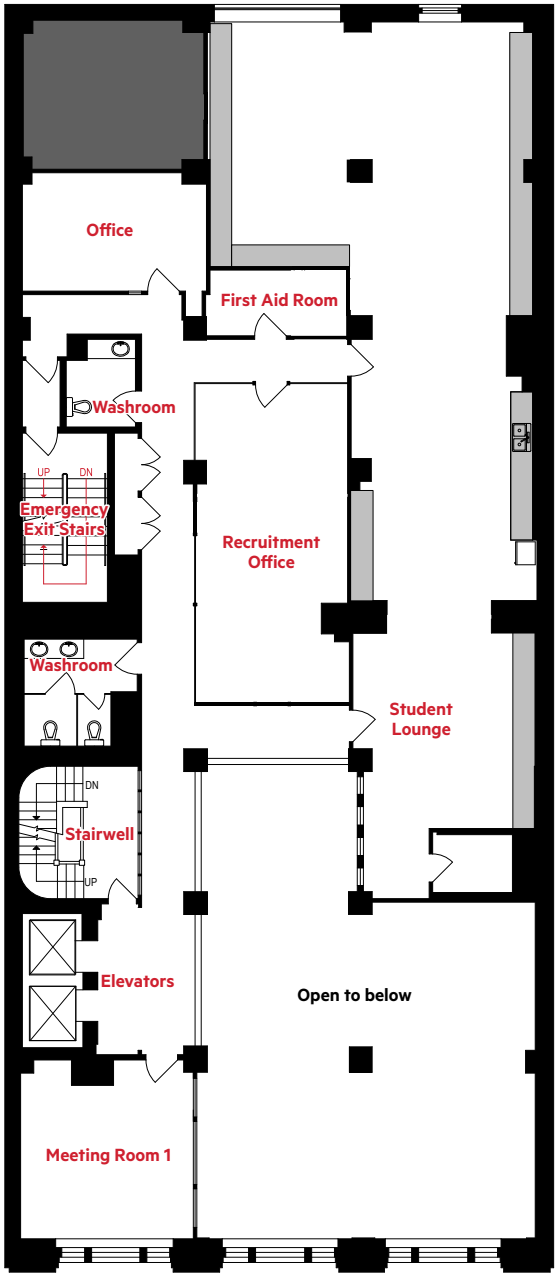


WEST PENDER STREET

Level 2



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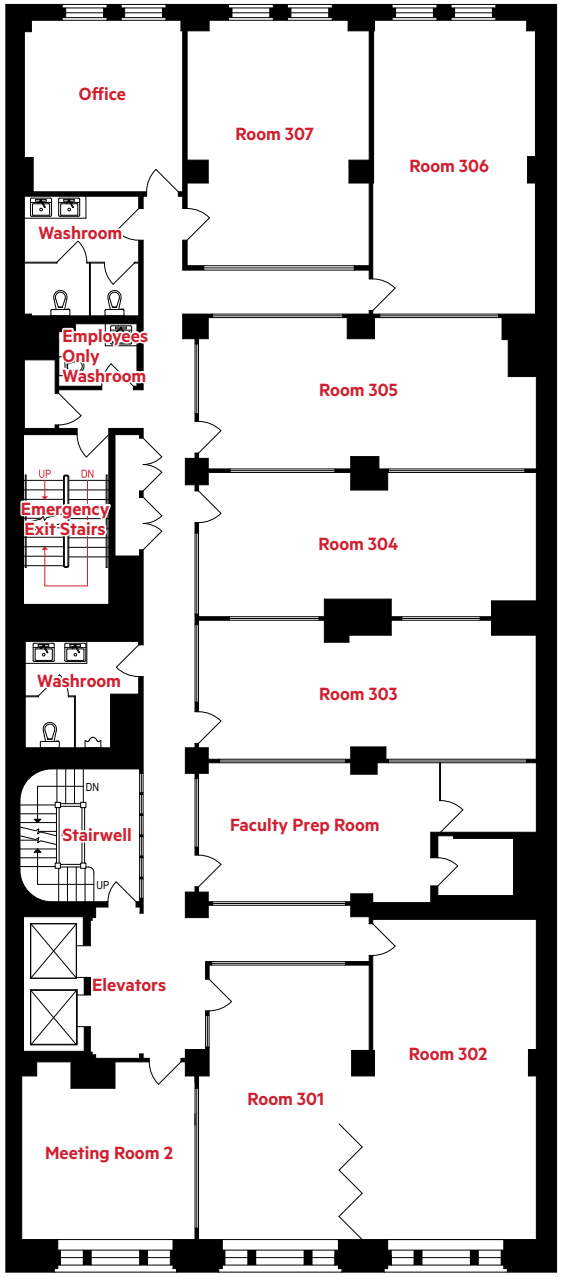

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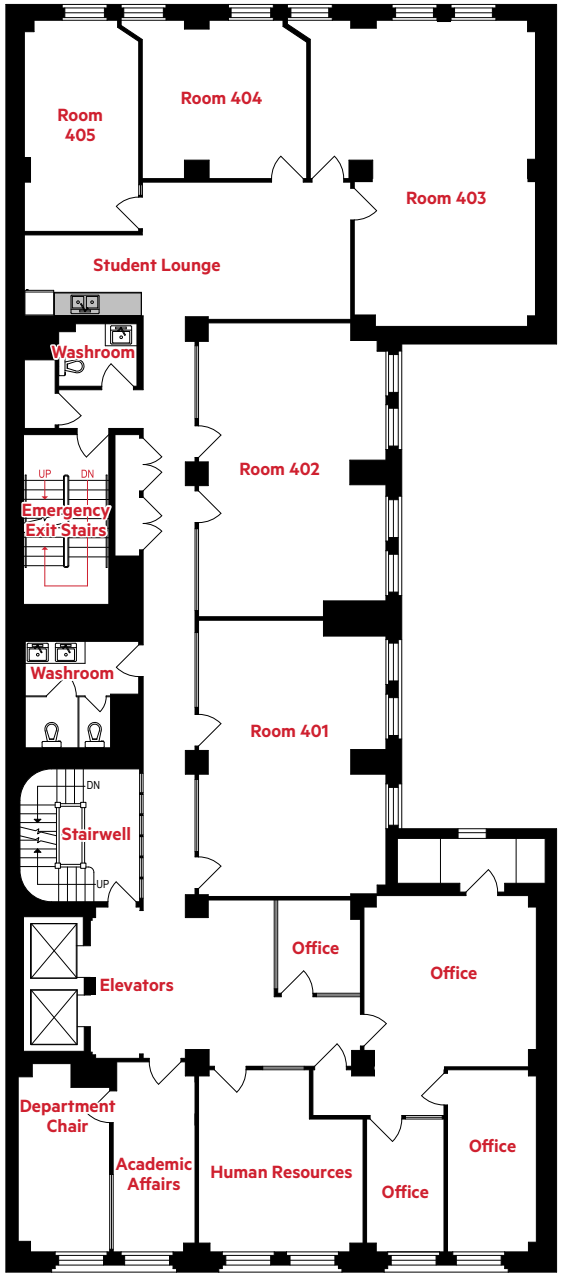

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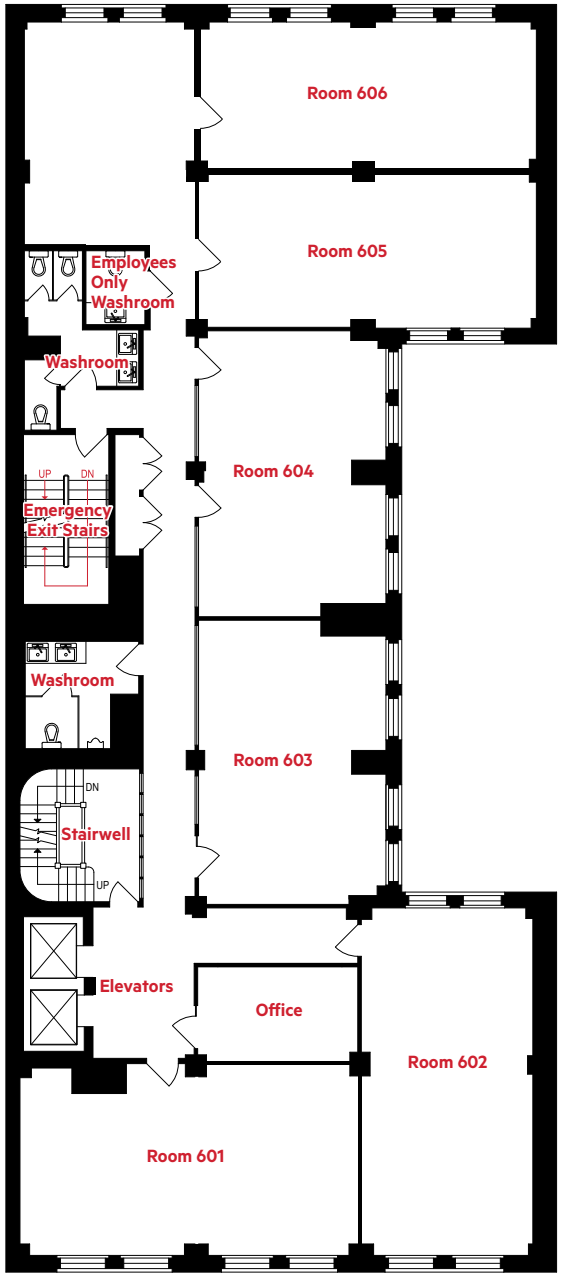

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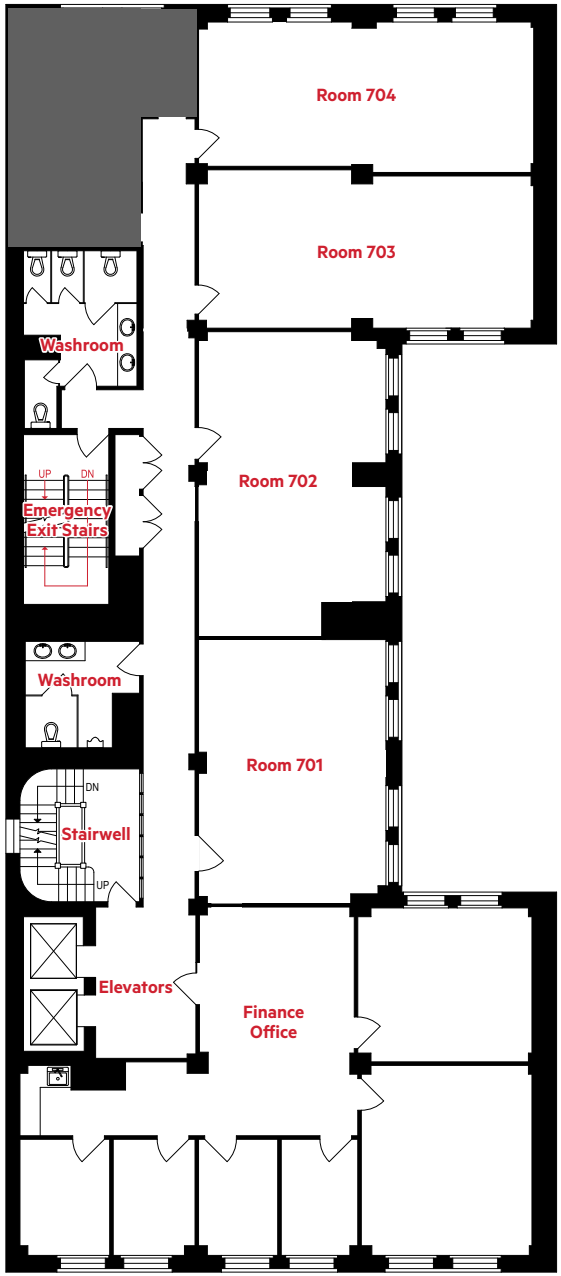

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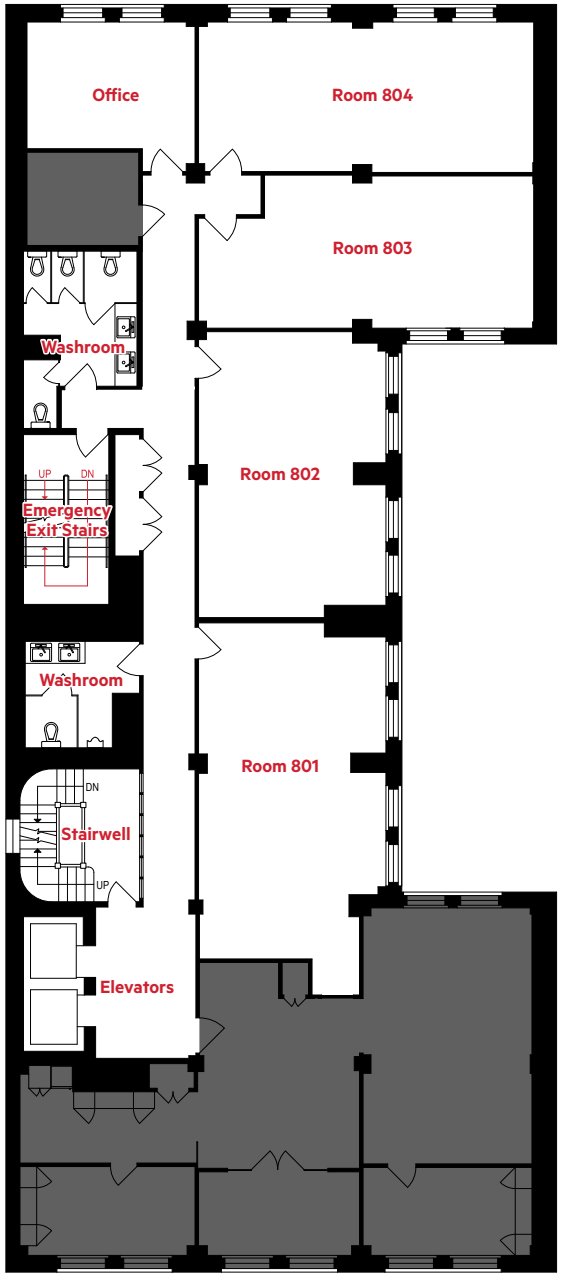
Level 8



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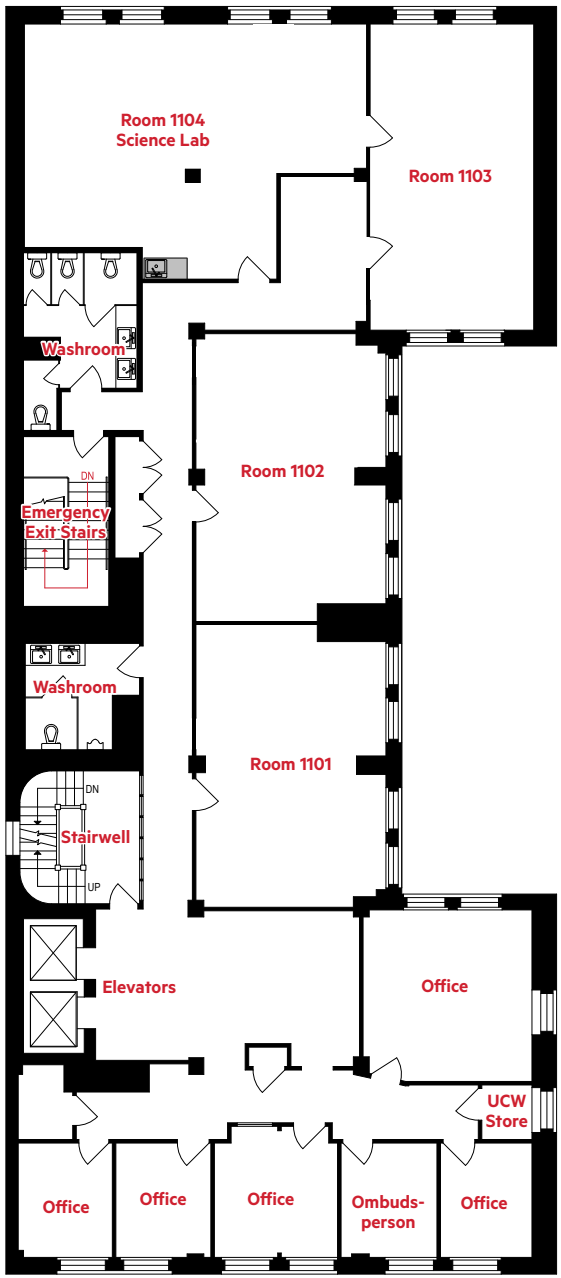

WEST PENDER STREET

UNIVERSITY CANADA WEST

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West Pender Campus

626 West Pender Street,
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T: 1-877-431-6887

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WE ACKNOWLEDGE that the territories on which UCW and its campuses are situated are the traditional, ancestral and unceded territories of the xʷməθkʷəy̓əm (Musqueam), Sḵwx̱wú7mesh (Squamish) and Sel̓íl̓witulh/səlilwətaɬ (Tsleil-Waututh) Nations. We thank them for having cared for this land since time immemorial, honour their graciousness to the students who seek knowledge here, and iterate our dedication to valuing the ongoing contributions of Indigenous peoples and communities.

Information in this guide is correct at the time of publication and is subject to change. Last Updated March 18, 2024.