

# Student Services & Resources

## 2016 - 2017

### Registrar's Office – Faculty of Music

The Registrar's Office at the Faculty of Music is your "reliable first stop" for information and advice on academic, personal, and financial issues. The office is also responsible for the administrative operations of the undergraduate program including registrarial and computerized student records, course administration, convocation, examinations, marks and grade reporting, information on scholarships, bursaries, financial aid, as well as the policies on academic regulations. Academic as well as personal counseling is provided by the office, along with appropriate referrals to other services within the university. Students having difficulties with a course should not hesitate to bring this to the attention of the instructor. The Divisional Coordinators are also available to provide additional assistance with academic problems. Students with complaints or problems relating to the teaching of courses, that they cannot resolve with the instructor concerned, can obtain advice from the Associate Dean, Academic & Student Affairs or the Registrar.

**Registrar's Office, Edward Johnson Building, Room 145**      **416-978-3740**      [registrar.music@utoronto.ca](mailto:registrar.music@utoronto.ca)

### Academic Success Centre

The Academic Success Centre is dedicated to ensuring you achieve your highest possible learning potential. Through lectures, workshops, groups, counselling and online assistance, the ASC helps students become better learners. The Centre is open to students at all levels and has specialized programming for both undergraduate and graduate students. Staff members at the ASC also collaborate with student groups, staff members and faculties to develop tailored programs on a wide range of learning topics. Individual appointments for assistance with study problems can be arranged with a learning strategist from the ASC embedded at the Faculty of Music.

**Koffler Student Services Centre, 214 College St, 1<sup>st</sup> floor**      **416-978-7970**      [www.asc.utoronto.ca](http://www.asc.utoronto.ca)

### Accessibility Services: Programs and Services for Persons with a Disability

Accessibility Services provides services and programs for students with a documented disability, be it a physical, sensory, learning disability or mental health disorder. Students with temporary disabilities (i.e. broken arm or leg) also qualify. Services include alternative test and exam arrangements, note-taking services, on-campus transportation, adaptive equipment, assistive devices and skills development. **Responsibilities of Students who have Disabilities:** Students who request accommodations for their academic programs and related activities at the University are obligated to disclose their disabilities to the respective campus Services for Students with Disabilities, and request accommodations in a timely manner to facilitate the implementation of support and services. It is vitally important that students discuss their needs as early as possible with the Service in order to put accommodations in place. Students must present relevant and up-to-date documentation, as outlined on the website, from an appropriate health care professional.

**455 Spadina Avenue, 4<sup>th</sup> Floor, Suite 400**      **416-978-8060**      [www.accessibility.utoronto.ca](http://www.accessibility.utoronto.ca)

### Anti-Racism and Cultural Diversity Office

Provides complaint management and resolution for issues related to discrimination or harassment based on race, ancestry, place of origin, religion, colour, ethnic origin, citizenship, or creed. You are also welcome to contact the office if you are seeking a forum to discuss ideas that will strengthen U of T's diverse community and its commitment to an equitable environment.

**215 Huron St, Rm 603**      **416-978-1259**      [www.antiracism.utoronto.ca](http://www.antiracism.utoronto.ca)      [antiracism@utoronto.ca](mailto:antiracism@utoronto.ca)

### Career Centre

The Career Centre has a team of professional career counselors and support staff ready to assist, coach, guide, encourage, and counsel U of T students and recent graduates so that you can learn how to make career choices that are right for you, how to develop the kinds of work experience needed by employers, and increase your job search and interview confidence.

Services available include: career counseling and coaching; assistance in career exploration and gaining work experience; career planning and job search resources in the Career Library; job shadowing of career professionals through the Extern program; access to part-time, summer, volunteer jobs and full-time work for graduating students and recent graduates; resume critiques, practice interviews, and work search techniques assistance; and employer supported industry panels, career fairs, mock interviews, podcasts, and information sessions. Individual appointments can be arranged with a career counselor from the Career Centre embedded at the Faculty of Music

**Koffler Student Services Centre, 214 College Street, 1<sup>st</sup> Floor**      **416-978-8000**      [www.careers.utoronto.ca](http://www.careers.utoronto.ca)

### Centre for Community Partnerships

The Centre for Community Partnerships connects students with opportunities to take action and learn from intentional community-based experiences outside the classroom, while building sustainable partnerships with community organizations across the GTA and Peel regions. These mutually beneficial partnerships help students on all three University of Toronto campuses deepen their understanding of the social, cultural, ethical and political dimensions of civic life through hands-on experiences working with Toronto's social sector.

**569 Spadina Avenue, Suite 315 (3rd Floor)**      **416-978-6558**      [www.ccp.utoronto.ca](http://www.ccp.utoronto.ca)

### Community Safety Office

The Community Safety Office addresses personal and community safety issues for students, staff, and faculty across all three campuses. The office provides assistance to students, staff, and faculty who have had their personal safety compromised, develops and delivers educational initiatives addressing personal safety, promotes and delivers self-defense courses on campus, and coordinates and responds to critical incidents on campus.

**21 Sussex Ave, 2<sup>nd</sup> floor**      **416-978-1485**      [www.communitysafety.utoronto.ca](http://www.communitysafety.utoronto.ca)

## **Faculty of Music Undergraduate Association (FMUA)**

The Faculty of Music Undergraduate Association (FMUA) is the official undergraduate organization of the Faculty of Music. The Association operates Course Unions for Faculty programs, student-run clubs and a number co-curricular services and business ventures for the benefit of the membership. Council members are elected annually and represent students at Council meetings and in liaison the Faculty. The FMUA aims to promote positive social and academic environments, promote good relations with the Faculty and represent the common interests of undergraduate students at the Faculty of Music.

**Edward Johnson Building, Rm 312**

**416-978-0313**

[fmua.ca](http://fmua.ca)

[fmua@utoronto.ca](mailto:fmua@utoronto.ca)

## **Family Care Office**

Many students balance family obligations with their studies. The University of Toronto is committed to fostering a family-friendly learning environment. The Family Care Office embraces an inclusive definition of family, and can assist students who require information on child care (facilities, programs, or subsidies), elder care, and other family matters. All services are free and confidential, and include: information, guidance, referrals, educational programming, and advocacy for the University of Toronto community; family events, discussion, and support groups; workshops; and a resource centre containing practical material on family issues.

**Koffler Student Services Centre, 214 College Street, Main floor**

**416-978-0951**

[www.familycare.utoronto.ca](http://www.familycare.utoronto.ca)

## **First Nations House: Office of Aboriginal Student Services & Programs**

First Nations House provides culturally supportive student services and programs for Aboriginal students and the general university community.

Services include: academic and personal counselling; financial aid information; housing, daycare, and employment referrals; tutoring; a resource centre; and numerous cultural events throughout the year.

**North Borden Building, 563 Spadina Avenue, 3rd Floor**

**416-978-8227**

[www.fnh.utoronto.ca](http://www.fnh.utoronto.ca)

## **Hart House**

Hart House is the co-curricular centre of the University of Toronto: a place that welcomes both campus and community to explore cultural, intellectual and recreational activities. Aside from a wide array of events, lectures, live music and performances, Hart House offers classes for every interest from filmmaking and acting to archery and dance.

Open 365 days a year, our facilities include a range of impressive rooms for study, dining, recreation and socializing, a modern athletics and aquatics facility, a satellite farm location, the acclaimed Justina M. Barnicke Art Gallery, a dynamic theatre, complete wedding, meeting and event services as well as the top-rated Gallery Grill restaurant all housed within a stunning, neo-Gothic building.

**7 Hart House Circle**

**416-978-2452**

[www.harthouse.ca](http://www.harthouse.ca)

## **Health and Wellness Centre**

The Health and Wellness team includes family physicians, registered nurses, counsellors, psychiatrists, a dietician, and support staff. They provide confidential, student-centred health care, including comprehensive medical care, immunization, sexual health care, counselling and referrals. Services are available to all full- and part-time students who possess a valid TCard and have health insurance coverage. Services include: one Intake Office for Students' Mental and Physical Healthcare Services, individual Psychotherapy and Pharmacotherapy; General Practitioner Testing; Diagnosis and Medical Care; prescription and documentation Services; Assault Counselling & Education; Academic Practicums and Internships; Professional and Peer-led Events and Workshops.

**Koffler Student Services Centre, 214 College Street, 2<sup>nd</sup> floor**

**416-978-8030**

[www.healthandwellness.utoronto.ca](http://www.healthandwellness.utoronto.ca)

## **Centre for International Experience (CIE) – The World Could Be Yours!**

Faculty of Music students have the option of participating in the international and Canadian study abroad opportunities offered through the Centre for International Experience's Student Exchange Program. These exchanges allow students to experience new cultures and languages in an academic setting while earning credits towards the U of T degree. Exchanges may be for one term or a full year or summer, and most are open to both undergraduate and graduate students.

Cost: The cost of an exchange includes the U of T tuition plus incidental fees, along with the cost of living and studying abroad. While on exchange, students may still be eligible to receive government assistance such as OSAP. CIE itself administers a needs-based bursary program.

Eligibility: In general, undergraduate or graduate U of T students who have completed at least one year of full-time studies, with a minimum CGPA of 2.25, are eligible to apply. Students must also achieve a minimum annual GPA of 2.5 for the year during which you apply. A few exchange programs do have higher GPA cutoffs, and others have special language requirements.

Application: Applications for most programs are due mid-January to late February, but you should always check the CIE website regarding the specific exchanges that interest you.

For more information, please contact the CIE: Cumberland House, 33 St. George St.

Telephone: (416) 978-2564 (General Enquiries); (416) 978-1800 (Student Exchange)

[cie.information@utoronto.ca](mailto:cie.information@utoronto.ca) [student.exchange@utoronto.ca](mailto:student.exchange@utoronto.ca) [www.cie.utoronto.ca](http://www.cie.utoronto.ca)

Note that students participating in an exchange through the Centre for International Experience will have their credits finalized for transfer upon return. However, students are strongly advised to at least have a preliminary assessment completed with the Registrar's Office, to minimize the risk of credits not transferring. Course outlines may be required, in addition to calendar descriptions to complete an assessment.

Students are eligible to participate in up to three terms of exchange.

## **Multi-Faith Centre for Spiritual Study and Practice**

The Multi-Faith Centre for Spiritual Study and Practice was created to provide a place for students, staff, and faculty of all spiritual beliefs to learn to respect and understand one another. The Centre facilitates an accepting environment where members of various communities can reflect, worship, contemplate, teach, read, study, celebrate, mourn, and share. The Centre is also home to the offices of the Campus Chaplains' Association and offers facilities, such as a main activity hall for large events, a mediation room with a "living wall" for quiet contemplation, meeting spaces and ablution rooms.

Koffler Institute, 569 Spadina Ave

416-946-3120

[www.multifaith.utoronto.ca](http://www.multifaith.utoronto.ca)

### Office of the University Ombudsperson

The office of the Ombudsperson offers confidential advice and assistance to U of T students, staff, and faculty with complaints, unresolved through regular University channels. In handling a complaint, the Ombudsperson has access to all relevant files and information and to all appropriate University officials. The Ombudsperson handles all matters in strict confidence, unless the individual involved approves otherwise. The Ombudsperson is independent of all administrative structures of the University and is accountable only to Governing Council. The services of the Office are available by appointment at all three U of T campuses.

416-946-3485

E-mail: [ombuds.person@utoronto.ca](mailto:ombuds.person@utoronto.ca)

[ombudsperson.utoronto.ca](http://ombudsperson.utoronto.ca) (please consult website for office location)

### Sexual and Gender Diversity Office

The Sexual and Gender Diversity Office works with students, staff, and faculty to provide programs, services, education, resources, and outreach on issues related to sexual and gender identity at the University of Toronto. Our initiatives also focus on providing a positive learning and work environment for all that is free of discrimination and harassment. Any member of the University community is welcome to contact the office with concerns, complaints, issues, or ideas. Services are provided confidentially to anyone experiencing a problem related to heterosexism or homophobia, or who has questions, educational needs, or other related concerns.

21 Sussex Ave, Suite 416 & 417

416-946-5624

[www.sgdo.utoronto.ca](http://www.sgdo.utoronto.ca)

### Sexual Harassment Office

The Sexual Harassment Office handles complaints of harassment based on sex, sexual orientation, gender identity and gender expression at the University of Toronto. The Sexual Harassment Policy covers all members of the University community – staff, students, and faculty.

Sexual harassment is unwanted sexual attention or unwanted emphasis on your sex, sexual orientation, gender identity or gender expression. It includes any unwelcome pressure for sexual favours, any comments, gestures or other conduct which places an offensive focus on the sex, sexual orientation, gender identity or gender expression of another person, and any gender-based conduct that is directed at you and that creates an intimidating, hostile or offensive working or learning environment for you.

The policy sets out a formal resolution procedure & provides for mediation, counselling & public education. Members of the University may also contact the office on an informal basis for information or assistance in resolving an issue. The Sexual Harassment Officer offers counsel to all those involved in a complaint, makes referrals to University or community resources, and mediates formal complaints. If you decide not to make a formal complaint, the Officer can suggest other ways to resolve a situation.

You can contact the office, on a completely confidential basis, if you are the target of harassment; if you are concerned that someone else may make a complaint about your conduct; if someone has come to you, as an administrator, with a report of sexual harassment; or if you want to know what resources and options are available. Calls to the office, and the complaints procedure itself, are confidential. You can contact the office just for advice or information: calling the office does not commit you to any formal process. The decision about how to proceed with a complaint is yours.

Responsibilities of the Sexual Harassment Officer include: providing information & advice to all parties regarding sexual harassment complaints; acting as a non-partisan mediator in complaints; providing referrals to other offices & resources when appropriate; initiating & conducting public education activities such as talks, workshops, & the distribution of resource materials.

#### Personal Safety

If you have been sexually assaulted, if you are being stalked, or if you otherwise fear for your personal safety, contact the **Community Safety Office**.

215 Huron St, Suite 603

416-978-3908

[sho.utoronto.ca](http://sho.utoronto.ca)

### Student Housing Service

The University of Toronto Student Housing Service is a year-round source of up-to-date housing information for off-campus, single-student residence, and student family housing. Our online registry of off-campus housing is available to U of T students, providing listings for both individual and shared accommodations.

Students interested in learning more about their housing options are encouraged to contact the Student Housing Service or visit the website.

Koffler Student Services Centre, 214 College Street, Rm 203

416-978-8045

[www.housing.utoronto.ca](http://www.housing.utoronto.ca)

### Office of Student Life

Dedicated to student success and development, the division of Student Life Programs & Services on the St. George Campus provides the supports, opportunities and resources students need to reach their full potential. The division consists of 11 distinct units dedicated to supporting a variety of personal and learning needs as well as a central team of program, communications, and information technology professionals who pull it all together. For a complete list of programs and services, please visit: [www.studentlife.utoronto.ca](http://www.studentlife.utoronto.ca)

Programs include:

- Ulife – your central source of information on opportunities to get involved at U of T. Find mentorship programs, community service opportunities, student groups, and more listed in a searchable database at [www.ulife.utoronto.ca](http://www.ulife.utoronto.ca)
- Campus Organization Services – students looking to join, or create a recognized campus group at U of T will find all the information you need at [www.ulife.utoronto.ca](http://www.ulife.utoronto.ca)
- Leadership Development Programs – all students can access a variety of opportunities designed to expand the skills and knowledge you need to contribute with your group and your community.
- Information on student life and resources at U of T: [life.utoronto.ca](http://life.utoronto.ca)

## **Summer Abroad Program - Where will you be next summer?**

Prepare yourself for a future in the global village by participating in one of the highly rated Faculty of Arts & Science Summer Abroad programs. These programs are designed to enrich students' academic lives by providing an exciting and educational international experience.

**Courses:** Students take specially designed University of Toronto undergraduate degree credit courses, relevant to the location, for a period of 3 to 6 weeks. The courses have field trips that complement and highlight the academic materials. Courses are taught predominantly by University of Toronto professors and, with the exception of language courses, are offered in English. Typically, full-year second and third year courses are offered in disciplines such as history, political science, management, literature, film, architecture, fine art, religion, and languages. The Science Abroad program allows students in various science disciplines to earn a full-year research credit while gaining laboratory experience overseas. Most courses do not have prerequisites.

All Summer Abroad courses and grades show on students' transcripts as regular U of T credits and are calculated into their CGPA.

**Application:** All University of Toronto students in good standing are eligible to apply. Students from other universities are also welcome to apply.

Applications are available in early January. The application deadline for selection-based programs is February 15; first-come, first-served programs are open until March 1, but spaces in some programs fill up well in advance. Late applications will be accepted if space and time permit.

**Financial aid** is available for most programs. The application deadline for awards offered through Woodsworth College is February 1.

**Woodsworth College, 119 St. George St, 3<sup>rd</sup> Floor**

**416-978-8713**

[www.summerabroad.utoronto.ca](http://www.summerabroad.utoronto.ca)

## **Walk Smart**

Walk Smart is a police or student escort service where you can request that someone walk with you at night to locations on the U of T Campus such as between campus buildings, to parking lots and TTC transit stops near the campus. To request an escort, please call 416-978-7233 (SAFE). When dialing this number your call will be received promptly by the Walk Safer dispatcher; they are available Monday to Friday, 7:00 p.m. to 12:00 a.m. from September to April.

**416-978-7233 (SAFE)**

[www.campuspolice.utoronto.ca/safety/walkSmart.htm](http://www.campuspolice.utoronto.ca/safety/walkSmart.htm)