

## Information for new students

### What do I need to get started at VIU?

#### Student ID Smart Card

Student Services, Building 601  
Monday - Friday 8:30 am - 4 pm and most  
Wednesdays until 6:30 pm

Student/Library cards are issued at Student Services. You will need your student photo ID card for all registration services, to borrow books from any VIU Library, to use computer labs, to participate in Campus Life activities, to write exams at Nanaimo Campus and to get a reduced bus fare.

To obtain your student card you need to bring one piece of picture ID or two pieces of ID without picture and your current registration receipt (the camera is linked to the Registration system). \$10 fee for duplicate cards.

To activate your Library account bring your ID card to the Library Service Desk.

#### Computer Labs and Accounts

Computer labs, Building 602, 2nd floor  
Library Commons, Building 602, 1st floor  
If you are registered in a regular program at VIU, you are entitled to a network computer account, provided you abide by the Policy on Use of Information Technology.

##### To create your computer account:

- At the login prompt type: *newaccount* and password *newaccount*
- Enter your student number, enter your Student Record PIN. If you have never used your PIN before, try your birthdate in the following format: YYMMDD.
- Enter a password of your own choosing.
- Check lab schedule posted outside labs or [www.cc.viu.ca/itservices](http://www.cc.viu.ca/itservices)
- Purchase printing quotas at Registration or the Library for colour or black & white

#### Books and Supplies

Bookstore, Building 601 250.746.3516  
Monday - Thursday: 8:30 am - 4:30 pm  
Friday: 8:30 am - 4 pm

You may not need textbooks or supplies for your first class. Instructors will discuss textbooks and materials that you will need.

The campus Bookstore stocks stationery, textbooks, art supplies, computer software, snacks, clothing, and gifts.

#### Student Lockers

Lockers are available at no cost to students - available on a first come basis. Locks can be purchased at the Bookstore.

#### Parking

Free student parking in front of Building 601 and in the gravel lot beside the railway tracks. You must pay to park your vehicle at the Nanaimo campus.

### While I'm at VIU, how do I...?

#### Contact my instructors?

Credit Programs, Building 602, 2nd Floor  
Monday - Friday: 8 am - 4 pm  
250.746.3565

- Meet with your instructor
- Call to leave a message for your instructor when you're not going to be in class
- Drop off and/or pick up assignments. The drop box is located outside the Credit Programs department.

#### Access my student record?

- **Internet:** [www.viu.ca/registration](http://www.viu.ca/registration)
  - **In person:** Registration Services Building 601
  - **Department Hours:** Monday - Friday - 8:30 am - 3 pm
  - **Phone:** 250.746.3512
- Accessing your student record will allow you to register for courses, check waitlists, claim seats, view & pay fees, check grades, order transcripts, print tax receipts, change address, re-set student pin number, etc.

#### Make a phone call?

Public payphones are located in the Cafeteria.

#### Get emergency messages?

In the event of a child daycare or family emergency situation, Student Services will deliver the message to you if you are in class. Please tell your family and friends that only emergency messages will be delivered.

#### Lost & Found Building 601

Look for lost or misplaced items at the Reception desk.

### Cowichan Campus Information

250.746.3500

#### Phone Numbers

Bookstore.....	250.746.3516
Centre for Continuing Studies.....	250.746.3519
Credit Programs.....	250.746.3565
Library.....	250.746.3517
Reading & Writing Centre.....	250.715.1488
Student Services.....	250.746.3509
Students' Union (Nanaimo).....	1.250.754.8866
Nanaimo Campus automated switchboard ..	1.888.920.2221

#### Internet Sites

Vancouver Island University .....	<a href="http://www.viu.ca">www.viu.ca</a>
Cowichan Campus .....	<a href="http://www.cc.viu.ca">www.cc.viu.ca</a>
Reading & Writing Centre .....	<a href="http://www.cc.viu.ca/writing">www.cc.viu.ca/writing</a>
Registration .....	<a href="http://www.viu.ca/registration">www.viu.ca/registration</a>
Student Loans .....	<a href="http://www.StudentAidBC.ca">www.StudentAidBC.ca</a>
BC Transfer Guide .....	<a href="http://www.bccat.bc.ca">www.bccat.bc.ca</a>
Apply On-Line.....	<a href="http://www.viu.ca/apply">www.viu.ca/apply</a>

**Student Services hours:**

Monday - Friday 8:30 am - 4 pm and most Wednesdays until 6:30 pm

- **Drop-in** - for quick questions - check with Student Services for schedule
- **Appointments** can be scheduled during office hours
- **Email:** [advising.cowichan@viu.ca](mailto:advising.cowichan@viu.ca)

**Educational Counsellors**

- will help you to develop your educational plan and interpret program requirements
- will provide personal and crisis counselling
- will assist you with career planning

**Disability Services**

Students with a documented disability may be entitled to reasonable accommodation. Accommodation is determined on an individual basis and must be supported by current documents from a qualified professional. Ask for more info at Student Services.

**Program Assessments**

Help is available to prepare and write entrance assessments at Cowichan campus for all VIU programs. Book an appointment at Student Services. Study materials available for purchase at Bookstore or call 1.866.965.2665 (toll-free)

**Degree Advisors**

Make an appointment at Student Services with the Bachelor or Arts (majors & minors) or Bachelor of Education advisors when they visit Cowichan Campus.

**First Nations Student Support**

Assistance and support for First Nations students (status, not-status, Métis, Inuit) to succeed by providing the following services:

- information, academic and personal support, referral, band funding
- support from the Elder-In-Residence for cultural and spiritual matters

**Academic support****The Learning Centre**

Building 601, Room 131

For individual assistance with your coursework, go to **The Learning Centre**. You can get learning skills counselling, study skills workshops, one-on-one help, program assessment preparation, and writing assistance. Help yourself to handouts and tip sheets in Room 131. The sign-up sheet and schedule is located outside **The Learning Centre**; use the red column.

**The Writing Centre**

Building 601, Room 131

University students can get one-on-one writing assignment help with an English instructor. Sign-up sheet is located on the bulletin board outside **The Learning Centre**; use the blue column.

**Volunteer Tutors**

Building 601, Room 111A

Free one-on-one help is available for most courses. Pick up a tutor request form from the wall rack outside the Tutor office or drop by Student Services.

**Library, Building 602 250.746.3517**

Monday - Thursday: 8 am - 9 pm

Friday: 8 am - 4 pm Saturday: 12-4 pm

Start your library research early to take advantage of the book, article and media items the Library has to offer. Library staff will help with your assignments by showing you what the Library has to offer and by explaining the online library catalogue.

- To activate your Library account bring your ID card to the Library Service Desk.
- A pay-per-page photocopier and copy cards are available in the Library.

**Money matters****Financial Aid** 250.746.3509  
Student Services, Building 601

Student Services offers a variety of information about financial assistance.

- Government student loans and grants
- Adult upgrading - ask about ABESAP funding
- Canada Study Grants for high-need, part-time students and/or students with documented disabilities

**Scholarships, Awards & Bursaries**

Check pamphlet racks and bulletin boards outside Student Services for application forms, eligibility information & deadlines.

Applications are available on-line approximately 2 months prior to deadlines

- Tuition bursary - October 31
- General bursaries - January 31  
[www.viu.ca/calendar/bursary](http://www.viu.ca/calendar/bursary)
- Scholarships & Awards - January 15, March 15, April 30  
[www.viu.ca/calendar/awards](http://www.viu.ca/calendar/awards)

**Student Employment**

- Student job opportunities are posted on the bulletin board outside Student Services in Building 601 and online at: [www.viu.ca/career](http://www.viu.ca/career)
- The **Work-Op Program** is designed to hire students to work on campus - check the bulletin board for notices
- The **Campus Career Centre** in Building 310 at the Nanaimo Campus, assists students and recent grads in their job search

**Why you pay student fees**

Students pay both a Student Activity Fee and Student Association Fee. The Activity Fee, applied by the University, pays for a wide range of recreational activities. Watch for notices in the Student Newsletter detailing activities available to Cowichan campus students. The Student Association Fees are democratically set by students and fund the Students' Union, Canadian Federation of Students, the Navigator Newspaper and Radio VIU. To find out more visit [www.msu.ca](http://www.msu.ca) or email [info@msu.ca](mailto:info@msu.ca) or contact the VIU Students' Union at the Nanaimo campus at (250) 754-8866. The Students' Union office at Nanaimo Campus is located in Building 193.