

STUDENT SERVICES

Housing

See the Housing website (housing.uwo.ca) for information about the following:

- ▶ Residence Information
- ▶ Off-Campus Housing Service
- ▶ On-Campus Apartments
- ▶ Housing Mediation Service
- ▶ Family Accommodation
- ▶ Residence Education & Programs

Equity & Human Rights Services

Somerville House, Room 2319

uwo.ca/equity 519-661-3334 equity@uwo.ca

Hours: Monday to Friday, 8:30am - 4:30pm

Equity & Human Rights Services is a confidential service of Western University. EHRS offers training on human rights and equity-related issues, a resource centre and a variety of other services. We are responsible for implementing the University's policies on harassment and discrimination, with a focus on informal mediation. Additionally, we oversee and help to implement the University's policy on Employment Equity.

Western Email Address (Western Identity)

All registered students are issued a Western email address (also referred to as Western Identity). All primary communications from the Registrar's office, Dean's offices, and departments will be addressed to your @uwo.ca email. It is expected that you will keep your email in good working order. For more information on Western's email service see uwo.ca/its/identity/central_email_faq.html.

In order to obtain and activate your Western Identity go to: uwo.ca/its/identity/identities-new-student.html. Please note that all access except for Western's web mail client - myoffice.uwo.ca - will be active within one hour after signing the Acceptable Use Policy (AUP). Access to the web mail client is active the following day. If you have already activated your Western email access but have lost or forgotten the password go to uwo.ca/its/identity/resetpw.html to have it reset.

Your Western email account is also used as a central authentication source for a wide variety of applications and services. If interested in the other applications and services that are linked to your Western Identity go to: uwo.ca/its/identity/identities.html.

ITS Customer Support Centre

Support Services Building, Main Floor

wts.uwo.ca/index.html

Contact Information:

- ▶ In Person: Monday to Friday, 8:30am - 4:30pm
- ▶ Phone: 519-661-3800 Ext. 83800
- ▶ Website: wts.uwo.ca/helpdesk/

Student Email Directory

Your email address will be put in a central Student Email Directory, which anyone can view on the web at uwo.ca/westernidir. If you do not wish to have your email address published, log into your Student Center (student.uwo.ca) and click on the "Directory Removal" link under Personal Information.

All registered Western students must activate and check their Western email account. This will be the primary mode of communication with students.

Parking

uwo.ca/parking 519-661-3973 parking@uwo.ca

Permits can be obtained by registering with Parking Services online at: uwo.ca/parking. For further information, please visit the website, call, or email using the contact information above.

Library Information

lib.uwo.ca

The Western Libraries provide for the information needs of students, faculty and staff in support of research and teaching activities.

The Western Libraries' website is your gateway to a wide variety of information resources which will help you to succeed in your studies. Through this website students have access to the Western Libraries' collections via the Library Catalogue alpha.lib.uwo.ca and various other electronic database products. Many of the materials accessible through these systems are provided full-text format, i.e. one may read and/or print pages of a book or journal directly from the Library website.

To access Electronic resources from off campus you must log in through the Off-Campus Access on the Library home page: lib.uwo.ca.

While our website and the various resources it provides is available 24/7, please note that Western Libraries' building hours are subject to change throughout the academic year. For current hours information please visit the library website: lib.uwo.ca/hours.

For information on borrowing library materials see the Access Code at: lib.uwo.ca/policies/accesscode.html. For information on how to receive assistance with your research please see our Help page: lib.uwo.ca/help.

Day Care at Western

UCC Flexible Child Care

usc.uwo.ca/flexcare 519-661-4094

Operated by the YMCA and accepts children ranging 18 months to 5 years; Open Monday to Friday at UCC, Room 40.

International and Exchange Student Centre

International and Graduate Affairs Building, Room TA241

iesc.uwo.ca 519-661-2111 x89309 iesc@uwo.ca

The International and Exchange Student Centre (IESC) supports international students throughout their university career. The IESC offers a range of programs and services including orientation, individual assistance, advising and immigration services, social/cultural events, English conversation program, peer guide assistance, transitions workshops, income tax clinics, and many more.

Office of the Ombudsperson

Western Student Services Building, Room 3135

uwo.ca/ombuds 519-661-3573 ombuds@uwo.ca

The Office of the Ombudsperson acts as a liaison between the University and its students. The Ombudsperson is a confidential, free, and impartial office designed for guiding students through academic and non-academic concerns such as perceived unfair grading; accusations of academic dishonesty, residence contract violations and code of conduct infractions; University recommended withdrawals; and readmissions. Check out their website, uwo.ca/ombuds, and the FAQ section to see if the Ombudsperson can help with any problems you may encounter over the course of your degree.

STUDENT EXPERIENCE

The Student Success Centre

University Community Centre, Room 210
success.uwo.ca 519-661-3559

Services Specifically for Mature Students

- ▶ Mature Student Advisors
- ▶ A website dedicated to mature students
- ▶ Society of Mature Students: a community that includes information, support, and social events
- ▶ Evening hours of academic counselling for mature and part-time students

See success.uwo.ca for links to all these items.

The Centre as a whole focuses on helping students with critical transitions and decision making throughout their university career, with programming in the following areas:

- ▶ Career Counselling and Education
- ▶ Employment Support
- ▶ Leadership Development
- ▶ Programs for New Students
- ▶ Experiential Learning
- ▶ Programs for High Achieving Students

The Student Success Centre is here to help you with the steps of your journey to a successful future.

Orientations for new Mature and Transfer Students

Western offers a variety of orientation events which include campus tours, registration assistance, campus life and how to be a successful learner. You may select which events make sense based on your experiences.

The Student Success Centre will send you an email inviting you to register for one or more events. We look forward to connecting with you!

Indigenous Services

Western Student Services Building, Room 2100
indigenous.uwo.ca 519-661-4095 Toll Free: 1-888-661-4095

Indigenous Services is committed to supporting Indigenous Students in reaching their highest potential through a culturally-responsive space, programs and services that honour Indigenous cultures and languages, foster Indigenous presence and inclusion, and increase Indigenous access, engage Indigenous communities, and facilitate transition, retention, graduation and advancement of Indigenous students at Western.

Sexual Violence Prevention Education

safecampus.uwo.ca/sexual_violence

Sexual Violence Prevention Education is a resource for individuals who have experienced sexual violence and those individuals supporting survivors of sexual violence. It provides supports and options available to survivors, and helps prevent sexual violence on campus through education activities, reporting, and compliance with new provincial policies and initiatives.

Student Development Centre

Western Student Services Building, 4th floor
sdc.uwo.ca 519-661-3031

Western's Student Development Centre (SDC) provides an array of professional counsellors and services that help undergraduate and graduate students achieve their personal, academic and professional goals in a confidential and caring environment. Some of their services include individual counselling, presentations and workshops, drop-in clinics, and online help. The following services are available to all registered full- and part-time students:

- ▶ Psychological Services
- ▶ Writing Support Centre (WSC), Tel: 519-661-3655
- ▶ Learning Skills Services (LSS), Tel: 519-661-2183
- ▶ Volunteers In Progress (VIP), Tel: 519-661-3031 (*located in UCC 210*)
- ▶ Resource Library
- ▶ Services for Students with Disabilities, Tel: 519-661-2147

Propel (Entrepreneurship)

Western Student Services Building, Room 2130
propel.uwo.ca 519-661-2111 x85312 entrepreneurship@uwo.ca

Propel is an on-campus resource for student entrepreneurs and those interested in learning about entrepreneurship. Propel provides a co-working space, mentorship, seed funding, retail opportunities, events, a summer incubator program (PSI), and acts as an advocate for local startups in the community.

Sports and Recreation Services

Sports and Recreation Services includes the Western Student Recreation Centre (WSRC), intercollegiate athletics (varsity teams and clubs), intramural sports, and more. There are many student employment opportunities with Mustang Athletics and Campus Recreation. For WSRC summer hours and information on summer intramurals, drop-in schedules, and group fitness classes, visit westernmustangs.uwo.ca.

Wellness Education Centre

The Wellness Education Centre offers a supportive, personalized way for students to explore events, activities and resources related to health and wellness on campus and in the London community. Various staff can be found in the WEC, including Wellness Peer Educators, the Wellness Coordinator, the Sexual Violence Prevention Education Coordinator, and Western Dietitian Services. Visit wec.uwo.ca or drop-in to the space in UCC 76 to learn more.