2017-2018 NEW STUDENT HANDBOOK

Bring this booklet with you in September

» Honours Arts
» Arts and Business
» Social Development Studies
» Global Business and Digital Arts
EVERY STAR ATHLETE HAS A COACH AND SUPPORT TEAM BACKING THEM UP. THINK OF YOUR ACADEMIC ADVISOR AS YOUR COACH. THEY WILL HELP YOU DEVELOP YOUR INDIVIDUAL PLAN FOR SUCCESS.

In the Faculty of Arts, first year advising is done in several offices — Arts Undergraduate Office; Renison Registrar’s Office; St. Jerome’s Registrar’s Office; Global Business and Digital Arts Office.

You’ll know what office to use based on your program and where you’re registered.

Your first-year advisor will help you navigate first year and prepare for second year. Once you declare your major or move into second year, you may have new advisors, but you can still use the resources of the first-year advising centre at any time.

We have a team of people ready to help you make the most of your university experience. Let’s get started!

What does an academic advisor do?
» helps you plan a program that matches your abilities and interests
» explains academic requirements and policies
» is knowledgeable about your academic record
» helps you develop realistic educational goals

When do I contact my academic advisor?
» if you have questions, concerns, or ideas about your studies, contact your academic advisor
» if you’re not doing as well as expected, make an appointment with your academic advisor

What’s my role in the academic advising process?
» be an active participant in my academic success
» use the Undergraduate Calendar to understand my degree and major requirements
» be open and honest with my advisor
» accept ultimate responsibility for my success at university

What’s the role of my family and supporters?
» be a key partner in assuring your success — listening and encouraging you to be proactive in your studies
» while you’ll be the primary contact with the university, we encourage you to share your experience with those who support you. The more people you have in your corner, the better!
» The Parent and Family Guide included in this handbook will go a long way in helping your family support you! Tear it out and give it to them!

THE BOAR — Porcellino, Arts’ mascot, is a bronze statue of a wild boar which represents courage and bravery in the face of adversity. You’ll find Porcellino in the Arts Quad in front of the Modern Languages Building.
DID YOU KNOW ...
Students who get advice from their academic advisor on a regular basis are generally more successful than those who don’t make time to check in!

inside this handbook ...

Academic Advice 2
Arts Academic Advisors 2
Support Resources 4
Wellness Resources 5
Communication from Waterloo 5
Academics 6
Tips for Successful Course Selection — First year and beyond 8
Your Rights and Responsibilities 9
Good to Know 10
Summer to-do list 11

IT’S IMPORTANT TO REMEMBER ...
Please direct all of your questions to one academic advisor and always include your student ID number. Emailing multiple people can lead to confusion and a delay in getting answers!

ARTS UNDERGRADUATE OFFICE
519-888-4567, ext. 35870
uwaterloo.ca/arts/undergraduate/student-support

Eric Breugst
Manager, Academic Advising

Devon Hutchinson
Academic Advisor:
First year Honours Arts,
First year Arts and Business, co-op and regular

Kayla Lorentz
Academic Advisor: Upper year Arts and Business, co-op and regular

Sarah Robertson
Academic Advisor: New upper year transfer students, Liberal Studies, mature students

Susan Andrews
Academic Advisor: Internal transfer students

Nga Tran/Stephanie Bromley
Student Engagement Officer:
Student transition and success

RENISON REGISTRAR’S OFFICE
519-884-4404, ext. 28650
uwaterloo.ca/renison/current-students

Maria Vermeer
Registrar, Academic Advisor:
First year Honours Arts; First year Arts and Business, Liberal Studies

Gwen Bisset
Academic Advisor: Social Development Studies (Last names A-F)

Jennifer Andrews-Coffey
Academic Advisor: Social Development Studies (Last names G-O)

Florence Bray
Academic Advisor: Social Development Studies (Last names P-Z)

ST. JEROME’S REGISTRAR’S OFFICE
519-884-8111, ext. 28303
sju.ca/student-success-services

John Arnou
Manager, Student Success
519-884-8111, ext. 28241

Paige Doherty
Honours Arts; Arts and Business co-op and regular; Liberal Studies
519-884-8111, ext. 28210

GLOBAL BUSINESS AND DIGITAL ARTS
519-888-4567, ext. 23009
uwaterloo.ca/stratford-campus/undergraduate/advising

Andrea West
Academic Advisor
support resources

ARTS 101 — Faculty of Arts incoming student web resource
This online community is a place for you, regardless of program or campus, to begin the transition to university life, participate in several online activities and campus events, become part of the Arts community, and actively participate in the Arts smARTSpace online advisement community.

» connect with your academic advisor
» discover services to support your academic success
» participate in online activities, discussions, and meet other new students
» be prepared for your first term of study

uwaterloo.ca/arts-101-incoming-student-resource

smARTSpace in LEARN
smARTSpace in LEARN, is your online advisement community. It’s a go-to resource for news and dates, course selection instructions, finding help and advice, and connecting with your advisor and other students. Waterloo LEARN, your online classroom, is what most professors will use to supplement their in-person lectures, post assignments, build classroom community, and hold group discussions about the materials you’re studying.

Student Portal
This mobile-friendly communication tool delivers the UWaterloo information you need, when you need it. You can customize your portal to help make your life at UWaterloo easier. You’ll have access to portal by mid-August.

uwportal.uwaterloo.ca

Student Success Office (SSO)
The SSO is a critical campus resource offering a wide array of services including success coaching, university transition programs, academic success workshops, and peer-to-peer student support.

uwaterloo.ca/student-success

Undergraduate Calendar — a must-use resource
The online Undergraduate Calendar is your guide to your studies at Waterloo. Generally, you follow the rules of the Undergraduate Calendar for the year you were admitted to Arts. It contains essential program, policy, and course information, and explains exactly what you need to do to complete your degree. It is important you are familiar with, and understand your degree requirements.

ugradcalendar.uwaterloo.ca

University Colleges
In partnership with the Faculty of Arts, the four on-campus University Colleges — Renison, St. Jerome’s, Conrad Grebel, St. Paul’s — offer living and learning opportunities. Students are part of a small community while having full access to all that Waterloo offers. You can register at Renison or St. Jerome’s and be part of the residence and/or academic communities, or take some courses “across the creek” while completing your Waterloo degree.
wellness resources

Counselling Services
Occasionally students deal with unexpected issues and need help coping. Free counselling and workshops are included with full-time tuition fees. After a simple intake process, you can meet with a counsellor in a confidential setting. Services are offered at several convenient locations right on campus. The Faculty of Arts has a designated counsellor to support you. 

uwaterloo.ca/campus-wellness/counselling-services

Health Services
The on-campus Student Medical Clinic provides convenient, confidential and comprehensive medical care to all registered students.

uwaterloo.ca/campus-wellness/health-services

AccessAbility Services
Students with short-term and permanent disabilities can access resources, support services, and academic accommodations available through AccessAbility Services.

uwaterloo.ca/accessability-services/

communication from waterloo

We’ll normally communicate through your University of Waterloo email address, through LEARN (online classroom), and on Quest (student information system). Important dates and announcements are listed on the Registrar’s Office website. 

uwaterloo.ca/registrar

IT’S CRITICAL YOU CHECK YOUR WATERLOO EMAIL ACCOUNT ON A REGULAR BASIS.

How do I set-up my email account?
You can activate your email account any time after June 27, 2017.

uwaterloo.ca/arts-computing/help-and-support/email

Forwarding your email to another account?
All communication will be sent to your Waterloo email account. You can forward your Waterloo email account to any email address you want BUT you must ALWAYS have a current email address listed on Quest. If you move, change your email address, or your phone number, remember to update your personal information on Quest.

quest.uwaterloo.ca

Important Dates
Know when classes begin and end, when fees are due, when you can add/drop classes, when to request classes for your next study term, and when University holidays take place.

uwaterloo.ca/quest/undergraduate-students/important-dates
How long is each term?
Each study term is 16 weeks long, including exams. The Fall term begins in September and includes a two day Fall Break following Thanksgiving Monday in October. Thanksgiving weekend is about mid-way through the Fall term. Often students are caught off guard by how quickly the term moves. Before Christmas holidays begin, you’ll have completed all of the requirements for first term, including final exams. The Winter term begins in January and includes a week-long study break — Reading Week. The Spring term, beginning in May, is also a full academic term. Many upper-year students and co-op students study during this time.

How many courses? How many hours?
Normally, students take five courses per term. Depending on your program and life circumstances, you may choose to take a lighter load. In consultation with your academic advisor, you should take the number of courses (maximum of five) that will support your academic success.

» taking five classes per term generally equals 15 hours of class per week
» we expect that for every hour of class, you spend approximately two hours studying, preparing for class, and completing assignments

Keys to success in each class:
» attending class and participating in it
» keeping up with your readings and assignments
» meeting with your professor during office hours
» asking questions
» getting to know students in each of your classes
» managing your time wisely

Dropping a course or withdrawing from a term
First-year students sometimes assume that all they need to do, to drop a course, is to stop attending. This is a serious mistake with serious consequences! The course and subsequent failing grade you’ll receive will remain on your academic record if you don’t meet specific course drop deadlines.

If you need to withdraw from your studies completely (drop all of your classes), speak to your academic advisor. Depending on when you drop a course or withdraw from the term, specific academic and financial penalties may apply. Withdrawing from the term is an important decision that your academic advisor should guide you through.

Exams
The final exam schedule is set approximately six weeks before exams begin and can be found on the Registrar’s Office website. Travel plans are not an excuse for missing an exam. Be sure that you don’t make any travel plans before you know exactly when your exams are.

PROFESSORS AND OFFICE HOURS
Many students underestimate the value of attending professors’ or teaching assistants’ office hours. Talking with your professor during his or her office hours can help you better understand their expectations for assignments, essays, and group work, and lets you ask the specific questions you need answers to! You may have a large class, but instructors love talking to students and helping them understand course material more effectively. This is an easy way for you to take responsibility for your academic success!
Grades — academic standing
Your grades should not be a shock at the end of the term. You must get into the habit of tracking your assignments and test results as the term progresses. Review course materials throughout the term to prepare for your exams.

» A 60% overall average and a 65% in your Arts courses is the minimum needed to continue studies in Arts. However, many of our programs require higher averages.

Don’t wait! If you’re receiving less than a 65% in your course work, speak to your professor and academic advisor to discuss how to improve your grades.

At the end of each term, after grades are finalized, your “academic standing” will be posted on your unofficial transcript on Quest. Your academic standing is determined by your program, your grades, and your average. Excellent, Good or Satisfactory are good things to see. Anything else could affect your studies at Waterloo and you should see your academic advisor.

Repeating courses
Unlike high school, there are strict rules around repeating a course. If absolutely necessary you may be able to seek special permission to repeat a failed course once, BUT both grades are calculated in your average — the failing grade DOES NOT disappear. You CAN NOT repeat or “upgrade” courses you have passed.

Dean’s Honours List
The Dean’s Honours List recognizes outstanding academic achievement. To be eligible, you:

» must be a Faculty of Arts degree student,
» must have successfully completed a minimum of 10 University of Waterloo academic courses which count in your cumulative average, and
» must have a cumulative overall average of 80% or higher.

If you’re on the Dean’s Honours List, it’s noted on your transcript. If you graduate with the Dean’s Honours List designation, it will be noted on your diploma.

Libraries
There are many libraries on campus but the 10-storey Dana Porter Library is the main Arts library. Each Arts major has a subject-specific librarian to help you with finding the resources you need. Getting into the Library early to take a tour and attend their workshops is really important. Spend less time searching and more time researching — ask an Arts librarian!

Exchanges
You’re encouraged to consider an academic exchange as part of your experience. The benefits of an exchange are significant. Normally exchanges take place in third year and can be 4, 8, or 12 months in length. Speak to your academic advisor about creating your academic plan and taking any language courses you may need starting in first year.

uwaterloo.ca/arts/undergraduate/international-exchange

Books
» Book Store — Visit the Book Store website to find out about your textbooks, store hours, refund policies, author events, the print-on-demand service, and book sale dates.

» Used Bookstore — Save money by buying your textbooks at the Feds Used Books, located in the lower level of the Student Life Centre (SLC). When you’ve finished your first term, you can sell back the books you no longer need!

Email, web space, printing and computers
You’ll have access to various software and personal web space. Activate your Arts account after you see your fall schedule on Quest.

uwaterloo.ca/arts-computing
tips for successful course selection — first year and beyond

Your academic advisor walks you through first-year course selection to get you started. In upper years, you’ll complete course selection on Quest yourself for each term you want to study. There are specific deadlines to meet with regard to course selection each term. You must get in the habit of checking the Important Dates page on Quest.

COURSE SELECTION — THE FUNDAMENTALS

Even if you have required courses, first year is meant to be exploratory. Don’t worry if you don’t know exactly what you want to do. It’s more fun that way! There’s an introductory course for almost every subject area we offer. Explore as many different subjects as you can.

You’ll normally take five courses in your Fall term and five different courses in your Winter term. We want you to explore different subjects as a possible major or minor, or for general interest. Besides any required courses, you should choose courses that interest you the most.

Social Development Studies and Global Business and Digital Arts students are already admitted to their major and will use their electives to explore different areas of interest.

How do I declare a major or minor?
Most Honours Arts and Arts and Business students declare their major for second year at the end of first year. Social Development Studies and Global Business and Digital Arts students are already in their major, but may be interested in a minor. During the Winter term your academic advisor and the Arts major departments host major information sessions so you can learn more about the majors and minors that interest you most.

Course selection lingo
Entry program — The program you were admitted into when you began university (Honours Arts, Honours Arts and Business, Social Development Studies, Global Business and Digital Arts, Liberal Studies).

Major — Your major is the main focus of your studies; it will appear on your diploma when you graduate.

Minor — Your minor is an optional, secondary focus of your studies; it will appear on your diploma when you graduate.

Elective — A course you choose based on interest that is not specifically required for your major or minor, but counts toward your overall degree.

Where do I find course selection information?
Always check uwaterloo.ca/arts/undergraduate/student-support/course-selection for information about course selection, declaring your major, and a link to your academic advisor. You’ll find instructions on how to complete course selection each term, course offering lists, degree requirements you need to complete, and important dates and deadlines. During the winter term you'll hear from your academic advisor about course selection for the next fall term.
What if I change my mind?
We offer many different majors and minors. Up to 70% of students change their mind by the time they declare their final major or minor. It’s a great benefit to decide on your major or minor after you’ve studied a variety of subjects.

How do I find my major advisor for second year?
In some programs you’ll have the same academic advisor, two academic advisors, or a new major advisor after first-year. All advisors are listed online at uwaterloo.ca/arts/current-undergraduates/student-support/advisors or come to one of the Academic Advisement Centres for help.

your rights and responsibilities

Academic Integrity
Academic expectations at university can be complex and different than what you’ve experienced so far. Your professors will help you understand what plagiarism is, how to cite the ideas of others, and how to work effectively independently and in groups. Ultimately, however, it is up to you to know what is expected.

Watch the tutorial at uwaterloo.ca/academic-integrity to familiarize yourself with our policies. If you don’t know how to cite your work and aren’t sure what plagiarism is, the Dana Porter Library offers an online tutorial, workshops in the fall and winter terms, other resources on when and how to cite your sources.
lib.uwaterloo.ca/user_ed/citingyoursources.html

It’s important you know the rules and guidelines that govern the University. We’d like you to read Policies 19, 70, 71, and 72. They impact you the most.
uwaterloo.ca/secretariat-general-counsel

» Policy 19 — Access to and Release of Student Information protects your privacy and outlines who at the University has access to your personal information and what information can and cannot be shared. Information about your academic record or academic status WILL NOT be shared with anyone outside of our offices, including your family, without your expressed consent.

» Policy 70 — Petitions and Grievances governs how students’ academic and non-academic grievances are handled.

Grievances — If you think you have been treated unfairly by the University or its agents, such as instructors or administrators, you can consider filing a grievance. Talk to the course instructor, your academic advisor, or the department chair about your options, and review further steps under Policy 70.

Petitions — The University recognizes that extenuating circumstances (chronic illness, or a death in the family for instance) can affect your academic progress. In some cases you may be able to file a petition for an exemption to the academic rules. Consult your academic advisor to discuss the petition process.

» Policy 71 — Student Discipline describes different types of academic offences (cheating, plagiarism, unethical behavior, etc.) and the serious consequences of committing these offences. It’s in your best interest to review this policy carefully.

» Policy 72 — Student Appeals describes how you can appeal academic or non-academic decisions made under Policies 70 or 71.

Conflict Management and Human Rights
This office is the on-campus resource for faculty, staff, and students for matters such as harassment and discrimination.
uwaterloo.ca/conflict-management-human-rights
good to know

Student Government and Leadership
An active student community requires an active student government. The Arts Student Union and the Federation of Students are your student voice. They act on your behalf and focus on making your student experience the best it can be. The University Colleges also have student governments. Within the Faculty of Arts, there are many active student societies representing specific majors or programs. This is a great way to get involved and meet other students.
uwaterloo.ca/arts-student-union

Centre for Career Action
The Centre for Career Action provides free career education, motivation, and support to ALL students and alumni via workshops, events, individual appointments, and career resources for summer employment, part-time work, and careers once you graduate.
watcard.uwaterloo.ca

Centre for Extended Learning
The Centre for Extended Learning offers online courses so you can take courses toward your degree without attending classes on campus. This is a great option to discuss with your academic advisor for your upper years.
 celery.uwaterloo.ca

Housing and Residences
University is about broadening your horizons, and where you live plays an important role in the new experiences you’ll have. We offer you support wherever you live — main campus residences, a University College, or off campus.

Parking on campus
A limited number of parking permits are available for faculty, staff, and students. You can apply online for a pass for each term through Parking Services.

Registrar’s Office (RO)
The RO, in Needles Hall, is responsible for registration support and the maintenance of your undergraduate student record. Renison and St. Jerome’s have their own dedicated registrar’s offices.

Student Awards and Financial Aid
This office provides financial support, information and advice, assists with the Ontario Student Assistance Program (OSAP), processes and offers awards, scholarships, academic grants, bursaries, and emergency student aid.

Student Success Office (SSO)
The SSO is a critical campus resource offering a wide array of services including success coaching, university transition programs, academic success workshops, and peer-to-peer student support.

Student Life Centre (SLC)
The SLC, open 24/7, is the hub of student activity at Waterloo — student societies and the Federation of Students, study and multi-faith prayer space, food outlets, coffee shops, and the campus pub.

Turnkey Desk
Need an answer? Ask the staff at the Turnkey Desk in the SLC. They know just about everything there is to know about what’s going on around campus and in the community. They’re open 24 hours a day, 365 days per year.

Transportation
Your fees include a fully paid Waterloo Region U-PASS bus pass. Also, the Federation of Students bus, the Go Bus, and Greyhound have regular, daily departures to and from campus, and the VIA train runs from the downtown Kitchener station.

WatCard
It’s the most important piece of student ID you’ll have. You’ll use your WatCard to write exams, participate in Waterloo activities, sign books out of the library, and get student discounts on- and off-campus. The WatCard office is located in the Student Life Centre (SLC).
summer to-do-list

**JUNE, JULY**

**First-year course selection**
We walk you through the online course selection process for Fall and get you ready to select your Winter courses once you’re on campus in September. Your academic advisor reviews and approves your selections and helps you keep on track for first year.

[link]

*Note: this may be the only time we email you at an email account other than your @edu.uwaterloo.ca email account.*

**JUNE, JULY, AUGUST**

**Arts 101 - Faculty of Arts incoming student on-campus event and web resource**
Over the summer you’ll have plenty of opportunities to connect with your academic advisor and begin new friendships with other new students. Through your active participation in this online community you’ll learn about the Faculty of Arts, explore important online learning tools such as LEARN and Portal, and will discover the resources needed for your success at Waterloo.

» Visit on Monday, July 17 for our ARTS 101 incoming student transition event

[link]

**Tuition Fees**
Your Fall 2017 tuition fees are due on or before AUGUST 23. You’ll pay your Winter tuition fees in December. The exact amount of your fees will be posted to your Quest account approximately four weeks prior to the start of lectures each term and you’ll be notified by email.

[link]

**SEPTEMBER**

**Orientation — SEPTEMBER 3-9**
Fall Orientation is a week of social and academic programming designed to help you meet other new students, get used to campus, and get you off to a great start. We expect you to attend the academic events and highly encourage you to be on campus to participate in all Fall Orientation activities.

[link]

**Classes Begin — SEPTEMBER 7**
Attend classes right from day one. Important course information and your course outline or syllabus are handed out during the first week of class. Faithful attendance is a must if you plan to be successful at university. Get in the habit of checking smARTSpace, your online academic community, and attend your professor’s office hours. Getting your questions answered early and often is key.

[link]

» Carefully review the outline or syllabus for each class. This will help you better understand the course content and expectations. Is this the right course for me? If you’re unsure about the course or if it’s right for you speak to the professor and your academic advisor.

» Write down the due dates for all of your assignments, midterms, test, and exams. A calendar is a great way to keep organized and know ahead of time which weeks will be busier than others.

**Winter Course Selection**
You’ll request your Winter 2018 courses in late-September. Your academic advisor will contact you through your Waterloo email account and will help you with your next steps.  

continued...
OCTOBER

Keep on track
You’ll be preparing for mid-terms and will begin receiving some of your first grades. Don’t stress! It’s a great time to acknowledge where you’ve succeeded and where you can improve. It’s also important for you to find the right balance between your academics and social activities. If you want to be effective in your studies you can’t forget your health and wellness.

Study Skills
If you haven’t done so already, check out the many study skills and wellness workshops offered on-campus. Many workshops are run by upper year students who can share their experiences with you. The Student Success Office, Counselling Services, and your advising centre all have workshops, seminars, and resources to help you with your study habits.

- This is a good time to reconnect with your academic advisor — discuss your progress and your classes, and ask for any support or guidance you might need
- Monday, October 9 is Thanksgiving Day and is a holiday. Your Fall Study Days are October 10 and 11.

There are a lot of important dates each term. Keep key dates like course add/drop deadlines at your fingertips uwwaterloo.ca/quest/undergraduate-students/important-dates/2017-2018

Note: GBDA students can meet with their academic advisor on Fridays in Stratford.