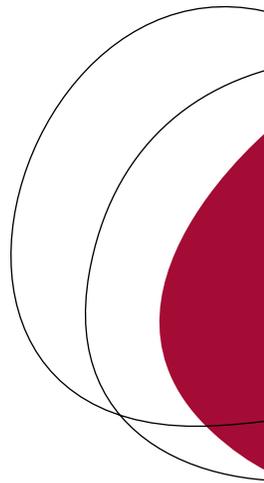


# campus handbook

Your guide to the Stratford Campus and the broader community



UNIVERSITY OF  
**WATERLOO**



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# welcome

**We are thrilled to welcome you to the University of Waterloo Stratford Campus, part of the Faculty of Arts at the University of Waterloo. We look forward to meeting you and helping you settle in. This handbook is designed to provide you with information about the University of Waterloo Stratford Campus, and the City of Stratford.**

Here at the Stratford Campus, we encourage you to take every opportunity to connect with your peers, the community, and our industry partners. Throughout the year, we host events and offer professional development opportunities. Stay connected with us to ensure you don't miss any of these exciting opportunities.

## Stay Connected

- » Sign up for our *events newsletter* and our *campus newsletter*
- » Check for updates on *LEARN*
- » Watch for your weekly updates on the *Stratford Campus Blog*
- » Follow the Stratford Campus on *Facebook*, *Twitter* and *Instagram*

## Stratford Ambassador Program

Consider joining the Stratford Campus Ambassador program and show your Waterloo pride! Ambassadors support a range of events and activities throughout the year including recruitment activities, campus events, Orientation and more. We will send a notice when we are recruiting additional volunteers. Visit the *website* for more information.

## Stratford Town and Gown Advisory Committee

As more students make Stratford their home, the City and the University have worked together to create the *Stratford Town and Gown Advisory Committee*. With representation from City Council, University administration, students and residents, the committee serves as a forum for the exchange of information, open discussion and communication among all of these groups. It's been built on *efforts across the Province* to engage municipalities where post-secondary institutions exist in order to create safe, happy, supportive and cohesive communities. To get involved in council activities please contact **Brandi Gillett** ([bgillett@uwaterloo.ca](mailto:bgillett@uwaterloo.ca)).

# student support

## Academic Advisor

**Andrea West**

University of Waterloo Stratford Campus, Room 1007C  
519-888-4567, ext. 23009, [amwest@uwaterloo.ca](mailto:amwest@uwaterloo.ca)

## Counselling Services

[uwaterloo.ca/counselling-services](http://uwaterloo.ca/counselling-services)

Personal counselling appointments are available at the Stratford Campus on Tuesdays, and on alternate days by appointment. To make an appointment contact:

**Linda Mackay, MSW RSW**

Counselling Services University of Waterloo  
Stratford Location: Room 1009  
519-888-4567, ext. 23029, [lmackay@uwaterloo.ca](mailto:lmackay@uwaterloo.ca)

## Other Administrative Staff

NAME	TITLE	ROLE	CONTACT
<b>Annaka Willemsen</b>	Instructional Support Coordinator	Teaching support for undergraduate program	<a href="mailto:awillems@uwaterloo.ca">awillems@uwaterloo.ca</a> 519-888-4567, ext. 23018, Room 3006
<b>Brandi Gillett</b>	Outreach and Events Manager	On-campus events, campus and community engagement, Town and Gown Advisory Committee, GBDA Society staff representative, alumni	<a href="mailto:bgillett@uwaterloo.ca">bgillett@uwaterloo.ca</a> 519-888-4567, ext. 23006, Room 1007A
<b>Christine McWebb</b>	Director, Academic Programs	Academic administration, strategic direction and oversight	<a href="mailto:cmcwebb@uwaterloo.ca">cmcwebb@uwaterloo.ca</a> 519-888-4567, ext. 23008, Room 2128
<b>Ginny Dybenko</b>	Executive Director	Operation, management and strategic direction of the Stratford Campus	<a href="mailto:ginny.dybenko@uwaterloo.ca">ginny.dybenko@uwaterloo.ca</a> 519-888-4567, ext. 23001, Room 3122
<b>Greg McIntyre</b>	Media Technician	Technical support, equipment loans and maintenance	<a href="mailto:greg.mcintyre@uwaterloo.ca">greg.mcintyre@uwaterloo.ca</a> 519-888-4567, ext. 23030, Room 2026A
<b>Jessica Thompson</b>	Associate Director, Undergraduate Studies (until Dec. 31)	Advising and administrative support for undergraduate students.	<a href="mailto:jessica.thompson@uwaterloo.ca">jessica.thompson@uwaterloo.ca</a> 519-888-4567, ext. 31548, Room 2006
<b>Jordan Mandel</b>	Digital Media Lab Instructor/ Multimedia Technician	Technical and design support, workshops (GBDA), content management for Christie® MicroTiles® wall, audio lab	<a href="mailto:j2mandel@uwaterloo.ca">j2mandel@uwaterloo.ca</a> 519-888-4567, ext. 23024, Room 2117
<b>Katherine Schmidt</b>	Experiential Learning and Events Coordinator	Assisting with on campus events and experiential learning opportunities	<a href="mailto:katherine.schmidt@uwaterloo.ca">katherine.schmidt@uwaterloo.ca</a> 519-888-4567, ext. 23026, Room 1007
<b>Leanne Perreault</b>	Administrative Officer	Campus administration and oversight (e.g. finance, human resources, facilities)	<a href="mailto:lperreault@uwaterloo.ca">lperreault@uwaterloo.ca</a> 519-888-4567, ext. 23019, Room 3124
<b>Mark Byerley</b>	IT Support Specialist	Technical support, equipment loans and maintenance	<a href="mailto:mark.byerley@uwaterloo.ca">mark.byerley@uwaterloo.ca</a> 519-888-4567, ext. 23010, Room 2026A
<b>Sheri Maguire</b>	Administrative Assistant	Front reception, facilities management, lock sign-out, library loans	<a href="mailto:sheri.maguire@uwaterloo.ca">sheri.maguire@uwaterloo.ca</a> 519-888-4567, ext. 23027, first floor reception desk
<b>Stephanie Koerne</b>	Digital Media Lab Instructor/ Multimedia Technician	Technical and design support, workshops (MDEI), website and social media management	<a href="mailto:stephanie.koerne@uwaterloo.ca">stephanie.koerne@uwaterloo.ca</a> 519-888-4567, ext. 23016, Room 2113
<b>Susan Cole</b>	Internship and Experiential Learning Manager	Student internships and projects	<a href="mailto:susan.cole@uwaterloo.ca">susan.cole@uwaterloo.ca</a> 519-888-4567, ext. 23012, Room 3128
<b>Victoria Bambrick</b>	Recruitment and Admissions Manager	Recruitment and admissions support and advising, including internal transfer students	<a href="mailto:stratfordprograms@uwaterloo.ca">stratfordprograms@uwaterloo.ca</a> 519-888-4567, ext. 23004, Room 1007B

## Professors

For a full list of professors and instructors please visit [uwaterloo.ca/stratford-campus/about/our-faculty](http://uwaterloo.ca/stratford-campus/about/our-faculty).

# other student services

As a University of Waterloo student, you have access to the full range of services available at Stratford Campus and the Waterloo Campus. You may find the following services useful:

## Academic Integrity

Academic integrity is the cornerstone of research, teaching, and learning. As a student you are expected to demonstrate academic integrity in your work. Visit the Academic Integrity website for more information.

## AccessAbility Services

*AccessAbility Services* provide services and support for University of Waterloo students who have a permanent disability, as well as those with a temporary disability.

## Bookstore and Retail Services

You can order books and course materials by visiting the *Bookstore online*, clicking on books or “Booklook” and selecting the Stratford campus portal. Merchandise sold by the Waterloo Store is also available for purchase online. *You can have your items shipped to the Stratford Campus free of charge.* You must select this option, before placing your order.

## Centre for Career Action

The *Centre for Career Action* provides a range of resources including individual advisement, workshops, print/online resources and job postings.

## Conflict Management and Human Rights

The *Conflict Management and Human Rights* office is a resource for members of the university community regarding matters of harassment, discrimination and other forms of conflict.

## Health Insurance

All students are enrolled in extended health and dental insurance plans – the fees will be automatically charged to your student account. You must pay all fees to become full registered, however if you have comparable coverage you can choose to opt out of the plan and receive a refund. Refer to your applicable student government organization (e.g. FEDs or GSA) for more information.

International students will be automatically enrolled in the *University Health Insurance Plan (UHIP)* to provide medical coverage while you are studying in Canada. This is a compulsory fee.

## Off-Campus Housing

The *Off-Campus Housing* site provides listing services for the City of Stratford and also provides resources and assistance for students living off-campus in the community.

## Student Awards and Financial Aid

The *Student Awards and Financial Aid (SAFA) office* provides financial support, information and advice to help students achieve their post-secondary goals. SAFA assists with the Ontario Student Assistance Program (OSAP), processes and offers hundreds of awards, scholarships, academic grants, bursaries and emergency aid. The Student Awards and Financial Aid office also administers the Work Study Program.

## Student Associations

### *Federation of Students (FEDs)*

Operates seven commercial services, six student-run services, encompasses more than 200 clubs, supports student societies, and oversees Orientation Week, Welcome Week and a number of other special events held on campus.

### *Arts Student Union (ASU)*

The ASU represents all students in the Faculty of Arts, and organizes events, activities and other initiatives throughout the year.

### **GBDA Society**

Represents all undergraduate students enrolled in the GBDA program. They organize events, workshops, clothing and more.

### *Graduate Student Association (GSA)*

[uwaterloo.ca/graduate-student-association](http://uwaterloo.ca/graduate-student-association)

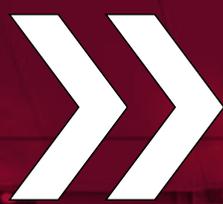
A student-run organization whose membership consists of the graduate students at the University of Waterloo. The GSA provides a number of services including legal aid, income tax aid, supplementary health and dental plans, social events and more.

## WatCard

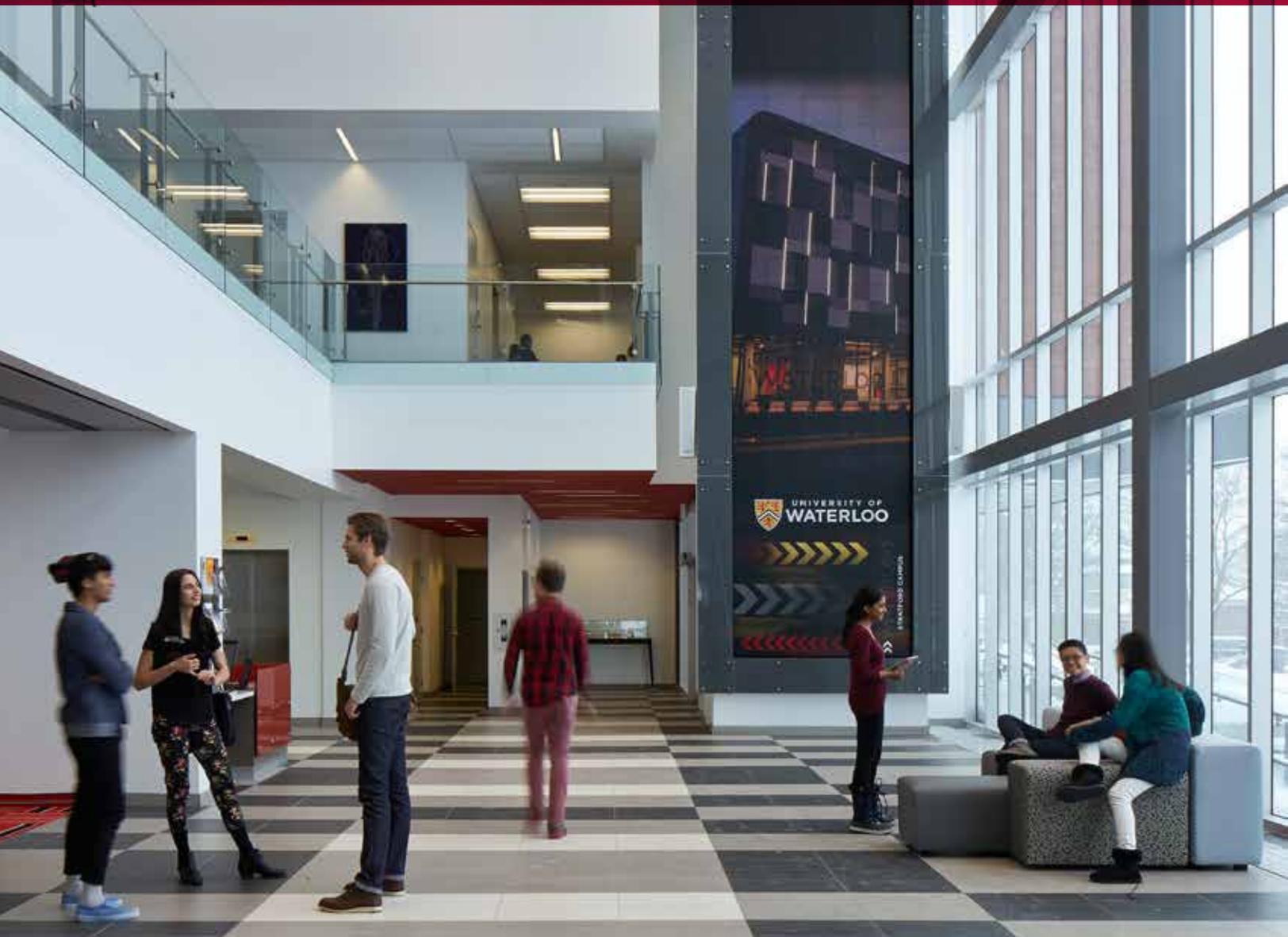
The WatCard is your official university photo identification for the University of Waterloo, and is required for all students. It provides you with access to facilities and services at both the Waterloo Campus and the Stratford Campus. Students residing in Stratford can submit their photo online and have their card delivered to the Stratford Campus to the attention of Andrea West for pick-up. Funds can be added to the card online or in person at the WatCard Office in the Student Life Centre lower level.

## Writing Centre

Staff from the *Writing Centre* will be at the Stratford Campus one day per week for 3 hours beginning in November. The Writing Centre offers drop-in sessions for students looking to improve their writing skills.



# the stratford campus



## Hours

The Stratford Campus is open:

Monday to Friday: 8:30 a.m. to midnight

Saturday to Sunday: noon to midnight (security officer will admit – must show a valid student card)

Staff are generally available Monday to Friday between 8:30 a.m. and 4:30 p.m. Staff and professors will have posted office hours.

## Stratford Accelerator Centre

[acceleratorcentre.com/stratfordac/](http://acceleratorcentre.com/stratfordac/)

Located on the first floor, the Stratford Accelerator Centre (AC) is focused on accelerating the growth and maturation of early-stage technology and digital media companies. The Centre accomplishes this by bringing like-minded entrepreneurs together under one roof and delivering world-class mentoring, coaching, programming and services, along with facilitating potential grant funding. Students who have an early-stage start-up can apply to the program to obtain access to their full range of services. In addition, the AC offers a number of resources for all students including:

- » **Hot Desk:** free workspace to work on projects within a digital media entrepreneurship ecosystem
- » **Lunch and Learns:** mentors who present on various topics relevant to building a successful start-up
- » **Other events:** stay tuned to your weekly updates for other events and activities hosted by the AC

## Digital Media Resources and Services

You'll have access to the following resources at the Stratford Campus.

### » OUR LABS

#### Audio Lab

Room 2037

Sound recording booth and project studio with iMac featuring Ableton Live Suite, Logic, Pro Tools, along with an array of libraries, plugins, and analogue gear.

#### Engage Lab

Room 1013

Provides tools and technologies for exploration, research and commercialization activities in the areas of User Experience (UX) and Gamification. See the equipment list for information about what technologies are available. Access to the Engage Lab is available at any time when the building is open.

#### Media Labs

Room 2129: 26 iMac computers with Final Cut Pro X and Adobe Creative Suite 6 Master Collection  
Room 2036: 12 iMac computers with Final Cut Pro X and Adobe Creative Suite 6 Master Collection, printing services.

#### Usability Testing Lab

Rooms 2028, 2032, 2034

The Usability Testing Lab is a space where users can be studied while they interact with a system to evaluate its usability.

### » OTHER RESOURCES

#### Equipment Loans

We have a range of equipment available for projects and assignments. Equipment can be signed out from the Media Services Office, in room 2026A by showing your WatCard, Monday to Friday from 8:30 a.m. to 4:30 p.m. Please refer to the [Equipment Loans](#) policy for more information about the rules and regulations that govern the loaning of equipment.

#### Microsoft Office 365 Education for Students

Office 365 Education for Students is available for **free** to students who are enrolled at qualifying schools. Install Office on up to 5 PCs or Macs and on other mobile devices, including Android, iPad®, and Windows tablets. [Register](#) using your @uwaterloo.ca email address.

#### Printing

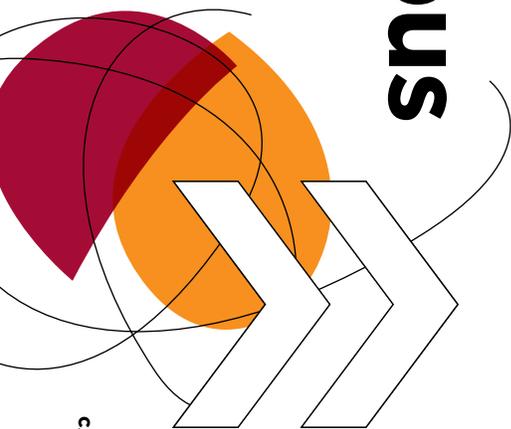
A student printer is located in the small media lab (Room 2036) – you can print from lab machines or from your own laptop. To print:

- 1) Go to <https://printuw.private.uwaterloo.ca:9192/user> and login using your UWUserid and password.
- 2) Click “Web Print” on the side menu, and choose “Submit a job” at the top of the page.
- 3) Select a printer. The two printers for the Stratford Campus are named:
  - mediaprint2\smc-print1-bw – Black and White
  - mediaprint2\smc-print1-clr – Colour
- 4) Choose the print queue you would like to send your job to, and click on “Print Option” > “Account Selection”. Select how many copies you would like to print and then click “Upload Documents”.
- 5) Choose your document (“Choose Files”) paying attention to the type of documents you are able to print.
- 6) Click “Upload” > “Complete” to upload document to print queue. Once uploaded you will be presented with a screen that looks similar to this:
- 7) Click “Held in a queue”



immediately to release your job, or you can submit other jobs and release them all at once. Jobs remain in queue for two hours. After that time they are purged and must be resubmitted if you wish to print them.

# the stratford campus



## Kitchen Facilities

For your convenience, there are microwaves, mini-fridges, kettles and sinks available on the second and third floors. Please consider others and clean after using.

## Library

The University of Waterloo Stratford Campus is part of the TriUniversity Group of Libraries (TUG) book delivery system. TUG books can be ordered through Primo and picked up at the first floor reception desk at the Stratford Campus. Stratford appears as one of the pick-up location options in Primo and RACER (Interlibrary Loan - ILL). TUG books and ILL items are delivered each weekday, within established TUG delivery times. Stratford can be used as a pickup and drop-off location by students, staff and faculty at the campus, as well as by any other TUG member, including community borrowers.

## Lockers

Lockers are available on each floor, and are free for you to use at any time. You must use a lock supplied by the Stratford Campus - to pick up a lock, visit the first floor reception desk.

## Project Rooms

Project rooms are available for you to meet with classmates and/or clients at any time when the campus is open. Project rooms can be reserved for you to meet with classmates and/or clients when not in use for class or other activities. To reserve a project room visit the first floor reception desk.

## Parking

Free parking is currently available on campus and in the City lots that surround the building on a first-come, first-served basis. Parking on-site is not guaranteed, and overnight parking is not permitted.

## Quiet Study Room

Room 3018 has been designated as a drop-in quiet study room. Quiet conversations are allowed, however, please be considerate of others. Please refrain from using this room for group study or as a meeting space.

## Shuttles

Shuttles run Tuesdays and Fridays between the Waterloo Campus and the Stratford Campus. These shuttles are available for upper-year and masters students to use on a "first come-first serve" basis once first year and second year students (depending on the day) have boarded the bus. The bus stop locations are across from the J parking lot and by Hagey Hall. Buses depart Waterloo at 8 a.m. sharp and depart from Stratford at 4 pm.

## Vending Machines

Cash operated beverage and snack machines are located in the first floor Accelerator Centre space.

## Campus Closures

The Stratford Campus could close in severe weather situations. Such a decision would be made by Senior Administration. Note: If the University of Waterloo main campus is closed, the Stratford Campus will close automatically. Notice of a campus closing will be posted on the University homepage, normally by 7 a.m.

In the event that inclement weather prevents a commuter from returning home, we have made arrangements to accommodate students at the Stratford General Hospital Residence (SGH) just a few blocks from campus. The rate is \$20 per night payable directly to the SGH. Students can contact Brenda Smellie directly and let her know they are with the Stratford Campus. Either phone 519-272-8210, ext. 2558, or email [Brenda.Smellie@hpha.ca](mailto:Brenda.Smellie@hpha.ca).



# the stratford community

## Banking Services

The following banking services are available in Stratford:

### **BMO Bank of Montreal**

[www.bmo.com](http://www.bmo.com)

73 Downie Street, Stratford

### **CIBC**

[www.cibc.com](http://www.cibc.com)

30 Downie Street, Stratford

### **Libro Credit Union**

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

391 Huron St. Stratford

### **RBC Royal Bank**

[www.rbcroyalbank.com](http://www.rbcroyalbank.com)

33 Downie Street, Stratford

### **Scotiabank**

[www.scotiabank.com](http://www.scotiabank.com)

1 Ontario Street, Stratford

### **TD Bank Financial Group**

[www.td.com](http://www.td.com)

41 Downie Street, Stratford

## Emergency Services

### **In an emergency dial 911**

This will provide you with access to all emergency services (ambulance, fire, police).

\*Note that if you are dialing from an on-campus phone you must dial "6" first followed by "911."

### **Non-emergency situation**

Stratford Fire Service - 519-271-3212

Stratford Police Service - 519-271-4141

## Government Services

### **Service Canada**

[www.servicecanada.gc.ca](http://www.servicecanada.gc.ca)

61 Lorne Ave., Floor Ground, Unit 2

For Federal services including obtaining a social insurance number and passport processing.

### **Service Ontario**

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

5 Huron St., Stratford

Advice and services for Provincially managed programs and services include photo ID cards, health cards, driver licensing and vehicle registration etc.

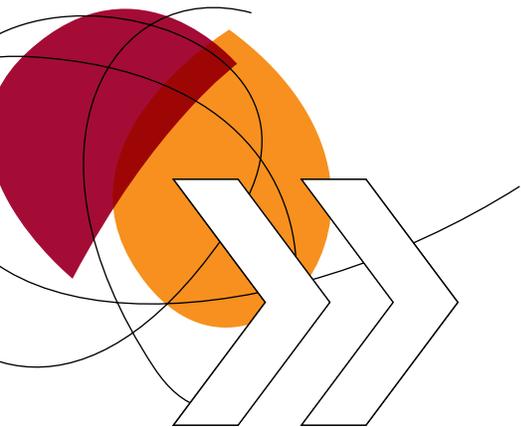
### **Municipal Services - City Hall**

[www.stratfordcanada.ca/en/insidecityhall.asp](http://www.stratfordcanada.ca/en/insidecityhall.asp)

1 Wellington St., Stratford

Services include City parking permits (and processing payment for parking tickets), garbage bag tags, access to applications, licenses and other permits, and more.

# the stratford community



## Health Services

### Stratford General Hospital

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

46 General Hospital Dr., Stratford  
519-271-2120

Emergency room is open 24 hours a day.

### Family Doctors

If you wish to sign up for a doctor in Stratford, register with Health Care Connect at 1-800-445-1822 or at [www.ontario.ca/healthcareconnect](http://www.ontario.ca/healthcareconnect) to be added to the list for assignment locally.

Note that if you currently have a family doctor, you will need to de-roster (call their office and tell them you have moved out of area and wish to sign up with a Stratford doctor) before registering with Health Care Connect. You may wish to ask your current doctor if they will re-list you should you plan to relocate to your home community following graduation.

### Health Line (Perth District Health Unit)

[www.pdhu.on.ca](http://www.pdhu.on.ca)

Monday to Friday, 8:30 a.m. to 4:30 p.m.  
519-271-7600, ext. 267

email: [healthline@pdhu.on.ca](mailto:healthline@pdhu.on.ca)

Health Line is a telephone service which provides health information to the general public. A Public Health Nurse is available to answer questions about: infectious disease, pregnancy, immunization, healthy eating, smoking cessation, safe water and food, community resources and more.

### Sexual Health Clinic

Perth District Health Unit - Festival Square  
10 Downie Street, 2nd Floor  
519-271-7600, ext 779

Tuesdays from 2 to 4 p.m. (drop-in)  
5 to 7 p.m. (Doctor services available - appointments only)  
Thursdays from 11 a.m. to 2 p.m. (drop-in)

A confidential service that provides information about birth control options, testing and counselling. Testing and treatment are free of charge. A doctor and Public Health Nurse are on site during clinic hours to address your health concerns. Appointments are preferred.

### Mental Health Services Information

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

A 24-hour helpline providing free, confidential, anonymous information and referral to local mental health services.

### Huron-Perth Mental Health Crisis Intervention Program

1-888-829-7484

A 24-hour crisis counselling line for people with emotional distress and/or mental illness. Face-to-face support available at the Stratford General Hospital Special Services Unit.

### Family Services Perth-Huron

1-800-268-0903

Individualized counselling, support, advocacy and educational services that meet the needs of the community.

## Transit Services

### Stratford Public Transit Services

[www.stratfordcanada.ca/en/livehere/transit.asp](http://www.stratfordcanada.ca/en/livehere/transit.asp)

519-271-0250 ext. 264

Passes and schedules are available through Reception, on the second floor of Stratford's City Hall. Passes can also be purchased at various businesses in the community.

### Taxi Services

Radio Cab

519-271-4242

Stratford City Cabs

519-272-2222

### Stratford Airporter

[www.stratfordairporter.com](http://www.stratfordairporter.com)

1-888-549-8602

The Stratford Airporter provides transportation between Stratford and Lester B. Pearson Airport in Toronto.

### Train

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

VIA Rail offers train services from Stratford to locations across Canada.

## Tourism, Recreation And Other Services

### YMCA

[www.stratfordperthymca.com](http://www.stratfordperthymca.com)

You have access to the recreation services available at the Waterloo Campus.

In addition, the Stratford-Perth YMCA offers a student rate of \$25 monthly (plus tax) when you show your WatCard – no long term contract required.

### Recreation Programs

[www.stratfordcanada.ca/en/playhere/recreationprograms.asp](http://www.stratfordcanada.ca/en/playhere/recreationprograms.asp)

The City of Stratford Community Services Department connects you to a wide variety of activities and services.

### Stratford Public Library

[www.stratford.library.on.ca](http://www.stratford.library.on.ca)

19 St. Andrew St., Stratford

519-271-3843

The Stratford Public Library provides book loans, an eLIBRARY, access to computer terminals, free Wi-Fi, printing/photocopying/scanning services, and more.

### Off-Campus Housing

[www.uwaterloo.ca/off-campus-housing](http://www.uwaterloo.ca/off-campus-housing)

519-888-4567, ext. 35725

The University of Waterloo Off-Campus Housing office provides free resources for students including a listing service (including listings in Stratford), and advice about understanding lease agreements, dealing with problems etc.

### Stratford Tourism

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

Stratford is a vibrant community featuring internationally renowned theatre, music, shopping, and cuisine. Visit our vibrant downtown core, enjoy a drink on a patio, or a play at the world-renowned Stratford Festival. Explore and enjoy!

### Stratford City Centre

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

The SCC promotes the city centre as a special place in which to shop, work, visit or live. Visit their website to access a business directory, maps, and other information.

University of Waterloo, Stratford Campus  
125 St. Patrick Street  
Stratford, Ontario, Canada N5A 0C1

[uwaterloo.ca/stratford](http://uwaterloo.ca/stratford)

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