



SCHOOL HANDBOOK

YOUR GUIDE TO THE STRATFORD SCHOOL
AND THE BROADER COMMUNITY





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WELCOME

We are thrilled to welcome you to the University of Waterloo Stratford School of Interaction Design and Business, 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 School, and the City of Stratford.

Here at the Stratford School, 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

- » Check for updates on LEARN
- » Follow the Stratford School on Facebook, Twitter and Instagram
- » Check for updates through email (our official communication channel)

STRATFORD AMBASSADOR PROGRAM

Consider joining the Stratford School 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.

uwaterloo.ca/stratford/ambassador-program

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 Katherine Prospero (katherine.prospero@uwaterloo.ca).

www.stratfordcanada.ca/en/insidecityhall/StratfordTownAndGown.asp



STUDENT SUPPORT

ACADEMIC ADVISOR

University of Waterloo Stratford School Room 1007C
519-888-4567, ext. 23009, gbda.advising@uwaterloo.ca

STUDENT SUCCESS AND SUPPORT

Personal counselling appointments are available at the Stratford School on every second Thursday, and on alternate days by appointment. To make an appointment contact Dave Logan, Counsellor/Success Coach, 519-888-4567, ext. 23039,

uwaterloo.ca/campus-wellness/counselling-services



PROFESSORS

For a full list of professors and instructors please visit

uwaterloo.ca/stratford/about/people

OTHER ADMINISTRATIVE STAFF

NAME	TITLE	ROLE	CONTACT
Christine McWebb	Director and Professor	Academic administration, strategic direction and oversight	cmcwebb@uwaterloo.ca 519-888-4567, ext. 23008, Room 3122
Sebastian Siebel-Achenbach	Associate Director, Undergraduate Studies	Advising and administrative support for undergraduate students	ssiebela@uwaterloo.ca 519-888-4567, ext. 36135, Room 2126
Annaka Willemssen	Administrative Officer	Campus administration and oversight (e.g. finance, human resources, facilities)	awillemsen@uwaterloo.ca 519-888-4567, ext. 23039, Room 1019
Mark Byerley	IT Support Specialist	Technical support, equipment loans and maintenance	mark.byerley@uwaterloo.ca 519-888-4567, ext. 23010, Room 1017
Sheri Maguire	Administrative Assistant	Front reception, facilities management, lock sign-out, library loans	sheri.maguire@uwaterloo.ca 519-888-4567, ext. 23027, first floor reception desk
Jay Mielke	Media Lab Instructor/ Media Technician	Technical and design support, workshops (MDEI), website and social media management	jmielke@uwaterloo.ca 519-888-4567, ext. 23513, Room 1014
Lauren Kochanowski	Recruitment and Admissions Coordinator	Recruitment and admissions support and advising, including internal transfer students	lkochanowski@uwaterloo.ca 519-888-4567, ext. 23004, Room 1007B
Greg McIntyre	Digital Media Lab Instructor/Multimedia Technician	Technical and design support, workshops (GBDA), content management for Christie (R) MicroTiles (R) wall, audio lab	greg.mcintyre@uwaterloo.ca 519-888-4567, ext. 23017, Room 1014
Jessica Thompson	Associate Director Graduate Studies	Advising and administrative support for graduate students	jessica.thompson@uwaterloo.ca 519-888-4567, ext. 23025, Room 2006

CONNECT WITH YOUR PEERS, PROFS AND COMMUNITY

OTHER STUDENT SERVICES

As a University of Waterloo student, you have access to the full range of services available at the Stratford School 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.

uwaterloo.ca/academic-integrity

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.

uwaterloo.ca/disability-services

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.

retailservices.uwaterloo.ca

CENTRE FOR CAREER ACTION

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

uwaterloo.ca/career-action

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.

uwaterloo.ca/conflict-management-human-rights

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. WUSAs 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

uwaterloo.ca/off-campus-housing

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.

uwaterloo.ca/student-awards-financial-aid

STUDENT ASSOCIATIONS

WATERLOO UNDERGRADUATE STUDENT ASSOCIATION (WUSA)

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.

wusa.ca

ARTS STUDENT UNION (ASU)

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

uwaterloo.ca/arts-student-union

GBDA SOCIETY

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

GRADUATE STUDENT ASSOCIATION (GSA)

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.

uwaterloo.ca/graduate-student-association

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 request a replacement card and have their card delivered to the Stratford Campus to the attention of Sheri Maguire 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.

watcard.uwaterloo.ca

WRITING AND COMMUNICATION CENTRE

The Writing and Communication Centre offers drop-in sessions for students looking to improve their writing skills.

uwaterloo.ca/writing-centre

THE STRATFORD SCHOOL



HOURS

The Stratford School is open:

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

Saturday to Sunday: 10:00 a.m. to 8:00 p.m. (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 School closures will be communicated through centralized email, LEARN, social media channels and our website. Visit our website for more information regarding closure protocol.*

FOCUSING ON EARLY-STAGE TECHNOLOGY
AND DIGITAL MEDIA COMPANIES

DIGITAL MEDIA RESOURCES AND SERVICES

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

> 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 Cloud.

ROOM 2036: 12 iMac computers with Final Cut Pro X and Adobe Creative Cloud, 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. To book the space or general inquiries about the Usability Testing Lab, please contact Lennart Nacke, len@uwaterloo.ca

> 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\sme-print1-bw — Black and White
> mediaprint2\sme-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

Web Print is a service to enable printing for laptop, wireless and unauthenticated users without the need to install print drivers. To upload a document for printing, click Submit a Job below.

[Submit a Job >](#)

Submit Time	Printer	Document Name	Pages	Cost	Status
2018-01-11 11:11:11	mediaprint2\sme-print1-bw	sampledoc.docx	1	\$0.10	CLD
2018-01-11 11:11:11	mediaprint2\sme-print1-clr	sampledoc.docx	1	\$0.10	CLD

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 SCHOOL

KITCHEN FACILITIES

For your convenience, there are microwaves, mini-fridges, kettles and sinks available on the second and third floors. As well, the Accelerator Centre on the first floor has two microwaves, a fridge and coffee available. Please consider others and clean-up after using.

LIBRARY

The University of Waterloo Stratford School 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 School. 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 School — to pick up a lock, visit the first floor reception desk.

PROJECT ROOMS

The Stratford School campus provides project rooms and meeting spaces to support collaborative and creative engagement among our students.

You may book a project room through web checkout (webcheckout.uwaterloo.ca/patron) using your Waterloo Identity and Access Management (WatIAM) account. You may also use other student spaces on campus.

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 conversation is allowed, however, please be considerate of others. Please refrain from using this room for group study or as a meeting space.

SHUTTLES

We have free shuttles on Wednesdays and Sundays that are open to any students. No sign-up is required. However, it operates on a first-come, first-served basis. Departures/Arrivals are in front of the Stratford School and Hagey Hall Bus layover

WEDNESDAY

Depart Stratford School 5:15 p.m. - Arrival UW Campus 6 p.m.
Departure UW Campus 11 p.m. - Arrival Stratford Campus 11:45 p.m.

SUNDAY

Depart Stratford School 11 a.m. - Arrival UW Campus 11:45 a.m.
Departure UW Campus 7 p.m. - Arrival Stratford Campus 7:45 p.m.

*The schedule is subject to change.

VENDING MACHINES

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

CAMPUS CLOSURES

The Stratford School 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 School 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 School either phone 519-272-8210, ext. 2558, or email Brenda.Smellie@hpha.ca.



THE STRATFORD COMMUNITY

BANKING SERVICES

The following banking services are available in Stratford:

BMO BANK OF MONTREAL

73 Downie Street, Stratford

www.bmo.com

CIBC

30 Downie Street, Stratford

www.cibc.com

LIBRO CREDIT UNION

391 Huron St. Stratford

www.libro.ca

RBC ROYAL BANK

33 Downie Street, Stratford

www.rbcroyalbank.com

SCOTIABANK

1 Ontario Street, Stratford

www.scotiabank.com

TD BANK FINANCIAL GROUP

41 Downie Street, Stratford

www.td.com

YOUR NEIGHBOURHOOD CREDIT UNION

1067 Ontario Street Festival Marketplace Shopping Centre, Stratford, ON N5A 6W6

www.yncu.com

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

61 Lorne Ave., Floor Ground, Unit 2

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

www.servicecanada.gc.ca

SERVICE ONTARIO

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.

www.serviceontario.ca

MUNICIPAL SERVICES – CITY HALL

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.

www.stratfordcanada.ca/en/insidecityhall.asp

THE STRATFORD COMMUNITY

HEALTH SERVICES

STRATFORD GENERAL HOSPITAL

46 General Hospital Dr., Stratford | 519-271-2120
Emergency room is open 24 hours a day.

www.hpha.ca

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 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

www.ontario.ca/healthcareconnect

HEALTH LINE (PERTH DISTRICT HEALTH UNIT)

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

www.pdhu.on.ca

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

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

www.mentalhealthhelpline.ca

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

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.

www.stratfordcanada.ca/en/livehere/transit.asp

TAXI SERVICES

Radio Cab | 519-271-4242

Stratford City Cabs | 519-272-2222

STRATFORD AIRPORTER

1-888-549-8602

The Stratford Airporter provides transportation between Stratford and Toronto Pearson Airport.

www.stratfordairporter.com

TRAIN

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

www.viarail.ca

TOURISM, RECREATION AND OTHER SERVICES

GBDA and MDEI students have access to the recreation services available at the Waterloo campus. Students can purchase an athletic membership at a cost of \$67+tax for the term.

YMCA

The Stratford-Perth YMCA offers a student rate of \$25 monthly (plus tax) when you show your WatCard.

www.stratfordperthymca.com

RECREATION PROGRAMS

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

www.stratfordcanada.ca/en/playhere/recreationprograms.asp

STRATFORD PUBLIC LIBRARY

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.

www.stratford.library.on.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.

www.uwaterloo.ca/off-campus-housing

STRATFORD TOURISM

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!

www.visitstratford.ca

STRATFORD CITY CENTRE

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.

www.stratfordcitycentre.ca



UNIVERSITY OF
WATERLOO



UNIVERSITY OF WATERLOO, STRATFORD SCHOOL
125 ST. PATRICK STREET
STRATFORD, ONTARIO, CANADA N5A 0C1

uwaterloo.ca/stratford