

CENTRE FOR DIGITAL MEDIA

Masters of Digital Media Program
@ Great Northern Way Campus



emily carr
university of art + design



<WELCOME>

I am very excited that you have decided to join us to pursue your Masters in Digital Media here at Great Northern Way Campus – a truly unique campus environment. Together we will transform the way digital media is taught and experienced. In the coming months, you will have many opportunities to immerse yourselves in the community we are creating here, and I invite you to seize them all.

The MDM faculty, staff, and students are as happy as I am to welcome you to the Centre for Digital Media as you embark on this next part of your academic journey. Together we are breaking new ground and blazing new trails, and I am delighted to be a part of this with you.

We look forward to your success here at MDM!

Jim Bizzocchi
Director, MDM Program

<STUDENT GUIDE 2011-2012 EDITION>

This Guide is designed to provide important information about the Masters of Digital Media (MDM) program, as well as the associated policies, procedures, and regulations that govern student life at the Great Northern Way Campus (GNWC) and Simon Fraser University (SFU). It is issued by the MDM Student Services Office for the use of students, faculty, and staff.

Students are urged to take the time to familiarize themselves with the contents of this Guide. They should also review the student and academic policies of Simon Fraser University as articulated in the following sources:

- **Graduate General Regulations**

<http://students.sfu.ca/calendar/for_students/grad_regulations.html>

- **Academic Honesty and Student Conduct Policies**

<<http://www.sfu.ca/policies/Students/index.html>>

- **Teaching and Instruction Policies**

<<http://www.sfu.ca/policies/teaching/index.htm>>

- **University Policies**

<<http://www.sfu.ca/policies/>>

Although the faculty and staff of GNWC are always pleased to provide assistance and advice, students themselves are personally responsible for complying with the rules and regulations of their program, the GNWC, and SFU.

GNWC and MDM reserve the right to implement new policies and procedures and/or modify the program, degree requirements, academic calendar of events, or fees from time to time. In the case of any differences in academic and student policies between this handbook and the policies of Simon Fraser University, the policies of Simon Fraser University shall generally apply.

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<ACADEMIC INFORMATION>

MASTERS OF DIGITAL MEDIA PROGRAM

The Masters of Digital Media Program is jointly offered by the University of British Columbia (UBC), Simon Fraser University (SFU), Emily Carr University of Arts and Design (ECUAD) and the British Columbia Institute of Technology (BCIT). The partner institutions have agreed that Simon Fraser University will enroll the MDM students for the duration of their studies. Upon successful completion of their studies, MDM students are granted a joint degree by all four of the partner institutions.

PROGRAM REQUIREMENTS

The MDM is a full-time, cohort-based program completed over a period of 20 months. It consists of four study terms of 15 credits each, complemented by a mandatory internship which is undertaken between Years 1 and 2.

FULL-TIME CLASSIFICATION OF STUDENTS

Students in the MDM program are all classified as having full-time status and are expected to engage in their studies on a full-time basis. Apart from the internship described below, this means that they should not expect to hold concurrent paid employment that exceeds 12 hours per week.

<ACADEMIC INFORMATION> CONT'D

PROGRAM STRUCTURE

The MDM curriculum has four components:

- > **5 required core courses.** These courses are worth 3-6 credits each and are offered in a traditional format.
- > **3 required project courses.** In these courses students are placed in interdisciplinary teams with three to six members, and work closely with faculty members and industry professionals. The course content is structured to address different elements of digital media and entertainment technology, covering such core areas as interactive narrative, immersive/visual worlds, spatial and temporal domains, and 3D rendering. Team members are rotated for each new project. In the 2nd, 4th, and 5th semesters, students will typically devote up to 80% of their study time to these courses.
- > **1 mandatory internship semester.** The third semester of the program consists of a four-month full-time position in a relevant organization. It carries no credit or grade weight, but must be completed in order to fulfill degree requirements. It will be recorded on the student record with the notation of CO (complete) upon submission of evidence of satisfactory completion to the Student Services office.
- > **2 elective courses.** Elective courses, also worth 3 credits each, may be selected from offerings at GNWC or, with the permission of the Program Director, from appropriate graduate level courses at the partner institutions.

DEGREE TO BE AWARDED

Students who complete the program and remain in good academic standing will be awarded a Master of Digital Media (MDM) degree jointly credentialed by the four GNWC partner institutions.

<GNWC GRADING SYSTEM>

Letter Grade

A+	4.33 points
A	4.00 points
A-	3.67 points
B+	3.33 points
B	3.00 points
B-	2.67 points
C+	2.33 points
C	2.00 points
F	0 points

GRADE POINT AVERAGES

The semester grade point average (SGPA) describes the average academic performance for that semester. Each letter grade is assigned a numerical equivalent (as listed above) which is then multiplied by the number of semester hours assigned for each course (semester hours are equivalent to the number of credits) to give the grade points for that course. The total grade points are then divided by the total number of semester hours taken in that semester. The resulting number is the SGPA.

<LEAVES OF ABSENCE>

A student who finds it necessary to interrupt his or her studies may apply to the Program Director for on-leave status. Leave may be granted at the discretion of the Program Director when a student is best advised for personal, health, or other reasons to have time completely away from his/her academic responsibilities. It is understood that a student with on-leave status will not undertake any academic or research work, or use any of GNWC's facilities during the period of leave.

The time spent on-leave is not counted as part of the allotted time to completion of the degree program. On-leave students continue to be registered and must pay a reduced fee for the leave period.

An MDM student who holds an award whose terms and conditions are established by GNWC will be permitted to retain the full value of the award. It will be suspended at the onset of leave and reinstated at the termination of the leave period. Other awards are subject to the terms and conditions established by the donor or granting agency.

Because the MDM program is cohort-based, leave will normally be dated from the first day of a semester for a period of four, eight, or twelve months and is normally limited to one year. Students must inform GNWC of their intention to return prior to the end of their leave. They should be aware that they may have to wait for a suitable opportunity to rejoin the program. Nevertheless, every reasonable effort will be made to minimize the disruption caused by the leave.

Leave for personal or medical reasons

GNWC may request supporting documentation in order to consider a request for leave. A request based on medical grounds must be accompanied by a doctor's report.

All GNWC students are required to fill out the One-Leave Graduate Registration Form: http://www.sfu.ca/dean-gradstudies/uploads/page/27/OnLeaveForm_.pdf

Once signed, you must fax it to SFU Dean of Graduate Studies:
778-782-3080

<LEAVES OF ABSENCE>CONT'D

Parental leave

A student who is expecting a child or who has primary responsibility for the care of an infant or young child is eligible for parental leave. A request for parental leave should be made through the Program Director for the duration of four to twelve months.

<ACADEMIC CALENDAR OF EVENTS>

2011 FALL SEMESTER

September 5, 2011	LABOUR DAY. Campus closed.
September 6-9, 2011	Orientation
September 12, 2011	Classes Start.
October 10, 2011	THANKSGIVING. Campus closed.
November 11, 2011	REMEMBRANCE DAY. Campus closed.
December 9, 2011	Last Day of Classes.
December 12-16, 2011	Evaluation Week

2012 SPRING SEMESTER

January 1, 2012	NEW YEARS DAY. Campus closed.
January 2, 2012	Statutory Holiday in lieu of New Year's Day. Campus closed.
January 3, 2012	Classes Start.
February 13-17, 2012	Reading Week.
April 5, 2012	Last Day of Classes.
April 6, 2012	GOOD FRIDAY. Campus closed.
April 9, 2012	EASTER MONDAY. Campus closed.
April 10-13, 2012	Evaluation Week.

* Dates & Events subject to change.

**For a complete list of campus events and important dates, please regularly check the online Events Calendar for up-to-date information.

<GENERAL INFORMATION AN A TO Z OVERVIEW>

> If you need to contact GNWC before the semester begins, please do not hesitate to contact us for assistance.

For student services matters, such as tuition and student life, please contact the Program Assistant, Theresa Trinh at 778-370-1031 or theresa_trinh@gnwc.ca

> For general inquiries related to admissions at GNWC, please contact the Senior Student Recruitment Officer, Ms. Yasmeen Awadh at 778-370-1010 or yasmeen_awadh@gnwc.ca

For other current telephone numbers and email addresses, you can also visit the CDM/GNWC website, <http://mdm.gnwc.ca/people/staff>

DISCRIMINATION AND HARASSMENT

GNWC is committed to providing a fair and equitable learning and working environment which is free from all prohibited forms of discrimination and harassment, as set out in the British Columbia Human Rights Code, and which encourages the responsible exercise of academic and artistic freedom.

DRUGS AND ALCOHOL

Use or possession of any illegal substance is a criminal offence and is not tolerated on GNWC premises. Alcoholic beverages may be consumed on campus only during officially sanctioned, licensed events within the area designated for the event. If you wish to sponsor such an event, please contact Ura Jones, Operations Manager at 778-370-1016.

<FACILITIES AND LEARNING RESOURCES>

STUDENT INFORMATION SYSTEM

As an SFU student, you will have a Student Account, which you can log into using your computing ID.

YOUR COMPUTING ID AND PASSWORD

Your computing ID is your email and computer account at SFU
e.g. student@sfu.ca.

How to get your computing ID:

1. Please pay your deposit to confirm your admission. You will receive an email informing you that it is ready, following payment.
2. When you have received an email informing you that your computing ID is ready, please go to my.sfu.ca/AccountActivation
3. Once activated, please go to <http://sis.sfu.ca>
4. Click "Login"

Note:

You can get help if you have lost either a password or computing ID, by clicking on "password" or "SFU Computing ID" at the bottom of the login page.

E-MAIL ACCESS FOR STUDENTS

All students at GNWC are issued with an e-mail ID and account which provides free access to the internet on campus. Details concerning how to get on-line and information about your e-mail account will be given at Orientation the day before the start of the semester. Upon enrollment, you will also be issued a Simon Fraser University (SFU) student ID number, which you will use to activate your SFU student account. Details concerning how to forward emails to alternative email addresses will be given at the start of the semester.

<FACILITIES AND LEARNING RESOURCES>CONT'D

EMERGENCIES/FIRST AID

The premises of the Great Northern Way Campus are protected by Garda Security, whose professional, uniformed officers are on duty every day, around the clock. In addition to providing physical security, Garda personnel are trained to respond to any and all types of emergencies and are able to administer First Aid. However, please report ANY EMERGENCY by first calling 911.

EMPLOYMENT

The mandatory internship completed in the summer semester between Years 1 and 2 of the program has an associated salary. Otherwise, as outlined in Section I of this Guide, students in the MDM program have full-time status and are expected to devote the majority of their attention to their studies. Any concurrent paid employment undertaken by them should not exceed 12 hours per week.

There may be a possibility of limited employment at GNWC, for those with suitable experience, as technical support staff. For more information, please contact the student services office at the start of the September semester.

Please familiarize yourself with the rules and regulations governing the appropriate use of technical facilities provided by GNWC and its cooperating external affiliates, as outlined in the policy on Use of Information Technology and Production of Digital Media Facilities listed in the Policies, Procedures & Regulations Guide.

<FACILITIES AND LEARNING RESOURCES>CONT'D

BUILDINGS

The building in which the MDM program is housed contains both classrooms and studio space. Each student will be issued with a dedicated personal locker.

The Centre for Digital Media building may be accessed only through keycard. Guests may enter between 8:30am – 4:30pm from Monday to Friday through the main door by the Office Receptionist. More information on student access to MDM facilities will be available at Orientation.

COMPUTING AND DIGITAL EQUIPMENT

You will have access to your work from any workstation in the building, allowing for flexibility in workspace for your personal and project work. Digital video editing equipment is available in the studio space and cameras, lights and audio recording equipment is available for loan. Sound and Video editing suites are located on site. Please note that all equipment is considered on loan to students for their use while in the program.

PHOTOCOPYING AND PRINTING

Students have access to photocopy machines and shared printers. Further information regarding use of these machines and associated costs will be presented at orientation.

FOOD

A cafeteria, located in GNWC Building One, second floor, is open from 6:30 a.m. to 2:30 p.m. In addition, the campus is within walking distance of a variety of multi-ethnic, student-budget friendly restaurants around the Main and Broadway area.

<FACILITIES AND LEARNING RESOURCES>CONT'D

FREEDOM OF INFORMATION AND PROTECTION OF PRIVACY

Under the Freedom of Information and Protection of Privacy Act (FOIPOP 1996) and the Privacy Protection Act (PIPA 2003), GNWC gathers and maintains personal information for purposes of admission, registration, recording of academic progress, and other activities fundamental to being a student at a public post-secondary institution in British Columbia. GNWC is required to maintain records in such a way as to protect the privacy rights of individuals and prevent the unauthorized collection, use, or disclosure of personal information.

GNWC recognizes the rights of its students with regard to freedom of information and protection of their privacy by providing them with access to their own personal information, responding to their requests to correct factual information about them, and preventing the disclosure of their personal information to unauthorized parties or persons. To authorize a third party to have access to their records (for example for purposes of making tuition fee payments or obtaining tax receipts), students must give written consent to Student Services. Such authorization will remain in effect as long as the student is enrolled at GNWC, unless the student states otherwise in writing.

Freedom of information legislations does not normally prohibit exchange of student information among GNWC staff and faculty members as part of their regular duties. Because programs at GNWC are offered under the aegis of, and in cooperation with, its partner institutions, GNWC will also share information, as appropriate, with staff and faculty at these four institutions. This includes administrative matters such as confirmation of registration in order that GNWC students may have access to their library resources and student services as described elsewhere in this Guide. In addition, as a function of their academic oversight of the MDM program and their involvement in the conferral of the MDM degree, these partner institutions may access records concerning admissions and academic standing. Disclosure of personal information to persons outside of GNWC and its partner institution is prohibited.

ID CARDS

All GNWC students, who are also SFU students, will be issued with SFU student ID cards, which will give them access to all resources offered at any SFU campus (Vancouver downtown, Burnaby, Surrey). Instructions to obtain an SFU ID card are provided at the beginning of the semester.

ILLNESS

If you become ill and are unable to attend classes or work on projects, you should advise your instructor as soon as possible in order to make suitable arrangements. In case of extended illness, you may be asked to submit a medical certificate to Student Services.

INSTITUTIONAL LIABILITY

GNWC is not liable for loss, theft, or damage to students' work. This includes work that may be damaged as a result of computer failure, faulty equipment, technical related issues, or other circumstances beyond the GNWC's control such as fire or flood.

INTERNATIONAL STUDENTS

If you are not a citizen or permanent resident of Canada, please carefully read the International Student Handbook <http://students.sfu.ca/internationalstudentservices/handbook/index.html>.

INFORMATION RESOURCE CENTRE (IRC)

The MDM Information Resource Centre (IRC) provides access to films, video games, software manuals, industry magazines, and some core reference material. Material may be borrowed through an online reserve system through the IRC website, which may be accessed through MDM's website under 'Places'. Arrangements have also been made to enable GNWC students to access the vast library holdings at Simon Fraser University. Further information will be available at orientation.

As members of the general public, students are entitled to a public library card in the city or municipality in which they are resident. Proof of address will be required to obtain a library card. A public library card enables individuals to borrow from any of the public libraries throughout the Lower Mainland and Fraser Valley, from Squamish to Boston Bar.

LOST AND FOUND

Lost and found items are taken to Reception at the Centre for Digital Media where they can be reclaimed during normal business hours. Unclaimed articles will be donated to charity at the end of the semester following the one in which they were turned found.

ORIENTATION

Attendance at Orientation is compulsory – it is a vital component of a successful start to being a student at GNWC. It will provide an opportunity to meet the Program Director, faculty members, and the other students. Among other matters, this is where you will obtain vital information to ensure that your transition into the program is as smooth as possible.

<FACILITIES AND LEARNING RESOURCES>CONT'D

PARKING

Students in the MDM program are entitled to free parking on campus. There is also free street parking on Great Northern Way itself. All students with vehicles will be required to register their license plate numbers with the Operations Coordinator and will be given parking passes. Further information will be provided at orientation.

PETS

For health and safety reasons, animals of any sort are not allowed into GNWC buildings. Exceptions are made only for trained assistance and guide dogs used by differently-abled individuals to access the campus.

REGISTRATION

Students in the MDM program will be automatically registered by the Student Services Office. A copy of your registration form will be mailed to you at your local address.

RELIGIOUS HOLY DAYS

In accordance with Canadian human rights legislation, institutions are obligated to accommodate religious practices 'up to the point of undue hardship.' Consequently, a student who is required to attend classes or write examinations on the holy days of his or her religion is permitted to be absent provided that he or she notifies the instructor within a reasonable time in advance of the holy day. This notification must be put in writing and must stipulate the holy day which is being observed.

The instructor will then make an arrangement with the student to make up, without penalty, for the work which he or she has missed. In the case of an examination, an arrangement will be made for the student to write the examination at an earlier or later date, depending on circumstances.

The Interfaith Calendar available at the link below lists the primary sacred times for world religions.

<http://www.interfaithcalendar.org/2009.htm>

<FACILITIES AND LEARNING RESOURCES>CONT'D

SAFE WALK PROGRAM

The safety of our students is of paramount importance to us. Because the nature of the MDM program is such that students may choose to work on campus late into the evening or on weekends, GNWC has instituted a Safe Walk Program. This is provided by Garda, the company which is responsible for campus security on a 24/7 basis.

If you need to move from one building to another or would like to have an escort to your parked vehicle or to Great Northern Way at a time when there are not many people about, you are encouraged to avail yourself of this service. You have only to call 604-834-1507 and ask for a Safe Walk escort, but please remember to give Garda reasonable advance warning.

SMOKING REGULATIONS

Smoking is prohibited in all internal areas of GNWC. It is permitted outside in accordance with civic and provincial laws.

<FINANCIAL MATTERS>

ADMISSIONS DEPOSITS

All applicants who wish to accept an offer of admission are required to make a non-refundable, non-transferable deposit in accordance with the terms outlined with that offer. The deposit will be credited towards the student's tuition fee account.

TUITION FEES > HOW TO PAY

Paying by internet banking is the most convenient method of payment. Allow two to three business days for the payment to be posted to your SFU student account.

We do not accept credit card payment for tuition fees.

Internet Banking

If you need to set up internet banking, contact your bank or credit union. If you have already set up internet banking, please follow the steps below.

1. Set up Simon Fraser University as a Bill Payee on your account (see list of financial institutions below)
2. Use your SFU student number as the account / invoice / billing number

* Note: some banking institutions look for a 10 digit number for the student/billing number. In this case, add a zero to the beginning of your student number.)

3. Go to "make a payment"
4. Enter amount of payment
5. Record "confirmation number" for your records
6. Allow two to three business days for the payment to be posted to your SFU student account .

<FINANCIAL MATTERS> CONT'D

Financial Institutions Offering Internet/Telephone Banking
Please check with your financial institution for their latest information

Bank	Credit Union
Bank of Montreal	Aldergrove Credit Union
Canada Trust	CCEC Credit Union
Canadian Western Bank	Coast Capital Savings
CIBC	Community Savings Credit Union
Citizens Bank of Canada	Envision Credit Union
HSBC Bank Canada	Greater Vancouver Community Credit Union
Laurentian Bank	G&F Financial Group
Royal Bank	Khalsa Credit Union
Scotiabank	North Shore Credit Union
Toronto Dominion (TD)	Prospera Credit Union
	Sharons Credit Union
	Vancity Savings Credit Union
	VP Credit Union
	Westminster Savings Credit Union

By Cheque or Money Order :

1. Make your cheque or money order payable to Simon Fraser University
2. Print your SFU student number clearly on the front
3. Deposit it in the red and blue mailbox located at SFU Burnaby, top floor of the MBC 3000; or mail it to

Student Accounts
Student Services, MBC 3000
Simon Fraser University
8888 University Drive
Burnaby, BC Canada V5A 1S6

<FINANCIAL MATTERS>CONT'D

Note:

- Please do not mail cash to the University. SFU does not accept responsibility for payments lost in the mail.
- Please allow five (5) working days for your payment to be posted.
- There is a \$25 administrative handling fee for all returned cheques.

If you pay in person

You can pay by cash, cheque, debit card, or credit card (limited use - see below for eligible fees), at the Registrar and Information Services counter on any of the three campuses:

Registrar and Information Services 3000 level, Maggie Benston Centre			
Burnaby 8888 University Drive Burnaby, BC V5A 1S6		Regular Hours	Reading Break Hours
	Monday - Thursday	9:00 am - 6:00 pm	9:00 am - 4:30 pm
	Friday	10:00 am - 4:30 pm	10:00 am - 4:30 pm
	Phone	778.782.4356	
	Fax	778.782.4969	
Surrey 250 - 13450 102 Avenue Surrey BC V3T 0A3	Registrar & Information Services		
	Monday	10:00 am - 4:30 pm	
	Tuesday - Friday	9:00 am - 4:30 pm	
	phone	778.782.7400	
	fax	778.782.7403	
Note: Students admitted to Surrey programs only must obtain their Student ID cards at the SFU Surrey campus			
Vancouver 515 West Hastings Street Vancouver, BC V6B 5K3	Registrar & Information Services		
	Monday - Thursday	10:00 am - 6:00 pm	
	Friday	10:00 am - 5:00 pm	
	phone	778.782.5000	
	fax	778.782.5060	

<FINANCIAL MATTERS>CONT'D

Wire Payments

(This is a deposit-only account)

Wire transfer instructions (in Canadian dollars)	
Wire payment to	Bank of Nova Scotia Business Support Centre Vancouver, BC, Canada
Bank code	002
Transit number	03020
Beneficiary Customer	Simon Fraser University
Account number	40410-00-37613
Swift code	NOSCCATT
ABA number	026002532
Important additional information	Student name and Student Number
*Ask your banking institution to include student name and student number	

Currency accepted for payments:

- Canadian Dollars
- US Dollars (USD exchange rate is subject to change at any time without notice. Call 778.782.3218 for the current USD exchange rate.)

By Credit Card

Credit card payment is accepted for some fees. Check the table below. We accept MasterCard and Visa.

- Login to your account on the Student Information System
- Go to "Make a payment"
- Follow the instructions on this page
- Print a copy of your receipt for your records.

<FINANCIAL MATTERS>CONT'D

Credit cards ACCEPTED for these payments	Credit cards NOT ACCEPTED for these payments
Undergraduate and graduate student application fees	Undergraduate and graduate student tuition fees
Admission deposit	Student Services fee
Parchment replacement	Recreation and Athletic fee
Application to graduate	Student Activity fee
Non-credit course tuition	Library Card and U-Pass replacement fees
Room rentals	U-Pass fee
University administrative transactions	Health and Dental plan fees
Health and Counselling fees	English Bridge Program (EBP)
Extramural recreation programs	
Convocation regalia rental	

Penalty on Overdue fees

Outstanding fees on your student account must be paid by the due date of each term (second Friday of the term). You will be assessed a late fee penalty on the outstanding overdue balance on your account. The rate is 2% per month (24% per annum).

If you have outstanding fees on your student account you cannot enroll in a subsequent term, and other sanctions will be applied.

< FINANCIAL MATTERS CONT'D

These are set by the GNWC Board of Directors each year and are subject to change without notice and subject to change by provincial legislation.

Tuition fees do not cover books and other materials required for the successful completion of course work, but do cover extended medical benefits, UPASS (Universal Transit Pass) and use of all hard and software required for the successful completion of the program.

Tuition fees for the MDM Program are charged on a per semester basis. Students must pay fifty per cent (50%) on the first day of the semester. For any financial matters, please contact the Financial Aid & Awards department at Simon Fraser University. Students who have been approved for a student loan but have not yet received the funds by tuition deadline must provide documentation confirming such approval has been received.

Finance related inquiries can be directed to:

Financial Aid & Awards, Simon Fraser University

Maggie Benson Centre

8888 University Drive

Burnaby BC V5A 1S6

778 782 4356

students.sfu.ca/financialaid

fiassist@sfu.ca

You have the option of talking to an advisor at any SFU campus during their drop-in advising hours:

Burnaby Campus

Maggie Benson Centre 3000

Monday, Tuesday and Thursday: 9:30am to 3:30pm

Wednesday: 9:30am to 2pm

Friday: 10am to 3:30pm

<STUDENT HOUSING IN VANCOUVER>

GETTING AROUND

Choosing a place to live in a new city is an exciting and somewhat daunting task. As a student here at GNWC you will receive what is called a U-Pass. A U-Pass provides you with unlimited access to all transit routes (bus, sky-train and seabus) for the duration of your studies here at GNWC.

GNWC is conveniently located near two skytrain stations and several surrounding bus routes. For students who have a longer commute, this provides easier accessibility to the campus.

LISTING SERVICE

Our campus is located approximately 5 minutes outside of downtown Vancouver. While there are several options available when looking for living arrangements in Vancouver, the internet has several listing service websites which can aid in finding a place to live. Craigslist is a listing service website which offers several options for living arrangements, including solitary and shared accommodations.

Craigslist: <http://vancouver.craigslist.ca/apa>

Note: To avoid online scams and/or fraud, please use caution when browsing any listing service website. Websites such as Craigslist do provide a link at the top of the page with tips on avoiding faulty advertisements.

HOMESTAY PROGRAM

International students may want to consider the Homestay Program, usually a short-term solution to housing for students wanting to have a uniquely Canadian experience living as a member of a host family while they get to know Vancouver. For more information on this intimate, affordable option, see <http://www.vancouverhomestayagency.com>.

<STUDENT HOUSING IN VANCOUVER> CONT'D

ACCOMMODATION SERVICES

If you wish to have accommodation arranged in advance, we recommend registering with Bell Accommodation Services. Bell helps our students find a clean, comfortable, affordable, furnished place to live, at least for their first semester. There is no charge for registering with Bell. You pay a placement fee only after you have seen and approved photos and accommodation details. We recommend registering early to allow Bell to help you find the choice which is best for you.

Contact details are:

Bell Accommodation Services

website <http://www.bellacc.com>

e-mail info@bellacc.com

telephone (+1) 604-875-1742

fax (+1) 604-875-1752

NEWSPAPER

The two main Vancouver newspapers that are great for rentals are the Vancouver Sun and the Vancouver Province. The classified listings for both are available online at <http://www.househunting.ca/>. With this website, listings may be sorted by price.

OUR CAMPUS

For information about the campus' surrounding area and Vancouver, please go to:
<http://www.vancouveruserguide.com/neighborhood.html>.

<STUDENT SERVICES>

In Student Services we think along the lines of “small is beautiful”. Because GNWC has a small student body, we are able to offer personalized assistance, devoting a great deal of attention to your individual needs. We are dedicated to making your experience as an MDM student as stimulating and rewarding as possible, so please do not hesitate to ask for help.

We have the means to provide a full range of student services. Some of these are located on our campus and others are at the partner institutions, particularly SFU. If necessary, it may also be possible to arrange for staff from other institutions to come to GNWC to meet with our students.

Important notice regarding confidentiality: This is to reassure you that Student Services will handle your requests in a completely confidential manner, within normal legal constraints. Student Services is not part of the academic structure. Personal information disclosed to the Student Services staff or requests for assistance with regard to sensitive matters are not reported to the MDM faculty. In those cases where the staff feels that consultation with faculty is necessary, they will request your express permission to do so or advise you to do so directly.

ADDRESS AND PERSONAL INFORMATION

Each student is responsible for updating their contact information on the Student Information System. For a tutorial on how to update your contact information, please see:

<http://students.sfu.ca/help/videos/english/persinfo.html>

<STUDENT SERVICES> CONT'D

FITNESS FACILITY

GNWC has an in-house fitness facility with a universal weight machine, free weights, various cardio machines, stretching mats and medicine balls. Access to this facility is 24 hours a day, seven days a week throughout the course of a student's enrollment.

You also have access to recreation facilities at the SFU campuses:
<http://students.sfu.ca/recreation/>

You are entitled to obtaining a Recreation Pass, that gives you access to fitness and community centres in the Vancouver area:
http://students.sfu.ca/recreation/vancouver/member_reg/index.html

CAREER SERVICES

As the internship is a mandatory component of the MDM program, a Director of Industry Relations has been assigned to assist students in finding an appropriate placement. Ultimately, it is the students' responsibility to find suitable placement in an internship, but the Director of Industry Relations helps students make contact with.

<SERVICES AVAILABLE THROUGH SIMON FRASER UNIVERSITY>

In order to use the services listed below, please contact Student Services. We will either put you in touch directly with the individual at the partner institution who handles GNWC student matters or set up an appointment for you. In-depth information about accessing these services will be available at the Orientation session.

HEALTH SERVICES

Simon Fraser University Medical Clinic, Harbour Centre.

A wide range of medical services is provided by the clinic at Harbour Centre in downtown Vancouver.

As SFU students, you are automatically enrolled in the Graduate Benefit Plan provided by the Graduate Student Society at SFU. You do have the option to opt out when the semester starts.

All information can be found at ihaveaplan.ca or 1-866-369-8795.

HEALTH CARE > Graduate Benefit Plan

GNWC works together with Simon Fraser University Graduate Students' Society to provide GNWC students with access to Health & Dental benefits through the SFU Graduate Benefit Plan.

The SFU Graduate Benefit Plan was designed to provide many important services and cover expenses not covered by a basic health-care plan (i.e. BC MSP), such as prescription drugs, dental care, travel health coverage, vision care, and more.

For any questions, contact studentcare.net/works directly by email at service@studentcare.net or by telephone at 1 866 369-8795.

<SERVICES AVAILABLE THROUGH SIMON FRASER UNIVERSITY> CONT'D

INTERNATIONAL STUDENTS

All international students are required to have medical insurance during the entire time of study in Canada.

In British Columbia you are required by law to enrol in a basic health-care plan called Medical Service Plan (MSP) and pay the premiums directly to this plan. Please see the link below and follow the steps to enrol. This process may take up to 3 months.

During the waiting period you will need to purchase private medical insurance; here are some suggestions:

- Student Guard <http://www.guard.me/studentguard/>
- Global Campus Health Plan http://students.sfu.ca/internationalstudentservices/pdf/advising_handouts/HealthInsurance.pdf

You can also go with a medical care agent of your own choice. On the first day of the semester you are required to provide GNWC with proof of your private medical coverage. Please submit your proof of coverage to the MDM Program Assistant.

Once you have been enrolled to MSP, you will be mailed a Care Card. Please provide a photocopy of the Care Card to the MDM Program Assistant.

Additional Information:

The MSP is separate from the Graduate Benefit Plan:

- MSP offers basic health insurance that generally covers doctor visits, hospitals and diagnostic medical testing (mandatory)
- Graduate Benefit Plan offers extended health insurance that covers vision, prescription drugs and dentists

INTERNATIONAL STUDENTS

SFU International: <http://students.sfu.ca/international/>

Advice regarding visas, study permits, medical insurance, homestay, and arrival in Canada.

STUDENTS WITH DISABILITIES

Any student who requires accommodations for a specific disability is invited to talk to the Program Assistant about their needs or concerns in order to be referred for assistance to;

SFU Centre for Students with Disabilities

<http://students.sfu.ca/disabilityaccess/>

FIRST NATIONS STUDENTS

Indigenous Student Centre (ISC): <http://students.sfu.ca/indigenous/>

Students can call the **SFU Nightline** at 604-857-7148 to speak with a trained volunteer

REGISTRARIAL SERVICES

TRANSCRIPTS

Transcripts are confidential documents of the complete record of studies. They will be issued only at the request of the student or of an individual who has written authorization from the student to act on his or her behalf. Transcripts will not be issued to students who have any outstanding fees, including library and other charges, to SFU. Current students and alumni may request transcripts of their unofficial and official academic records online, via fax, by mail or in person to SFU (see below). Unfortunately requests for transcripts over the phone cannot be accepted.

An official transcript of your SFU academic record will, upon your written request, be mailed to the institution or agency indicated in your request or given to you in a sealed envelope. Third party requests must be accompanied by your signed letter of authorization.

Each transcript will include your complete SFU record.

A fee is applied to transcript production.

TRANSCRIPT FEES BREAKDOWN

Service	Cost
1 Transcript	\$11.20 including HST*
Additional transcript copies , sent to the same address	\$7.84 including HST*
Rush Service (transcript is produced by the next business day, 24 hours maximum; transcript is available for pick up or is sent by regular mail)	\$16.80 including HST* in addition to transcript costs
Expedited delivery (Transcript is sent via an express and delivery method that can be tracked; normally received within 2 business days within Canada).	See What are rush service and expedited delivery? , on the following page.

* Tax: Effective July 1, 2010, HST has been implemented on all applicable transcript fees.

All transcript sales are final.

TRANSCRIPT ORDERING EXAMPLES

<p>Example 1: John orders 2 transcripts, 1 each to be sent to a different institution (each copy to a different address costs \$10): Destination 1 - UBC Destination 2 - UVIC Total cost of transcript order with HST would be: \$22.40</p>
<p>Example 2: Vijay orders 3 transcripts, all to be sent to one location (the first transcript would be \$10.00 with each subsequent transcript to the same address costing \$7.00). Destination - 3 copies to UBC Total cost of transcript order with HST would be: \$26.88</p>
<p>Example 3: Sarah orders 2 transcripts for pick up requesting rush service. First transcript - \$10.00 Second transcript - \$7.00 Rush service - \$15.00 Total cost of transcript order with tax would be: \$35.84 (HST calculated on all charges)</p>
<p>Example 4: Suki orders 5 transcripts and requests expedited delivery to the University of Alberta. First transcript - \$10.00 Additional 4 transcripts - \$28.00 Expedited Delivery - \$6.79 Total cost of transcript order with tax would be: \$50.16 (HST calculated on all charges)</p>

ONLINE

Online ordering remains the most convenient and efficient method for ordering transcripts. Credit card payment will be available for all transcript-related fees. In addition to online ordering, you may request a transcript in person, by fax or by mail. At this point, Rush Service requests must be made in person or by fax only.

All current students may order online through the SFU Student Account.

ORDER BY MAIL

Download a Transcript Request Form

Mail request to:

Student Services: Transcript Requests
Simon Fraser University
8888 University Drive
Burnaby, BC V5A 1S6
Canada

ORDER BY FAX

Download a Transcript Request Form

Fax the completed form to 1.778.782.4969

For Rush Service orders to be picked up in person, fax your request directly to the pickup location:

Burnaby: 1.778.782.4969
Surrey: 1.778.782.7403
Vancouver: 1.778.782.5060

<ORDERING INFORMATION>CONT'D

ORDER IN PERSON

Fill out the transcript request form available at the Student Services counter or download, fill out, and print the PDF . Bring your photo ID. If your transcript is being ordered by someone other than yourself, make sure they have your written and signed authorization, along with their own photo ID.

Go to the Registrar and Information Services counter at any of our three campuses:

- On the third floor of the Maggie Benston Student Services Centre, **Burnaby campus**
- On the main level at the **Vancouver campus** at 515 West Hastings Street, Vancouver
- On the mezzanine level at the **Surrey campus** at 250 - 13450 102 Avenue, Surrey

All forms and additional information can be found at:
<http://students.sfu.ca/records/transcript.html>

TAX RECEIPTS

For official receipts for income tax purposes, please contact the Financial Aid & Awards department at SFU. You may also download a copy through your SFU Student Account.

<CONTACT INFORMATION>

General Information

Kristen Pilling
Reception
778-370-1001
kristen_pilling@gnwc.ca

Student Services

Theresa Trinh
Program Assistant
778-370-1031
theresa_trinh@gnwc.ca

Finance Matters

Simon Fraser University
Financial Aid & Awards
778-782-4356
email: fassist@sfu.ca
website: students.sfu.ca/financialaid

Admissions

Yasmeen Awadh
Senior Student Recruitment Officer
778-370-1010
yasmeen_awadh@gnwc.ca

Career Services

Dennis Chenard
Director of Industry Relations
778-370-1015
dennis_chenard@gnwc.ca