

# Student Handbook 2009-2010



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a fresh new start

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THE CHANG SCHOOL

RYERSON UNIVERSITY  
CONTINUING EDUCATION

*Where Learning Leads®*

The G. Raymond Chang School of Continuing Education brings you...

- Superior and innovative programming
- Instructors who are thinkers and practitioners
- Connectedness through partnerships
- A community of motivated students
- Our collaborative model

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# Important Dates

Managing your time effectively also means being aware of the many dates and deadlines that affect you as a student, and planning accordingly. Here are the different kinds of dates you should seek out from your division and carefully record. This is not an exhaustive list; rather a starting point. **Note: For the most up-to-date Important Dates, see the Important Dates PDF in the 2009-2010 Archives.**

## Fall 2009

### Course Duration Dates

Typical course start and end dates for the term. Please note that not all courses adhere to these dates – consult the [individual course listings](#) for definitive information.

|                     |  |
|---------------------|--|
| Definition          | Courses that begin between July 2, 2009 and November 1, 2009 are considered part of the Fall academic term. Be sure to choose the Fall 2009 term code when enrolling.        |
| Single-term Courses | Courses typically start the week of September 14, 2009 and end the week of December 14, 2009. Distance education classes begin September 12, 2009 and end December 12, 2009. |

### Enrollment Periods

Dates when enrollment is available for courses utilizing [mail](#), [online](#), or [in-person](#) methods.

|  |   |
|--|---|
| Priority Enrollment for Certificate Program Students | <b>Via the Web or Mail:</b> July 6, 2009–July 17, 2009 for Fall or Fall/Winter classes  |
| Other Students                                       | <b>Via the Web:</b> Commences July 20, 2009 and continues until course start date, space permitting<br><b>Via Mail:</b> July 20, 2009–August 14, 2009<br><b>In-Person:</b> Commences July 20, 2009 and continues, space permitting, until second scheduled class for courses in Business, Distance Education, and Languages (excluding English/ESL/EAL); third scheduled class for all other courses. Early registration advised. |
| In-Person Saturday Enrollment                        | September 12, 2009, 9:30 a.m.–12:30 p.m.  |

### Application to Register in a Certificate Program

See [certificate registration procedures](#).

|                       |              |
|-----------------------|--------------|
| Application Deadlines | July 6, 2009 |
|-----------------------|--------------|

### Information Nights and Interviews/Placement Assessments

Before the beginning of each academic term, new, returning, and prospective students can attend one of our free [Information Nights](#) where they have the opportunity to meet with program and course representatives one-on-one and in small groups. Some courses and programs require an [Interview or Placement Assessment](#), which generally occurs at the Information Night session.

|   |                   |
|---|-------------------|
| Information Nights  | August 20, 2009   |
| Interviews and Placement Assessments  | August 20, 2009   |
| Personal Consultations and Information Nights for Languages and Liberal Studies | September 8, 2009 |
| English as a Second/Additional Language (ESL/EAL) Online Information Session    | September 3, 2009 |

### Statutory Holidays/University Closed

Holidays observed by Ryerson University when our facilities are not open to the public.

|               |                   |
|---------------|-------------------|
| Canada Day    | July 1, 2009      |
| Special Day   | July 31, 2009     |
| Civic Holiday | August 3, 2009    |
| Labour Day    | September 7, 2009 |
| Thanksgiving  | October 12, 2009  |

**Enrollment/Transfer Deadline**

Final week to enroll in a course or transfer to another course.

|  |  |
|--|--|
| Business, Distance Education, and Language courses (excluding English/ESL/EAL) | Enrollments/transfers must take place <b>24 hours before</b> the second scheduled class. |
| Other Courses  | Enrollments/transfers must take place <b>24 hours before</b> the third scheduled class.  |

**Withdrawal Deadlines: For Classroom and Distance Courses**

Deadlines to withdraw for classroom and distance courses, with associated financial and academic consequences as applicable. Students who do not notify Enrollment Services and Student Records, in writing, of their intention to withdraw within the deadlines specified will be assigned a failing grade and charged the appropriate fees.

|   |   |
|---|---|
| Full Refund: Classroom and Distance Courses   | Five business days before the start of the course. For courses of less than 31 hours in duration, no refund will be issued after the deadline for a full refund.  |
| 75% Refund: Classroom and Distance Courses: Courses of 42 or More Hours in Duration   | Single-term 14-session courses: after the full refund deadline but prior to the fourth scheduled class of the course. Multi-term courses: after the full refund deadline but prior to the eighth scheduled class of the course. |
| 50% Refund: Classroom and Distance Courses: Courses of 31 to 41 Hours in Duration     | After the full refund deadline but prior to the second scheduled class of the course  |
| Good Academic Standing, No Refund: Classroom and Distance Courses: Single-Term Course | Before the eighth scheduled class of the course   |
| Good Academic Standing, No Refund: Classroom and Distance Courses: Multi-Term Course  | Before the 16th scheduled class of the multi-term course  |

**Withdrawal Deadlines: Classroom/Internet (for courses that have both an Internet and in-class component)**

Deadlines to withdraw for courses that have both an Internet and in-class component, with associated financial and academic consequences as applicable. Students who do not notify Enrollment Services and Student Records, in writing, of their intention to withdraw within the deadlines specified will be assigned a failing grade and charged the appropriate fees.

|   |   |
|---|---|
| Full Refund: Classroom/Internet Courses   | Five business days before the start of the course                             |
| 75% Refund: Classroom/Internet Courses: Courses seven weeks or less                           | After the full refund deadline but before 12 days after the course start date |
| 75% Refund: Classroom/Internet Courses: Courses from eight to 14 weeks                        | After the full refund deadline but before 21 days after the course start date |
| Good Academic Standing, No Refund: Classroom/Internet Courses: Courses seven weeks or less    | After the full refund deadline but before 24 days after the course start date |
| Good Academic Standing, No Refund: Classroom/Internet Courses: Courses from eight to 14 weeks | After the full refund deadline but before 42 days after the course start date |

**Grade Appeals**

See [Grade Appeals](#).

|                 |                 |
|-----------------|-----------------|
| Appeal Deadline | January 8, 2010 |
|-----------------|-----------------|

**Application to Graduate in a Certificate Program**

See [Graduation](#).

|                       |   |
|-----------------------|---|
| Application Deadlines | <b>Fall 2009 Convocation:</b><br>July 17, 2009 – Apply on RAMSS (with graduation administrative fee).<br>July 17, 2009 until August 21, 2009 – Apply in person (with late application fee plus graduation administrative fee)<br>September 11, 2009 is the final date to cancel an Application to Graduate. |
|-----------------------|---|

**Convocation (Graduation Ceremony)**

Please visit [www.ryerson.ca/convocation](http://www.ryerson.ca/convocation) for specific ceremony dates and times.

|                  |   |
|------------------|---|
| Fall Convocation | Fall Convocations are typically held mid to late October. |
|------------------|---|

## Winter 2010

| Course Duration Dates  |  |
|--|--|
| Typical course start and end dates for the term. Please note that not all courses adhere to these dates – consult the <a href="#">individual course listings</a> for definitive information.   |  |
| Definition   | Courses that begin between November 2, 2009 and February 1, 2010 are considered part of the Winter academic term. Be sure to choose the Winter 2010 term code when enrolling.  |
| Single-term Courses  | Courses typically start the week of January 11, 2010 and end the week of April 12, 2010.   |
| Enrollment Periods   |  |
| Dates when enrollment is available for courses utilizing <a href="#">mail</a> , <a href="#">online</a> , or <a href="#">in-person</a> methods.   |  |
| Priority Enrollment for Certificate Program Students   | <b>Via the Web or Mail:</b> August 10, 2009–August 21, 2009 for Winter classes   |
| Other Students   | <b>Via the Web:</b> Commences August 24, 2009 and continues until course start date, space permitting<br><b>Via Mail:</b> August 24, 2009–November 6, 2009<br><b>In-Person:</b> Commences August 24, 2009 and continues, space permitting, until second scheduled class for courses in Business, Distance Education, and Languages (excluding English/ESL/EAL); third scheduled class for all other courses. Early registration advised. |
| In-Person Saturday Enrollment  | January 9, 2010, 9:30 a.m.–12:30 p.m.  |
| Application to Register in a Certificate Program   |  |
| See <a href="#">certificate registration procedures</a> .  |  |
| Application Deadlines  | November 13, 2009  |
| Information Nights and Interviews/Placement Assessments  |  |
| Before the beginning of each academic term, new, returning, and prospective students can attend one of our free <a href="#">Information Nights</a> where they have the opportunity to meet with program and course representatives one-on-one and in small groups. Some courses and programs require an <a href="#">Interview or Placement Assessment</a> , which generally occurs at the Information Night session. |  |
| Information Nights   | November 25, 2009  |
| Interviews and Placement Assessments   | November 25, 2009  |
| English as a Second/Additional Language (ESL/EAL) Online Information Session   | January 5, 2010  |
| Statutory Holidays/University Closed   |  |
| Holidays observed by Ryerson University when our facilities are not open to the public.  |  |
| Mid-Year Closure   | The University will be closed from 4:00 p.m. December 23, 2009 until 8:30 a.m. January 4, 2010.  |
| Family Day   | February 15, 2010  |
| Ryerson Study Week   | Ryerson Study Week, for degree program students, commences February 15, 2010. Continuing education classes continue unless the course description notes otherwise.   |
| Good Friday  | April 2, 2010  |
| Enrollment/Transfer Deadline   |  |
| Final week to enroll in a course or transfer to another course.  |  |
| Business, Distance Education, and Language courses (excluding English/ESL/EAL)   | Enrollments/transfers must take place <b>24 hours before</b> the <b>second</b> scheduled class.  |
| Other Courses  | Enrollments/transfers must take place <b>24 hours before</b> the <b>third</b> scheduled class.   |

**Withdrawal Deadlines: For Classroom and Distance Courses**

Deadlines to withdraw for classroom and distance courses, with associated financial and academic consequences as applicable. Students who do not notify Enrollment Services and Student Records, in writing, of their intention to withdraw within the deadlines specified will be assigned a failing grade and charged the appropriate fees.

|   |   |
|---|---|
| Full Refund: Classroom and Distance Courses   | Five business days before the start of the course. For courses of less than 31 hours in duration, no refund will be issued after the deadline for a full refund.  |
| 75% Refund: Classroom and Distance Courses: Courses of 42 or More Hours in Duration   | Single-term 14-session courses: after the full refund deadline but prior to the fourth scheduled class of the course. Multi-term courses: after the full refund deadline but prior to the eighth scheduled class of the course. |
| 50% Refund: Classroom and Distance Courses: Courses of 31 to 41 Hours in Duration     | After the full refund deadline but prior to the second scheduled class of the course  |
| Good Academic Standing, No Refund: Classroom and Distance Courses: Single-Term Course | Before the eighth scheduled class of the course   |
| Good Academic Standing, No Refund: Classroom and Distance Courses: Multi-Term Course  | Before the 16th scheduled class of the multi-term course  |

**Withdrawal Deadlines: Classroom/Internet (for courses that have both an Internet and in-class component)**

Deadlines to withdraw for courses that have both an Internet and in-class component, with associated financial and academic consequences as applicable. Students who do not notify Enrollment Services and Student Records, in writing, of their intention to withdraw within the deadlines specified will be assigned a failing grade and charged the appropriate fees.

|   |   |
|---|---|
| Full Refund: Classroom/Internet Courses   | Five business days before the start of the course                             |
| 75% Refund: Classroom/Internet Courses: Courses seven weeks or less                           | After the full refund deadline but before 12 days after the course start date |
| 75% Refund: Classroom/Internet Courses: Courses from eight to 14 weeks                        | After the full refund deadline but before 21 days after the course start date |
| Good Academic Standing, No Refund: Classroom/Internet Courses: Courses seven weeks or less    | After the full refund deadline but before 24 days after the course start date |
| Good Academic Standing, No Refund: Classroom/Internet Courses: Courses from eight to 14 weeks | After the full refund deadline but before 42 days after the course start date |

**Grade Appeals**

See Grade Appeals.

|                 |              |
|-----------------|--------------|
| Appeal Deadline | May 28, 2010 |
|-----------------|--------------|

## Spring/Summer 2010

### Course Duration Dates

Typical course start and end dates for the term.

Please note that not all courses adhere to these dates – consult the [individual course listings](#) for definitive information.

|                            |  |
|----------------------------|--|
| <b>Definition</b>          | Courses that begin between February 2, 2010 and July 1, 2010 are considered part of the Spring academic term. Be sure to choose the Spring 2010 term code when enrolling.  |
| <b>Single-term Courses</b> | Early Spring courses typically start the week of May 3, 2010. Monday/Wednesday classes end June 16, 2010 and Tuesday/Thursday classes end June 17, 2010. Mid-Spring courses typically start the week of June 23, 2010. Monday/Wednesday classes end August 11, 2010, and Tuesday/Thursday classes end August 12, 2010. |

### Enrollment Periods

Dates when enrollment is available for courses utilizing [mail](#), [online](#), or [in-person](#) methods.

|   |   |
|---|---|
| <b>Priority Enrollment for Certificate Program Students</b> | <b>Via the Web or Mail:</b> March 1, 2010–March 12, 2010 for Spring classes   |
| <b>Other Students</b>                                       | <b>Via the Web:</b> Begins March 15, 2010 and continues until course start date, space permitting<br><b>Via Mail:</b> March 15, 2010–April 1, 2010<br><b>In-Person:</b> Commences March 15, 2010 and continues, space permitting, until second scheduled class for courses in Business, Distance Education, and Languages (excluding English/ESL/EAL); third scheduled class for all other courses. Early registration advised. |
| <b>In-Person Saturday Enrollment</b>                        | May 1, 2010, 9:30 a.m.–12:30 p.m.   |

### Application to Register in a Certificate Program

See [certificate registration procedures](#).

|                              |               |
|------------------------------|---------------|
| <b>Application Deadlines</b> | March 5, 2010 |
|------------------------------|---------------|

### Information Nights and Interviews/Placement Assessments

Before the beginning of each academic term, new, returning, and prospective students can attend one of our free [Information Nights](#) where they have the opportunity to meet with program and course representatives one-on-one and in small groups. Some courses and programs require an [Interview or Placement Assessment](#), which generally occurs at the Information Night session.

|  |                |
|--|----------------|
| <b>Information Nights</b>  | March 25, 2010 |
| <b>Interviews and Placement Assessments</b>  | March 25, 2010 |
| <b>Personal Consultations and Information Nights for Languages and Liberal Studies</b> | April 22, 2010 |
| <b>English as a Second/Additional Language (ESL/EAL) Online Information Session</b>    | May 4, 2010    |

### Statutory Holidays/University Closed

Holidays observed by Ryerson University when our facilities are not open to the public.

|                      |                |
|----------------------|----------------|
| <b>Victoria Day</b>  | May 24, 2010   |
| <b>Canada Day</b>    | July 1, 2010   |
| <b>Civic Holiday</b> | August 2, 2010 |



**Enrollment/Transfer Deadline**

Final week to enroll in a course or transfer to another course.

|  |  |
|--|--|
| Business, Distance Education, and Language courses (excluding English/ESL/EAL) | Enrollments/transfers must take place <b>24 hours before the second</b> scheduled class. |
| Other Courses  | Enrollments/transfers must take place <b>24 hours before the third</b> scheduled class.  |

**Withdrawal Deadlines: For Classroom and Distance Courses**

Deadlines to withdraw for classroom and distance courses, with associated financial and academic consequences as applicable. Students who do not notify Enrollment Services and Student Records, in writing, of their intention to withdraw within the deadlines specified will be assigned a failing grade and charged the appropriate fees.

|   |   |
|---|---|
| Full Refund: Classroom and Distance Courses   | Five business days before the start of the course. For courses of less than 31 hours in duration, no refund will be issued after the deadline for a full refund.  |
| 75% Refund: Classroom and Distance Courses: Courses of 42 or More Hours in Duration   | Single-term 14-session courses: after the full refund deadline but prior to the fourth scheduled class of the course. Multi-term courses: after the full refund deadline but prior to the eighth scheduled class of the course. |
| 50% Refund: Classroom and Distance Courses: Courses of 31 to 41 Hours in Duration     | After the full refund deadline but prior to the second scheduled class of the course  |
| Good Academic Standing, No Refund: Classroom and Distance Courses: Single-Term Course | Before the eighth scheduled class of the course   |
| Good Academic Standing, No Refund: Classroom and Distance Courses: Multi-Term Course  | Before the 16th scheduled class of the multi-term course  |

**Withdrawal Deadlines: Classroom/Internet (for courses that have both an Internet and in-class component)**

Deadlines to withdraw for courses that have both an Internet and in-class component, with associated financial and academic consequences as applicable. Students who do not notify Enrollment Services and Student Records, in writing, of their intention to withdraw within the deadlines specified will be assigned a failing grade and charged the appropriate fees.

|   |   |
|---|---|
| Full Refund: Classroom/Internet Courses   | Five business days before the start of the course                             |
| 75% Refund: Classroom/Internet Courses: Courses seven weeks or less                           | After the full refund deadline but before 12 days after the course start date |
| 75% Refund: Classroom/Internet Courses: Courses from eight to 14 weeks                        | After the full refund deadline but before 21 days after the course start date |
| Good Academic Standing, No Refund: Classroom/Internet Courses: Courses seven weeks or less    | After the full refund deadline but before 24 days after the course start date |
| Good Academic Standing, No Refund: Classroom/Internet Courses: Courses from eight to 14 weeks | After the full refund deadline but before 42 days after the course start date |

**Grade Appeals**

See Grade Appeals.

|                 |                    |
|-----------------|--------------------|
| Appeal Deadline | September 10, 2010 |
|-----------------|--------------------|

**Application to Graduate in a Certificate Program**

See Graduation.

|                       |   |
|-----------------------|---|
| Application Deadlines | <b>Spring 2010 Convocation:</b><br>February 22, 2010 (with graduation administrative fee).<br>February 22, 2010 until March 19, 2010, the final date to apply (with late application fee plus graduation administrative fee).<br>May 12, 2010 is the final date to cancel an Application to Graduate. |
|-----------------------|---|

**Convocation (Graduation Ceremony)**

Please visit [www.ryerson.ca/convocation](http://www.ryerson.ca/convocation) for specific ceremony dates and times.

|                    |  |
|--------------------|--|
| Spring Convocation | Spring Convocations are typically held during the first three weeks of June. |
|--------------------|--|

# Information Nights, Interviews, and Placement Assessments

## ■ Information Nights

Information Nights for participating programs in Arts; Business; Communication and Design; Community Services; Distance Education; Engineering, Architecture, and Science; Gateway for International Professionals; and Languages

**Location:** 350 Victoria Street

**Fall 2009**  
Thursday, August 20, 2009  
4:30 p.m.–7:00 p.m.

**Winter 2010**  
Wednesday, November 25, 2009  
4:30 p.m.–7:00 p.m.

**Spring 2010**  
Thursday, March 25, 2010  
4:30 p.m.–7:00 p.m.

Information Nights are designed to welcome you into the Chang School community and to help you make informed decisions about your program of choice. The Chang School-wide events provide both program-specific and general student-life information.

Join us on campus to meet with course and program representatives in a one-to-one or small group setting:

- learn about the program of your choice
- ask specific questions about admission requirements
- receive practical advice that will help you plan your academic path
- attend a special program-specific presentation

Representatives will also be on hand to discuss the following services and information:

- academic advising services
- career and student services
- library services, email, and student accounts
- admission to part-time undergraduate degree programs
- enrollment procedures
- important deadlines, dates, and contacts

No appointment is necessary, and staff will direct you to the right location. Please note that dates are program-specific.

Ready to enroll? There is no obligation to enroll in a course after attending an Information Night. However, if you wish to do so, Enrollment Services and Student Records and the Cashier's Desk are open until 7:00 p.m. on Information Nights to accept your completed enrollment form and fee payment.

## ■ Interviews and Placement Assessments

Several Chang School certificate programs and courses require you to attend an interview or placement assessment before you enroll. Please review the Certificate Admission Requirements and the course prerequisites to determine if an interview is required. No appointment is necessary. Interviews are conducted on a first-come-first-served basis, and staff will direct you to the right location.

**Fall 2009**  
Thursday, August 20, 2009  
4:30 p.m.–7:00 p.m.

**Winter 2010**  
Wednesday, November 25, 2009  
4:30 p.m.–7:00 p.m.

**Spring 2010**  
Thursday, March 25, 2010  
4:30 p.m.–7:00 p.m.

**Location:** 350 Victoria Street

Please note that the dates listed above apply to the following programs:

- Applied Digital Geography and GIS
- Computer/Information Technology Studies
- Design for Arts and Entertainment
- Design Management
- Digital Architecture and Design
- English
- English as a Second/Additional Language (Academic Bridging, Academic Skills, Intermediate Grammar, Language and Identity, Language and Public Life, Literature, Writing Development) [online assessment](#) available.
- Family Supports
- Film Studies
- Food Security
- French
- Geography
- Graphic Communications
- Interior Design
- Japanese
- Lighting Design
- Magazine Publishing
- Mandarin
- Public Relations
- Spanish
- Television, Radio, Audio/Video Production

For interview and placement assessment details for programs in the Gateway for International Professionals, please consult the appropriate program website:

- International Accounting and Finance Professionals Program [www.ryerson.ca/ce/iafp](http://www.ryerson.ca/ce/iafp)
- International Midwifery Pre-registration Program [www.ryerson.ca/ce/midwife](http://www.ryerson.ca/ce/midwife)
- Internationally Educated Dietitians Pre-registration Program [www.ryerson.ca/ce/idpp](http://www.ryerson.ca/ce/idpp)
- Internationally Educated Social Work Professionals Program [www.ryerson.ca/ce/socialwork](http://www.ryerson.ca/ce/socialwork)
- Workplace Communication in Canada Program [www.ryerson.ca/ce/wcc](http://www.ryerson.ca/ce/wcc)

## ■ Personal Consultations and Information Nights for Languages and Liberal Studies

Not sure which French, Spanish, English as a Second/Additional Language (ESL/EAL), Hindi, Japanese, or Mandarin course to sign up for? Uncertain as to which Liberal Studies elective courses to enroll in? Come meet with one of our educators or staff for an individual consultation. We are open for FREE personal consultations on the following dates:

**Fall 2009**  
**Tuesday, September 8, 2009**  
 4:00 p.m.–6:00 p.m.

**Spring 2010**  
**Thursday, April 22, 2010**  
 4:00 p.m.–6:00 p.m.

**Location:** Heaslip House, Peter Bronfman Learning Centre, 7th floor, 297 Victoria Street

## ■ English as a Second/Additional Language (ESL/EAL) Online Information Session

Can't make it to campus for an Information Night? Join us for an English as a Second/Additional Language (ESL/EAL) Online Information Session.

**Fall 2009**  
**Thursday, September 3, 2009**

**Winter 2010**  
**Tuesday, January 5, 2010**

**Spring 2010**  
**Tuesday, May 4, 2010**

## ■ Directions

**Taking the TTC?** Ryerson University is located just north of the Dundas subway station.

**Driving?** See our campus map for [parking](#) and for [building locations](#).

# Enrollment

## Enrolled before? Use the web and enroll today!

Continuing education students can enroll in courses via our online calendar and administer their courses or their personal contact information via Ryerson's Administrative Management Self Service (RAMSS). This service is available via [my.ryerson.ca](http://my.ryerson.ca).

To enroll online, you must have a valid student identification number and have been actively registered at Ryerson since April 1, 2004. You will also need an active Ryerson Online Identity account, which may be obtained at [www.ryerson.ca/accounts](http://www.ryerson.ca/accounts), and a valid Visa, MasterCard, or American Express to pay the total course fees.

Enroll online if you meet all the conditions listed above.

If you are interested in registering in a certificate, visit [Registration in a Certificate Program](#) for more information.

## First-Time Enrollment

If you are **enrolling for the first time at Ryerson**, or are enrolling for a course that requires an [interview](#) or [placement assessment](#), you must enroll [in person](#) or [by mail](#).

## Priority Enrollment

If you are registered in a Chang School certificate program, you are entitled to enroll several weeks in advance of the regular enrollment periods. You will receive priority consideration for acceptance in your chosen course(s) and avoid the possible disappointment of filled classes.

## Dates for Priority Enrollment (Full payment required)

- **Fall term:** Wednesday, July 6, 2009–Friday, July 17, 2009
- **Winter term:** Monday, August 10, 2009–Friday, August 21, 2009
- **Spring term:** Monday, March 1, 2010–Friday, March 12, 2010

■ Please bring a copy of your RAMSS enrollment to your first class and have it available for the duration of your course(s). Students not actually enrolled in a course are not permitted to attend class.

■ Students are academically and financially responsible for all enrolled courses and fees incurred unless they formally withdraw in writing or online via RAMSS by the appropriate University deadline dates (whether or not they attend a class).

## Request a Student ID

For a limited time period we are offering a service that allows you to obtain a Student ID if you are new to Ryerson University. Once you have a Student ID, you can obtain a Ryerson University account and enroll online for courses; new students without a Student ID can otherwise only enroll in-person or by mail.

## Current Status

The Request a Student ID service is now closed. Please check back for availability dates in advance of the next term.

## How it Works

- Complete the online form (*see below*) to request a Student ID from Enrollment Services. Enrollment Services will send your Student ID to you via a confirmation e-mail, usually within three business days (Monday–Friday) of your request.
- Once you have obtained your Student ID via e-mail, create a Ryerson University account via [www.ryerson.ca/accounts](http://www.ryerson.ca/accounts).
- You will then be able to log into the services that allow you to complete your course enrollments online. All policies including payment of fees, official withdrawal from courses, and course requisites will apply. Visit [How to Enroll Online](#) for more information.

## What You Need

You will be asked to provide your name, address (in-Canada only), e-mail address, and other information required by law. We will not require you to provide any other information than what is necessary to create your Student ID.

For more information about the use of your personal data and your privacy rights, please see the [Collection and Use of Information](#) statement for the Ryerson University Student ID Request.

## How to Enroll

### ■ Online Enrollment

Continuing education students can enroll for courses online using the shopping cart feature.

Before you begin, you must have the following:

- a Ryerson Online Identity  
If you have a student email account at Ryerson University, then you have a Ryerson Online Identity. If not, you can get one at [www.ryerson.ca/accounts](http://www.ryerson.ca/accounts).
- your web browser and Internet security software configured to allow for JavaScript and cookies
- a valid Visa, MasterCard, or American Express to pay the total course fees

**Notes:** If you can't meet these three requirements, use the [in-person](#) or [mail-in](#) options for enrollment. Your next enrollment can be done online if you resolve the issues above.

Read the course description(s) carefully to ensure that the course(s) that you wish to enroll in does not require an interview, a placement assessment, or any prerequisites that you have not taken.

Online enrollments will not be accepted for courses requiring an interview or placement assessment that has not been completed.

### Notes for Undergraduate Students:

If enrolling in a continuing education course that is to be used for your undergraduate degree requirements, and in the calculation of your cumulative grade point average and academic standing, you must cross-enroll in the continuing education course by selecting the Undergraduate Career (UGRD) when enrolling online. In this case, you will not require a credit card to complete your transaction; you will be invoiced. However, you will be invoiced the Chang School course fee.

**If you are registered in both a certificate program and an undergraduate degree program and the continuing education course you wish to take is applicable towards your certificate, you must select your Continuing Education Career (CNED) when enrolling online.** In this case, you will require a credit card to complete your transaction.

### Step 1: Course Selection

Go to [Courses and Programs](#).

Choose your courses using the course finder tool or by browsing courses by category.

To view course details and availability, click on a course link (e.g., CACC 100 – Introductory Financial Accounting). “Add to cart” will appear next to available scheduling options.

To add a course to your shopping cart, click the “Add to cart” button. Selecting courses in different terms will result in one shopping cart per term. Click “View cart” to see a summary of the contents in each of your shopping carts.

### Step 2: Checking-Out Your Shopping Cart

Click “Checkout” on the associated shopping cart. A screen listing the courses in your shopping cart will appear.

To remove a course from the shopping cart, click “remove.” The shopping cart page will refresh and remove that course offering from your list.

To add another course to the cart before checking out, click “Find another course” to browse for more courses. No information will be lost from your cart while you search.

To enroll and pay for the contents of the shopping cart, click “Enroll.”

To continue the enrollment process, click “Proceed.”

### Step 3: Logging in to RAMSS

After clicking “Proceed,” a window will open to transmit your shopping cart to Ryerson University’s registration system, RAMSS (located at [my.ryerson.ca](#)). If a Security Alert screen appears, asking for permission to proceed, click “Yes” or the window will close and your shopping cart will be emptied. Next, log-in to [my.ryerson.ca](#) by entering your Ryerson Online Identity and password. Click “Login.”

**Notes:** If you do not have an Online Identity, you will not be able to proceed with online enrollment. Upon return to the Chang School website your shopping cart will be emptied. If you can’t remember your Online Identity password click “Can’t login?” then “Students” to reset your password.

### Step 4: Confirming Your Course Selection

The classes from the term-specific shopping cart are now displayed in RAMSS. You will have 20 minutes to complete your enrollment. Click the “Enrollment Shopping Cart” to continue. Then select your terms.

Select the course and click “enroll.” Proceed to step 3 of 4. RAMSS will indicate if there are any problems preventing your enrollment.

### Step 5: Payment for Your Course

Review the summary on the Enrollment Confirmation screen, which includes all course fees applicable to your transaction.

Enter your credit card details and click “make a payment.” If you do not complete this step, or if the credit card payment cannot be processed, your enrollment transaction will be cancelled.

A confirmation screen appears indicating that the payment and enrollment was successful. Once you receive the confirmation, you may continue to use RAMSS or you may return to the Chang School website by closing the [my.ryerson.ca](#) browser window. If you had multiple shopping carts, repeat steps 2-5 for each one.

### Dates for Online Enrollment

- **Fall term:** Begins Monday, July 20, 2009
- **Winter term:** Begins Monday, August 24, 2009
- **Spring term:** Begins Monday, March 15, 2010

### Confirmation of Enrollment

**Online:** You will be able to check your enrollment online at [my.ryerson.ca](#). Click on the RAMSS tab for your class schedule.

**Mail:** If you meet the mail-in enrollment deadlines, you will receive your confirmation in the mail or by telephone.

**In-Person:** Your fees receipt will be issued upon payment of your tuition fee at the Student Fees office. No further statement of confirmation will be mailed to you.

## ■ In-Person Enrollment

You can add, swap, and drop courses in person. If you are enrolling for the first time, you must do so either in person or [by mail](#).

### Instructions for Enrolling in Person

1. Read the course description(s) carefully to ensure that the course(s) you wish to enroll in does not require an [interview](#), a [placement assessment](#), or any prerequisites that you have not taken. In-person enrollments will not be accepted for courses requiring an interview or placement assessment that has not been completed.
2. Complete the In-person Enrollment form available at Enrollment Services and Student Records (Podium, lower ground floor, room POD70, 350 Victoria Street).
3. Bring the completed form to Enrollment Services and Student Records. Please bring your social insurance card and photo ID with you when you come; your social insurance number is required for income tax purposes.

- After you have been enrolled in the course, proceed to the Student Fees office (Podium, lower ground floor, POD64A, 350 Victoria Street) with full payment of your fees. **Fees are payable at the time of enrollment. You will not be dropped from your enrolled course(s) for non-payment of fees. Late fees of 1.25% per month (16.08% effective annual rate) are charged at the end of each month on all outstanding fees.**
- Enrollment forms will be accepted until the third scheduled class if space is still available; however, in Business, distance education, and language courses (excluding English/ESL/EAL), you must enroll before the second scheduled class.
- Please check individual course descriptions to confirm start dates.

#### Dates for In-Person Enrollment

- Fall term:** Begins Monday, July 20, 2009
- Winter term:** Begins Monday, August 24, 2009
- Spring term:** Begins Monday, March 15, 2010

#### Confirmation of Enrollment

**Online:** You will be able to check your enrollment online at [my.ryerson.ca](http://my.ryerson.ca). Click on the RAMSS tab for your class schedule.

**Mail:** If you meet the mail-in enrollment deadlines, you will receive your confirmation in the mail or by telephone.

**In-Person:** Your fees receipt will be issued upon payment of your tuition fee at the Student Fees office. No further statement of confirmation will be mailed to you.

## ■ Enrollment by Mail

You can add, swap, and drop courses by mail. If you are enrolling for the first time, you must do so either by mail or in person.

#### Instructions for Enrolling by Mail

- Read the course description(s) carefully to ensure that the course(s) that you wish to enroll in does not require an interview, a placement assessment, or any prerequisites that you have not taken. Mail-in enrollments will not be accepted for courses requiring an interview or placement assessment.
- Obtain and complete the Mail-in Enrollment Form in Form and Documents. **Please note:** the Mail-in Enrollment Form is for mailing purposes only and will not be accepted for in-person enrollment.
- Return the completed form and full payment of the course fees to Enrollment Services and Student Records, Ryerson University, 350 Victoria Street, Toronto, Ontario, M5B 2K3. Mail-in enrollment requests will not be accepted unless full fees are enclosed. (Postdated cheques will not be accepted.)
- If the dates listed below are met, the enrollment will be confirmed by mail. If not, every effort will be made to confirm your enrollment prior to the start of classes.
- There is no guarantee of consideration for enrollment forms received after the dates listed below.

#### Dates for Mail-in Enrollment

- Fall term:** Monday, July 20, 2009–Friday, August 14, 2009
- Winter term:** Monday, August 24, 2009–Friday, November 6, 2009
- Spring term:** Monday, March 15, 2010–Friday, April 1, 2010

#### Confirmation of Enrollment

**Online:** You will be able to check your enrollment online at [my.ryerson.ca](http://my.ryerson.ca). Click on the RAMSS tab for your class schedule.

**Mail:** If you meet the mail-in enrollment deadlines, you will receive your confirmation in the mail or by telephone.

**In-Person:** Your fees receipt will be issued upon payment of your tuition fee at the Student Fees office. No further statement of confirmation will be mailed to you.

## Enrollment FAQ

### 1. Are all courses scheduled every term?

No; all courses are not scheduled every term. Check Courses and Programs to plan ahead two or three terms to ensure that you will be able to take the courses you need/want.

### 2. What is an Interview or Placement Assessment, and how do I find out if the course I'm planning to take requires one?

Some courses require an interview and/or placement assessment before you can enroll. See Interviews and Placement Assessments for a list of affected programs.

### 3. What is an Information Night, and how do I find out if the course I'm planning to take has one?

Information Nights are free events that give you an opportunity to meet with course and program representatives in a one-to-one or small group setting. Information Nights are associated with programs, so consult the Courses and Programs to find out what program the course you're interested in is part of. Then see Information Nights for details and dates.

### 4. What are prerequisites, precursors, and corequisites?

**Prerequisite** means that you must pass Course A before taking Course B. The course description in Courses and Programs will tell you what prerequisites, if any, are required.

**Precursor** means that you must have taken Course A before taking Course B, but you do not have to pass Course A before taking Course B. You must, however, pass Course A to qualify for a certificate, diploma, or degree.

**Corequisite** means that you must take Course A prior to, or concurrently with, Course B.

### 5. How do I find out if a course has any specific admission prerequisites?

Check the course description in Courses and Programs to see if it has specific admission prerequisites. You can also speak to the program assistant or coordinator at Information Night, or drop into The G. Raymond Chang School of Continuing Education office



(Heaslip House, 297 Victoria Street). In some cases, your prior professional experience might serve as a substitute for a prerequisite. In other cases, you may be asked to provide transcripts, and possibly course descriptions or outlines of courses taken elsewhere that may also fill the prerequisite requirement. If the program assistant is unable to resolve your situation, you might be referred directly to Admissions for formal assessment and resolution.

See also [Academic Bridging Courses](#) to find out how you can fill the prerequisite requirements you need in order to be considered for admission to a Chang School certificate program.

**Note:** Academic Bridging Courses are continuing education equivalents, and do not count as Grade 12 U courses or high school credits. They cannot be used towards obtaining an Ontario Secondary School Diploma (OSSD).

## 6. What do I do if I don't have my Grade 12 U Courses?

Sometimes students are not accepted into the Ryerson's full-time degree programs because they don't have all the required Grade 12 U (or high school equivalency) courses. This doesn't mean you have to go back to high school – The G. Raymond Chang School of Continuing Education offers Grade 12 U-level courses in English, mathematics, chemistry, biology, and physics during the evenings. For more information on scheduling, see [Academic Bridging Courses](#).

**Note:** Academic Bridging Courses are continuing education equivalents, and do not count as Grade 12 U courses or high school credits. They cannot be used towards obtaining an Ontario Secondary School Diploma (OSSD).

## 7. Where do I find a course's start and end dates?

The course description for each course listed in [Courses and Programs](#) includes the course's start and end dates for each of the terms in which it is offered. Note that if the course description is lengthy, you might have to scroll down the page to find the table of times and dates.

## 8. Is space available in the course I'm planning to take?

In [Courses and Programs](#), course availability is indicated on a real-time basis for terms open for enrollment.

## 9. Is financial aid available to help me pay my tuition fees?

See [Financial Aid and Awards](#) for detailed information about merit-based awards and need-based bursaries and government assistance available to Chang School students.

## 10. Can I get OSAP for continuing education courses?

It is possible to receive government assistance to study through The G. Raymond Chang School of Continuing Education. Please note, however, that restrictions do apply. First, you must be registered in an approved certificate program and you must be taking at least 60 percent of a regular course load. For complete details and the most up-to-date information on OSAP, contact the [Student Financial Assistance office](#).

## 11. How do I pay my course fees?

See [Fees](#) to find information about how and when to pay, fee rates, fee policies, ancillary fees and service charges, refunds, and more. If at all possible, pay your full fees when you enroll. If that is not possible, you will be charged interest (1.25% per month (16.08% effective annual rate)) on the outstanding balance. Remember that you will not receive your course marks (or transcripts) or be eligible to enroll in another term if you still have fees outstanding.

**International Students:** After enrolling and paying for your course, you are required to obtain a valid Study Permit from Citizenship and Immigration Canada for your period of study if your studies will last longer than six months. Contact [International Services for Students](#) for more information.

## 12. Where can I find information about important dates such as enrollment periods, withdrawal, transfer, and grade appeal deadlines?

[Important Dates](#) lists important dates for the Fall, Winter, and Spring terms.

## 13. Where can I find out about Ryerson's formal policies on issues such as refunds, withdrawals, transfers, letters of permission, grades, and appeals?

See [Policies](#) to familiarize yourself with important policy information before enrolling.

## 14. When do I enroll for the course I'm planning to take? Is there a cut-off date?

Enrollment periods are listed on the [Important Dates](#) page. You can enroll in courses right up until the time the course starts; but remember, courses are available on a first-come, first-served basis. Many of our courses are very popular and fill up long before the start date of classes so it's best to enroll as soon as you've made up your mind.

## 15. Should I register in a certificate program as well as in my chosen courses?

On your resumé, saying that you have successfully completed a certificate in a coherent program of study can credibly demonstrate a fully developed skill. If you're pretty sure you would like to complete a certificate, it's wise to register as soon as possible. See [Registration in a Certificate Program](#) for more information.

One other advantage of being a certificate student is that you will have priority enrollment privileges in the future. This means that before each new term, for a specified period of time, certificate students are able to enroll in courses before any other new or returning students. Also, only courses taken AFTER registration in the certificate will be included in your [grade point average \(GPA\)](#), although you will still receive credit for any previous courses you've taken.

You **MUST** register in a certificate program before you finish 50 percent of the program's course requirements. Download the [Certificate Program Registration/Transfer form](#) from [Forms and Documents](#).

### 16. How can I find out where my classes will be held?

Look up the location of your classroom and your instructor's name on [Classroom Lookup](#) (**Note:** locations are not finalized until 3:00 p.m. the first day of class). On the evening of your first class of the term, lists of the locations of all classes to be held that night will be posted in the lobbies of the Library Building and Heaslip House. Please note your section number to avoid going to the wrong room. It's a good idea to arrive on campus 10 or 15 minutes earlier than normal that night because you might spend a little time finding your classroom.

### 17. How can I find out which texts to buy?

On the first night of class, your instructor will provide a course outline detailing course content, assignments, evaluation break-down, and a list of the required texts and materials. Often during this first class, time is taken out to ensure you can get to the Ryerson Bookstore that evening before it closes. Unless you are enrolled in a week-long intensive course that requires advance preparation, you will not be expected to have prepared anything for the first class.

### 18. How do distance education students find out which texts to buy, and how do they order them?

Distance education students can download a book order form specific to the course they are taking, listing the book title(s) and price, at the [Distance Education Course Information and Materials page](#). You must then mail or fax the form to the Ryerson Bookstore.

## ESL/EAL Online Placement Test

Many [English as a Second/Additional Language](#) courses require an online placement test prior to enrollment. Interested students can access this test online to determine the appropriate level of study.

1. Go to [www.ryerson.ca/french/english/test.html](http://www.ryerson.ca/french/english/test.html).
2. Complete all sections of the online test.
3. You will receive an email within 3 business days with your course placement.
4. Print the email and bring it to [Enrollment Services and Student Records](#) to enroll in your course(s).
5. Take a copy of the course placement email to your first class.

For more information, contact [Marju Toomsalu](#), ESL/EAL Programs Manager.

## Course Fees

Fees are noted at the end of each course description in [Courses and Programs](#). Fees are quoted in Canadian funds and are the [Regular Fee Rate](#) and [International Fee Rate](#). You pay your fees when you make your application to enroll, whether you enroll online, by mail, or in person.

[Enrollment](#) provides detailed information about the enrollment process.

For fee payment procedures, see [Payment of Fees](#). See also [Fee Policies](#), [Ancillary Fees and Services Charges](#), [Refunds](#), and [Income Tax Receipts](#). Part-time degree students should refer to the [Undergraduate Calendar](#).

### Can I get financial assistance to help pay my fees?

[Financial Aid and Awards](#) lists all need-based financial aid (including government assistance) and merit-based awards available to continuing education students, along with eligibility criteria, how to apply, application deadlines, and more.

### What are international student fees?

[International Students](#) explains how to calculate the International Fee Rate for courses. It also provides additional details about services and information for international students.

**International Students:** Ryerson University is currently unable to offer financial assistance to international continuing education students. All international students are encouraged to explore home government or private sources of funding prior to arriving in Canada. **Full-Time Students:** Ryerson Undergraduate full-time students who enroll in continuing education courses through The Chang School will be charged the applicable Chang School course fee(s) in addition to the applicable fees assessed for their enrolled program courses. Students will be assessed the appropriate fees as per the number of billing units assigned for their full-time enrolled courses plus the applicable continuing education course fee(s).

## Ancillary Fees and Service Charges

Fees for all continuing education students include ancillary fees and may also include additional charges:

- material fees
- late fee service charges
- NSF cheques/denied credit card authorization fees

### Ancillary Fees

#### Continuing Education Students' Association of Ryerson (CESAR) Fee

A fee of \$11.24 per student, per course enrollment, is collected by the University on behalf of CESAR for all courses of 30 hours duration or more. Course fees have been adjusted, where appropriate, to include this fee.

#### Canadian Federation of Students (CFS) Fee

A fee of \$2.22 per student, per course enrollment, is levied for the Canadian Federation of Students.

#### Student Life Centre Fee

A fee of \$2.00, per student, per course enrollment, is collected by the University on behalf of CESAR, for a period of 10 years, which will support the creation of a CESAR Student Life Centre within Heaslip House, the new continuing education building.



### Student Services Fee

A fee of \$5.88 per student, per course enrollment, is levied for Student Services.

### Student Centre Fee

A fee of \$3.00 per student, per course enrollment, is levied in support of the student centre.

### Oakham House Fee

A fee of \$1.00 per student, per course enrollment, is levied for Oakham House support and is included in the course fee. This fee is assessed against all courses for which the CESAR fee applies. Recreation and Athletics Centre (RAC) Fee

A fee of \$0.50 per student, per course enrollment, is levied for RAC capital support and is included in the course fee. This fee is assessed against all courses for which the CESAR fee applies.

### Material Fees

In some courses a portion of the total course tuition fee includes a material fee for learning material or clothing retained by the student. For the refund policy that applies to these courses, please refer to the Material Fees note under Refunds.

### Late Fee Service Charges

There is a late fee service charge of 1.25% per month (16.08% effective annual rate) assessed on any unpaid balance in a student's account. Exceptions may be made for medical or compassionate reasons with documented evidence. Appeals must be made in writing to the Manager, Student Fees office.

### NSF Cheques/Denied Credit Card Authorization

When enrolling, any student who tenders a cheque or uses a Visa, MasterCard, or American Express which is subsequently not honoured by the banking institution will be charged \$50 by the Student Fees office.

Payment by certified cheque or money order payable to Ryerson University for outstanding fees plus the \$50 is required.

## ■ Fee Policies

### Changes

Every effort is made to adhere to the details outlined on this website, although courses, fees, days, hours of instruction, and instructors are subject to change without prior notice.

**Note:** Fees charged by Ryerson are approved annually by the Board of Governors for an academic year. At the time of publication, the 2009-2010 fees were pending the Board of Governors' approval. Ryerson reserves the right to make changes in both the fees and procedures given in this section of the calendar without prior notice.

**■ Students are academically and financially responsible for all enrolled courses and fees incurred unless they formally withdraw in writing or online via RAMSS by the appropriate University deadline dates (whether or not they attend a class).**

### GST

Some courses are subject to GST and where applicable it is included in the total fee. Course fees that contain GST have "GST Included" noted beside the fee.

### Outstanding Fees and Costs

As a student, you are personally responsible for paying the following:

- library fines
- fees for services rendered
- costs incurred for damage to, or loss of, University property

Non-payment of fees/costs will result in the withholding of grade reports, ineligibility for enrollment/graduation, and any other action deemed appropriate by the University. Ryerson cannot be held responsible for debts incurred by individual students or student organizations.

If you have any outstanding fees owed to Ryerson, any payment will first be applied to the existing balance. Enrollment for courses in the next term is not permitted if there is any outstanding fee balance.

## ■ Fee Rates

There are two academic fee rates: Regular and International.

### Regular Fee Rate

The Regular Fee Rate is for Canadian citizens, permanent residents, and international students who are specifically exempted by government regulations.

### International Fee Rate

The International Fee Rate is for **student visa, visitor visa, and refugee claimants after January 1, 1989**.

The fees quoted in this calendar are in Canadian funds and are the Regular Fee Rate. The International Fee Rate for continuing education students is two and a half (2.5) times the regular student tuition fee for credit courses. The International Fee applies to degree credit courses only.

For further information on the calculation of the International Fee Rate, see [International Students](#).

If you are exempted from the International Fee Rate, original supporting documents **must** be presented to Enrollment Services and Student Records **each** term. Photocopies are not acceptable. If you do not provide the supporting documents each term, or are unable to provide the required documentation **at the time of enrollment, you will be required to pay the International Fee Rate**.

It is your responsibility as an international student to determine the fee rate for the course(s) for which you intend to register. The individual course listings in this calendar state only the Regular Fee Rate. If your immigration status changes, you must bring in official documentation indicating the change and the date of the change. In the case of permanent resident status, you must also provide your new social insurance number (SIN).

For further information, see [International Students](#).

## Income Tax Receipts

Income tax receipts and education deduction certificates (T2202A) will be available online at [my.ryerson.ca](http://my.ryerson.ca) by the end of February if your fees per year are \$100 or more. Please direct all inquiries to the Student Fees office.

A duplicate hard copy of the income tax receipt may be obtained, upon payment of a \$10 fee, from the Student Fees office, Podium, lower ground floor, room POD66, 350 Victoria Street. Phone 416.979.5015 for more information.

**Income tax receipts totalling more than \$100 are deductible personal income tax credits.**

### Non-Deductible Fees

The portion of fees paid for membership in CESAR, the Recreation and Athletics Centre (RAC), and the Student Centre, as well as the Student Life Centre fee, Student Services fee, and the Oakham House support, does not constitute a tuition fee and is not included in the income tax receipt. [Ancillary Fees](#) provides more information about these non-deductible fees.

## Payment of Fees

**Note:** Fees charged by Ryerson are approved annually by the Board of Governors for an academic year. At the time of publication, the 2009-2010 fees were pending the Board of Governors approval. Ryerson reserves the right to make changes in both the fees and the procedures given in this section of the calendar without prior notice.

**Fees are payable at the time of enrollment. You will not be dropped from your enrolled course(s) for non-payment of fees. Late fees of 1.25% per month (16.08% effective annual rate) are charged at the end of each month on all outstanding fees.**

■ **Students are academically and financially responsible for all enrolled courses and fees incurred unless they formally withdraw in writing or online via RAMSS by the appropriate University deadline dates (whether or not they attend a class).**

Fees are payable to Ryerson University by money order, cheque, Visa, MasterCard, American Express, debit card, or online banking. Cash payments are accepted for in-person enrollments. Do not send cash through the mail. Duplicate payment receipts for mail-in enrollments will not be mailed to the student. Duplicate payment receipts for employee reimbursement are available online by selecting "My Account Summary" in RAMSS at [my.ryerson.ca](http://my.ryerson.ca).

Online tuition fee payment is now available through many banks. Pay your tuition fees online with the following banks:

- Bank of Montreal
- CIBC
- HSBC
- National Bank
- President's Choice Bank
- Royal Bank
- Scotiabank
- TD/Canada Trust

Select "Ryerson University – Tuition & ResFees" as the payee; your nine-digit student identification number is your account number. To avoid late payment charges, allow three business days for your payment to be processed.

Please note that postdated cheques are not accepted. When enrolling by any method, if you offer a cheque or use a Visa, MasterCard, or American Express credit card that is subsequently not honoured by the financial institution, you will be charged a \$50 fee by the Student Fees office. Payment by certified cheque or money order payable to Ryerson University for outstanding fees plus the \$50 is required.

**Income tax receipts totalling more than \$100 are deductible personal income tax credits.**

### Late Fee Service Charges

There is a late fee service charge of 1.25% per month (16.08% effective annual rate) assessed on any unpaid balance in a student's account. Exceptions may be made for medical or compassionate reasons with documented evidence. Appeals must be made in writing to the Manager, Student Fees office.

## Refunds

To be eligible for a **tuition fee refund**, students must officially notify [Enrollment Services and Student Records](#), in writing, of their intention to withdraw. Official withdrawals are accepted in the following ways:

- **in person** at Enrollment Services and Student Records
- **online** at [my.ryerson.ca](http://my.ryerson.ca)
- **by fax** at 416.979.5236
- **by mail**, postmarked by the appropriate deadline

**Nonattendance of a course is not considered an official withdrawal.** See [Withdrawals](#) for more information.

■ **Note:** Students who are registered in a part-time degree program must refer to the Undergraduate Part-Time Degree Calendar at [www.ryerson.ca/calendar](http://www.ryerson.ca/calendar) for the refund policy.

## Refund Deadlines

For the complete list of refund deadlines, see [Important Dates](#).

## Exceptions to Refund Policy

Some seminars/workshops publish specific refund policies that supersede the above. Please contact the Student Fees office at 416.979.5015 for more information.

## Material Fees

Some course fees consist of a tuition portion and a material portion. Individual course descriptions specify if their fees include a material component. For these courses, the material fee is refunded only to registrants who officially withdraw five business days prior to the first scheduled class (see *Full Refunds*, above). After this time, the material fee is non-refundable.

## Receipt of Refunds

If a student withdraws/drops a course online, by mail, or in person, according to Ryerson's official deadline dates, any applicable refund will be automatically processed within 30 days. Refunds are mailed or credited to the student's credit card. Please note that credits to your credit account may take up to 45 days to appear on your statement. We regret that we cannot accept a telephone call or notification to an instructor as withdrawal or eligibility for a refund.

Refunds for cancelled courses will be processed automatically and a refund cheque mailed (or a credit issued to your credit card) within 30 days. If you do not receive your refund within 30 days, please telephone the Student Fees office at 416.979.5015.

## Appeals for Denied Refund Requests

Appeals to policies (e.g., withdrawal deadlines, refunds, etc.) **must be made in writing**, accompanied by official documentation, to Enrollment Services and Student Records. Appeals will not be handled by telephone.

Consideration will be given for the following reasons: medical, bereavement, and sudden changes in employment. Personal circumstances will be reviewed at the discretion of the University. Students will be notified in writing within 30 days of the appeal decision.

Students are financially responsible for all enrolled courses. If a student enrolls with the expectation of receiving OSAP, government sponsorship, etc., and that funding is not received, the student is responsible for any fee charges, drop charges, etc.

The Appeals Committee **will not** consider fee appeals for the following reasons:

- student appeals 30 days after term has ended
- student assumed that he or she would be automatically withdrawn/dropped for non-payment
- student's employer would not cover charges
- student's file has gone to collections
- student's credit card was declined or cheque was not honoured by a bank

## "A/B" Courses

"A/B" courses are multi-term courses. For example, if you enroll in CBLG 10A/B you will be enrolled in CBLG 10A for the selected term, and later automatically enrolled in CBLG 10B for the subsequent term. The automatic enrollment usually occurs near the completion of "A" term, and therefore the "B" term will not appear on your schedule of classes until that time.

## Classroom Lookup

The [Classroom Lookup](#) tool allows you to select a term and type the course code (Subject and Catalog #) and click "Search" to see the names of the instructors and classroom locations.

- Instructors and classrooms are subject to change.
- Classroom listings are finalized by approximately 3:00 p.m. the first day of the course in question. Listings that appear before 3:00 p.m. are tentative.
- [Campus Maps](#) will help you locate classrooms.

## Tips

- A single-term course code consists of a four-letter Subject and a three-digit Catalog Number (e.g., "CACC 100").
- A multi-term course consists of a four-letter Subject and a two-digit Catalog Number followed by "A" or "B". "A" corresponds to the first half and "B" corresponds to the second half of the course (e.g., "CBLG 10A" and "CBLG 10B").
- To see all of the courses within a Subject for a given term (e.g., all "CACC" courses), simply type in the Subject portion of the course code.
- Course codes that do not start with the letter "C" and have only three letters are for courses that are not offered by The G. Raymond Chang School of Continuing Education. Listings for these courses are not available through this service.

# Policies

Enrollment as a Chang School student constitutes a commitment to abide by Ryerson University policies, procedures, and regulations, including those concerning enrollment, academic performance, student conduct, health and safety, use of services and facilities, and the payment of fees. The following University policies have been assembled to provide useful reference. This is not intended to be a complete list, but rather a compilation of some frequently referenced policies. As policies may change throughout the academic year, students are encouraged to visit the [Ryerson University Senate website](#) for the most complete and up-to-date policies.

## Academic Policies, Procedures, and Regulations

### ■ Available on the [Ryerson University Senate website](#):

- Academic Consideration and Appeals Policy
- Accommodation of Student Religious, Aboriginal, and Spiritual Observance
- Course Management Policy
- Examination Policy
- Student Code of Academic Conduct
- Student Code of Non-Academic Conduct

### ■ Engineering Students

For undergraduate degree students (whether on full or partial load) in **Aerospace Engineering, Biomedical Engineering, Chemical Engineering, Civil Engineering, Computer Engineering, Electrical Engineering, Industrial Engineering, Mechanical Engineering, or Computer Science**, access to continuing education courses is by written approval from the Faculty of Engineering, Architecture, and Science. (Note: Part-time degree students in the Computer Science program will continue to have full access to continuing education offerings.)

Courses that are completed through The Chang School without prior authorization from the Faculty of Engineering, Architecture, and Science, Associate Dean's office (or the Dean's designate), will not be credited towards students' degree program requirements.

Written approval is not required to enroll in a Liberal Studies course, Communication in the Engineering Professions (CCMN 432), or Principles of Engineering Economics (CECN 801). These courses, if taken through The Chang School, will be credited towards students' degree program requirements.

If you have any questions, please contact the Associate Dean's office, Faculty of Engineering, Architecture, and Science, 416.979.5000, ext. 4502.

### ■ International Students

Ryerson University welcomes international students who are high school or post-secondary graduates to its G. Raymond Chang School of Continuing Education. Exceptional faculty who are drawn from Toronto's academic, business, and cultural communities will teach you, and as a student you have access to the following:

- the Ryerson Library
- the Recreation and Athletics Centre (RAC)
- computer facilities and laboratories
- international services and programs offered by International Services for Students (ISS)

International students may enroll in university credit courses offered through The Chang School without formal admission to Ryerson. Some courses in advanced-level certificates do require an interview and/or prerequisite courses prior to enrollment.

Most certificate programs are offered in collaboration with our full-time degree programs. After enrolling in your first certificate course, you may register in one of over 70 career-certificate programs. Upon successful completion of some certificate programs, and subject to normal program admission criteria and procedures, you may apply for advanced standing in applicable degree programs.

Continuing education courses are offered during three terms throughout the year. Though most courses are offered in the evening, some courses are also offered during the day, on weekends, in an intensive format, or by distance education.

For information and assistance in applying for a study permit, contact the International Services for Students (ISS) office at 416.979.5000, ext. 6655, [email issask@ryerson.ca](mailto:issask@ryerson.ca), or [visit their website](#).

### International Tuition Fees

International students are charged a different fee from Canadians unless they qualify for an exemption based on their status. International students who qualify for an international fee exemption are still required to obtain a Study Permit from Immigration Canada. The following categories of international students may be exempt from the differential fee:

- those with diplomatic status
- approved refugee claimants by the Government of Canada
- dependants of Canadian citizens and permanent residents of Canada
- spouses and dependent children of foreign workers in Canada

To claim exemption, you must take your original documentation to Enrollment Services and Student Records, Podium, lower ground floor, room POD70, 350 Victoria Street, when you enroll in your courses. This must be the documentation issued by Citizenship and Immigration Canada; lawyer documentation is not acceptable.

### International Students Fee Rate

The fees quoted in this calendar are in Canadian funds and are the Regular Fee Rate. The International Fee Rate for continuing education students is two and a half (2.5) times the regular student tuition fee for credit courses. The International Fee applies to degree credit courses only.

### How to Calculate the International Fee

1. Start with the course fee and subtract the ancillary fees and the material fee (where applicable). The material fee will be stated in a note following the course description. Please note that all Business courses are subject to a \$10 (\$10.50 for ITM students) material fee even though this is not noted in individual course descriptions. The result is the regular tuition fee.
2. Multiply this amount by two and a half (2.5), and the result is the tuition portion of the international fee.
3. Once the tuition portion is calculated, add back the ancillary fees and the material fee, where applicable. The result is the total international fee payable for your course. (Ancillary Fees provides more information about ancillary and material fees.)

### Financial Assistance

Ryerson University is currently unable to offer financial assistance to international continuing education students. All international students are encouraged to explore home government or private sources of funding prior to arriving in Canada.

## ■ Letters of Permission

Students formally registered in a certificate program who wish to take courses at another accredited post-secondary institution for credit toward their Ryerson certificate must apply for a Letter of Permission. Applications for letters of permission are available at [www.ryerson.ca/forms](http://www.ryerson.ca/forms). Students are responsible for making formal application to the institution where they intend to study. Transfer credit is recorded on the Ryerson academic record as CRT and is not included in the calculation of the student's grade point average.

Transfer credit is dependent upon achieving a grade of C (60 percent) from a university or a B (70 percent) from a community college.

■ Upon completion of the course(s), students are required to complete a "Transfer Credit Application Form" available at [www.ryerson.ca/forms](http://www.ryerson.ca/forms) and provide an officially certified transcript of final results. No more than a total of 50 percent of a program's requirements may consist of Challenge Credits, credits granted on a Letter of Permission, and Transfer Credits.

## ■ Undergraduate Students

### Undergraduate Students Pursuing a Certificate Program

Students enrolled in a degree program and pursuing a Chang School certificate should ensure that their course enrollments are within the appropriate career, otherwise all courses taken under the undergraduate career will be used automatically for their degree GPA, not their certificate program/CNED GPA. Courses taken as an Undergraduate (cross-registrations) can be used to meet certificate requirements, but grades in these courses will not be included in CNED Career GPA.

Calculation of a GPA for graduation in a certificate program will be manually calculated by the Curriculum Advising office prior to graduation and will be based on grades in courses applicable to the certificate's curriculum requirements.

**Please note:** Degree program students who are also pursuing a continuing education certificate may cross credit from the degree up to **only** one-half of the number of courses required in a certificate. The remaining courses must be taken as a certificate student registered in The G. Raymond Chang School of Continuing Education in addition to their degree studies.

### Undergraduate Students Pursuing Full-Time Degree Studies

The following are some full-time program policies students should be aware of if they plan to attend a full-time day or part-time evening program in the future.

- All individuals must formally apply for admission. Application information is available at [www.ryerson.ca/undergraduate/admission](http://www.ryerson.ca/undergraduate/admission).
- Students should review current degree program admission requirements, deadlines, and policies carefully at [www.ryerson.ca/undergraduate/admission](http://www.ryerson.ca/undergraduate/admission).
- All students should familiarize themselves with graduation requirements at the time of formal admission into a full-time undergraduate program.
- Students should be aware of the current degree program policy on academic suspensions from external universities/colleges and from Ryerson programs and courses. Current information is found in the Ryerson Undergraduate Calendar (online at [www.ryerson.ca/calendar](http://www.ryerson.ca/calendar)).
- It should be noted specifically that continuing education courses cannot be used for degree credit/completion if taken during a period of suspension from a full-time program without prior permission from a student's program department.
- Ryerson's Mature Student policy may vary from certificate to degree programs. For specific information on the full-time Mature Student guidelines, please refer to the Ryerson Undergraduate Calendar or [www.ryerson.ca/undergraduate/admission](http://www.ryerson.ca/undergraduate/admission).
- Ryerson undergraduate full-time students who enroll in continuing education courses through The Chang School will be charged the applicable Chang School course fee(s) in addition to the applicable fees assessed for their enrolled program courses. Students will be assessed the appropriate fees as per the number of billing units assigned for their full-time enrolled courses plus the applicable continuing education course fee(s).

### Transfer Credit for Full- and Part-Time Programs

- Credit is subject to a student applying for [Transfer Credits](#).
- The original grade obtained in a course that was taken either at another accredited post-secondary institution or prior to formal admission into a Ryerson program, and that is subsequently used for transfer credit, will not be recorded as a graded course nor will it be used in the calculation of a student's grade point average. Transfer credit is recorded on the Ryerson academic record as CRT. Please refer to [Grade Point Averages](#).

### Using Continuing Education Courses to Meet Degree Requirements

Degree-applicable courses taken at Ryerson prior to formal admission into a Ryerson degree program may be used to meet program requirements but will not be included in a student's grade point average. Approval of course substitutions/directives may be required in order for a course to be used towards degree requirements.

Use of continuing education courses to meet requirements of Engineering, Architecture, and Science programs will require formal approval of the [Faculty of Engineering, Architecture, and Science](#).

No more than a total of 50 percent of a program's requirements may consist of [Challenge Credits](#), credits granted on a [Letter of Permission](#), and [Transfer Credits](#).

## ■ University Standards

By the act of enrolling for a course of study, each student at Ryerson agrees to observe and be bound by the terms of this notice, and the terms, conditions, regulations, and policies contained in this calendar.

Ryerson shall be the sole arbiter of standards for admission to its courses of study and may, without prior notice, limit enrollment in or admission to any course or program at any level.

Ryerson reserves the right to change, without notice, any information appearing in this calendar pertaining to the standards for admission to, the requirements for the continuation of study in, and the requirements for the granting of degrees or certificates in any of its programs.

Ryerson reserves the right to alter the fees and other charges described in this calendar and to impose from time to time additional regulations, policies, and codes of conduct. Enrolling students are required to familiarize themselves with the general academic information contained in this calendar and subsequent editions, as well as with the information pertaining to the course or courses in which they are enrolled.

Ryerson reserves the right to withdraw or cancel programs, certificates, or courses that are under enrolled. Ryerson reserves the right to make such changes in rules, regulations and promotional policies as may be required.

Course descriptions are provided in this calendar as a matter of general information to assist present and prospective students in selecting their programs of study. While these descriptions are accurate as of the date of publication, students are cautioned

that actual course content and the hours and type of instruction may vary from the listings in the calendar or from other course management information made available. Students are required to familiarize themselves with, and be governed by, the rules and regulations of The G. Raymond Chang School of Continuing Education and their promotional policies.

Chang School students should consult the [Important Dates](#) to ensure that they are aware of key dates affecting their academic study.

## ■ Withdrawals

### Good Academic Standing/No Refund

Students are held responsible for the payment of tuition fees for all courses in which they enroll, unless they officially withdraw by specified deadlines. Students who find it necessary to drop a course should ensure that they officially withdraw before the deadline. Withdrawal from a course leaves a student's academic record clear, as withdrawals do not appear on the student's official transcript; failure to withdraw from a course that is not completed, however, results in the appearance of a "Failure for Nonattendance" (FNA) designation on the student's transcript. This grade will be included in the grade point average (GPA) calculation.

### Official Notification of Withdrawal Is Required

Students must officially notify Enrollment Services and Student Records of their intention to withdraw by the posted deadlines; see [Important Dates](#). Official withdrawals are accepted in the following ways:

- **in person** at [Enrollment Services and Student Records](#)
- **online** at [my.ryerson.ca](http://my.ryerson.ca)
- **by fax** at 416.979.5236
- **by mail**, postmarked by the appropriate deadline

Telephone calls will not be accepted as notification of withdrawal. **Notifying the instructor of intention to withdraw, or ceasing to attend classes, does not constitute official withdrawal;** however, we strongly urge that students also inform their instructors, as a courtesy, if they are planning to drop a course. Nonattendance of a course is not considered an official withdrawal.

**Official withdrawal by the posted deadlines will prevent a failing grade of FNA from appearing on official transcripts.**

## Cancellations

### ■ Cancelled Classes

If an individual class is cancelled because of **instructor illness**, we will make every effort to notify students by telephone. Please remember to provide both home and business telephone numbers, as well as your email address, when you enroll.



Cancelled classes – whether due to instructor illness or inclement weather – are rescheduled to a later time; your instructor will notify you of the make-up date(s).

### Cancellations Due to Inclement Weather

If **inclement weather** necessitates cancellations, Ryerson will try to advise local radio stations that broadcast closures. You can also get information by calling Ryerson's main telephone number (416.979.5000) or visiting the [Chang School home page](#).

### Statutory Holiday/Weekends

On the Saturday of a three-day holiday weekend, scheduled classes will be held as usual unless the instructor notifies students otherwise.

For statutory holidays observed by Ryerson University, see our [Dates to Remember](#) page.

## ■ Cancelled Courses

Every effort is made to adhere to the details outlined on this website, although courses, fees, days, hours of instruction, or instructors are subject to change without prior notice. If it is necessary to cancel a course, every effort is made to contact enrolled students.

If you enroll in a course that is subsequently cancelled, you may **transfer to another section** of that course if an alternate is available; you may **transfer to another course** if space permits; or you may **receive a refund**. Refunds will be mailed out as quickly as possible, but if you do not receive your refund within 30 days of notification of course cancellation, please contact the Student Fees office at 416.979.5015.

Course transfers are permitted at the discretion of the University. Students may transfer from one course to another if there is space available, provided neither course has held its third session. For business, distance education, and language (excluding English and ESL) courses, students must transfer before the second session. Students may apply for transfers in person at [Enrollment Services and Student Records](#), located in the Podium, lower ground floor, room POD70, or via [my.ryerson.ca](#).

**Please note:** The online enrollment service will accept transfers only up to the start of class.

## Course Credit

### ■ Challenge Credits

Only formally approved certificate students may apply for Challenge Credits, Course Substitutions/Directives, Letters of Permission, and Transfer Credits. Apply only upon confirmation of acceptance into the certificate program.

No more than a total of 50 percent of a program's requirements may consist of [Challenge Credits](#), credits granted on a [Letter of Permission](#), and [Transfer Credits](#).

### Academic Credit for Learning and Experience

Ryerson's challenge credit policy enables students to earn academic credit for learning and experience outside of the traditional post-secondary environment. This gives students the opportunity to be examined in, and receive credit for, a recognized Ryerson course, without meeting the normal requirements of enrollment, attendance, and instruction. The cost per challenge is \$175 (non-refundable, subject to change).

A successful challenge is recorded on your Ryerson academic record as a CHG. The course will be credited towards your program, however it will not be included in your grade point average.

Complete information and applications for challenge credit are available from Enrollment Services and Student Records (POD70) or contact [Curriculum Advising](#).

### Courses Available for Challenge

Not all courses are available for challenge; consult the teaching department of the subject you wish to challenge. A maximum of two single-term challenge credits may be obtained in a certificate program.

A student may not challenge a course in which he or she is (or has previously been) enrolled in at Ryerson or any other institution, or that he or she has already challenged and has previously failed.

## ■ Course Substitution/Directive

A course substitution/directive enables students formally registered in a certificate program to substitute or direct a Ryerson course which is not normally part of the regular certificate curriculum for a course that is listed as a program requirement. Course substitution/directive is used when certificate requirements are changed and courses are no longer offered. Substitution may be granted for either a required or an elective course within a certificate program. The substitute course must be authorized prior to enrollment in the course and must be of equal value and be at the same level.

Applications for course substitutions/directives are available at [www.ryerson.ca/forms](#). Program director and coordinator approval is required. Decisions are not valid until authorized by the Curriculum Advising office.

## ■ Transfer Credits

Transfer credits may be granted for Ryerson students registered in a G. Raymond Chang School of Continuing Education certificate program for courses successfully completed at another accredited post-secondary institution prior to registration in a certificate.

### Transfer Credit Policy

Transfer credit refers to the course equivalencies granted towards a program of study based on acceptable academic degree/diploma level course work from an accredited post-secondary institution.

Transfer credits are only assessed for Ryerson degree or certificate students. Transfer Credit Applications will be accepted after a student has received registration confirmation into a certificate program.

Continuing education certificate students may only apply for transfer credits for courses listed within the certificate they are currently registered in.

Transfer credit is recorded on the Ryerson academic record as CRT (credit) and will not be used in the calculation of a student's cumulative grade point average. Please refer to the sections on [Grading System](#) and [Grade Reports](#) for more information.

For granted transfer credit(s), it is the student's responsibility to ensure that the course(s) is dropped from their current/future course intention so that course load and payment of fees are accurately calculated.

Courses from accredited universities are considered for transfer credit when successfully completed with a grade of 'C' or better, where 'C' equals 60 percent or higher. Courses from accredited colleges and institutions of technology may be considered for transfer credit when completed with a grade of 'B' or better, where 'B' equals 70 percent or higher.

Courses must have been taken within the past ten years to be eligible for transfer credit.

Performance designations other than letter or percentage grades are not acceptable for transfer credit, (e.g., exam, CRT, passed, etc.).

Transfer credits are not granted on the basis of a Statutory Declaration or Affidavit submitted in lieu of officially certified academic transcripts.

No more than a total of 50 percent of the program's curriculum requirements may consist of transfer credits, challenge credits, and credits granted on a Letter of Permission.

#### Please note:

Students do not need to apply for transfer credit for equivalent courses taken through The Chang School or in a previous Ryerson program. Students who completed similar courses through a previous Ryerson program may apply for course substitution. Refer to the section on [Graduation](#) or the [Curriculum Advising website](#) for more information.

#### Applying for Transfer Credits

Chang School students are eligible to apply for transfer credits once they have received confirmation of registration in a certificate program. If you are not registered in a certificate program, refer to the section on [Registration in a Certificate Program](#) for application instructions.

Detailed transfer credit application instructions are available online at [www.ryerson.ca/transfercredits](http://www.ryerson.ca/transfercredits) as well as on the reverse side of the "Transfer Credit Application Form". Certificate program students can apply using the paper-based application form (fillable PDF), available online at [www.ryerson.ca/forms](http://www.ryerson.ca/forms).

Complete one application form and attach a detailed course/teaching outline for each course you are using to apply for transfer credit. Official transcripts, in a sealed envelope, from the issuing institution must be included with applications if they were not

previously submitted to Ryerson. Incomplete applications will not be assessed and result in a delay in the processing of the application.

Return your complete application in person at Enrollment Services and Student Records, located in the Podium, lower ground floor, room POD70, 350 Victoria Street or mail it to Ryerson University, Transfer Credit Unit, 350 Victoria Street, room POD363, Toronto, Ontario M5B 2K3.

Transfer Credit decisions will be available via 'View Transfer Credit Report' on RAMSS; please allow at least four to six weeks for processing.

## Grades

### ■ Grade Appeals

Appeals are made when a student feels that an error has been made in arriving at a final grade. Before appealing a grade, students should realize that every precaution is taken to ensure that all assignments are properly evaluated and that marginal or failed exam papers are reread as a matter of course.

To appeal a final grade, continuing education students must follow the [Academic Appeals Process](#) and complete the Grade Appeal Form available at [www.ryerson.ca/essr/appeals](http://www.ryerson.ca/essr/appeals), or at The G. Raymond Chang School of Continuing Education office, Heaslip House, 297 Victoria Street. Completed appeals must be submitted to The G. Raymond Chang School of Continuing Education office, Heaslip House, 297 Victoria Street, within the deadline to [submit appeals](#).

### ■ Grade Point Averages

#### (For Certificate Programs Only)

A *cumulative* grade point average is calculated as an indicator of overall academic performance in a program and is used as a criterion for graduation requirements or other academic distinctions. A cumulative grade point average (CGPA) of at least 2.00 in graded Ryerson courses is required for graduation. Ryerson will not award a credential to any student whose grade point average is deficient.

The Continuing Education Career (CNEC) grade point average includes all courses taken while registered in any Chang School certificate program. The CNEC Career GPA is computed by dividing the sum of course weights by the total number of courses taken from the time of registration to date. **A program grade point average is calculated on a student's record only after official registration in a certificate program and only after completion of at least three courses.**

The grade earned for a repeated course is substituted for the previous grade in calculating subsequent GPAs **even if the later grade is lower**; both attempts are recorded on your transcript.



You should carefully check your grade reports each term to ensure that your grades meet the minimum GPA of 2.00 for graduation.

If your GPA falls below this level, you will be ineligible to graduate. If this occurs, immediately contact the appropriate Chang School program director or academic coordinator.

For CNED Career students registered in a Chang School certificate, the GPA calculation for graduation purposes is based on the courses necessary to satisfy the Certificate's curriculum requirements.

For Undergraduate (UGRD) Career students registered in a Chang School Certificate, the GPA calculation for graduation purposes is based on the courses necessary to satisfy the Certificate's curriculum requirements, where 50 percent of these certificate courses must be taken via CNED career registration.

Calculation of a GPA for graduation in a Certificate Program will be manually calculated by the Office of Curriculum Advising prior to graduation and will be based on grades in courses applicable to the certificate's curriculum requirements.

Courses completed prior to formal certificate program admission will not be included in the calculation of cumulative grade point averages. Such courses, however, may be used toward program requirements, subject to the residency requirement (see [Transfer Credits](#)).

For purposes of calculating grade point averages, single-term and multi-term courses will be given weights of 1.00 and 2.00 respectively, with provision for variation from this norm under exceptional circumstances.

The grade point average is calculated as the sum of the products of course weights and earned grade points, divided by the sum of the course weights, and rounded to the second decimal place.

The following course performance designations are NOT included in calculating the grade point average: AEG, AUD, CHG, CRT, INC, INP, GNR, and PSD.

The designation F-S is included in the grade point average at zero grade points (like an F grade) as an interim failure until a final grade is assigned.

The designation FNA is included in the grade point average at zero grade points and counts as a failure.

The grade earned for a repeated course is substituted for the previous grade in calculating subsequent grade point averages even if the later grade is lower, but both attempts are recorded on the transcript. No course can be repeated more than twice. If at least one of the course attempts results in a passing grade, the course will count towards graduation curriculum requirements irrespective of the sequence of grades earned.

An initial grade point average is not calculated until the student has received three or more course grades.

The CNED cumulative grade point average is calculated at the end of each academic term for which additional course grades have been recorded on the student's transcript, and is calculated on all of the student's formal Ryerson course grades in the program in which the student is registered.

See [Grading System](#) for details on grades issued in the Faculty of Engineering, Architecture, and Science and all other faculties.

## Inclusion/Exclusion of Courses in GPA

If a course is taken that is not part of the Certificate Program, and the student does not wish it to be included in the GPA, he/she must request permission to have this course excluded from the GPA calculation by completing a GPA Adjustment Form. This written authorization must be submitted to Enrollment Services and Student Records **prior** to the start of the course.

**Degree program students** who are also pursuing a Chang School certificate may cross credit from the degree up to **only** one-half of the number of courses required in the certificate. These cross-credited courses will be used for the certificate's graduation requirements, but will not be included in the CNED cumulative GPA. The remaining courses in the certificate must be taken as a certificate student registered in The G. Raymond Chang School of Continuing Education, in addition to their degree studies.

## Grade Reports

You will not be notified of your final grade by mail; grade reports are no longer being produced in paper format. All final grades will be available at [my.ryerson.ca](http://my.ryerson.ca) (RAMSS) at the end of each term, approximately 10 days after the date of the final examination. Grades will not be faxed.

You should note that grades for single-term courses will be posted at the end of each term and grades for multi-term courses at the end of the academic year (or in August for Spring/Summer courses).

Grades are cumulative, complete, and unabridged.

## Get Your Grades Online

You can access all of your grades at [my.ryerson.ca](http://my.ryerson.ca) (RAMSS). Just sign on using your Online Identity and password, and under Academics select "Grades/Standing".

## Avoid Having Your Grades Withheld

If you fail to return books or any other borrowed property to the Library, or fail to pay outstanding fees or debts to the University, your grades will be withheld until the status of these items is cleared to the satisfaction of the University. You are responsible for all books, materials, etc., borrowed against your Library card, unless you have reported their loss or theft.

You will not be able to access your grades, nor will you be allowed to graduate, if you have an outstanding debt to the University in excess of \$10.

## Grading System

Academic performance at Ryerson is measured in grades. In individual courses, academic performance is measured in number and letter grades. Only letter grades are recorded on a student's academic record. The grade point average results directly from the final grades achieved in each individual course. Course grades with numerical equivalent values are used to determine GPA for students enrolled in continuing education certificates.

### ■ Grading System for the Faculty of Engineering, Architecture, and Science

| Definition                | Letter Grade | Grade Point | Conversion Range |
|---------------------------|--------------|-------------|------------------|
| Excellent                 | A+           | 4.33        | 90-100           |
|                           | A            | 4.00        | 85-89            |
|                           | A-           | 3.67        | 80-84            |
| Good                      | B+           | 3.33        | 75-79            |
|                           | B            | 3.00        | 70-74            |
|                           | B-           | 2.67        | 66-69            |
| Satisfactory              | C+           | 2.33        | 63-65            |
|                           | C            | 2.00        | 60-62            |
|                           | C-           | 1.67        | 57-59            |
| Marginal                  | D+           | 1.33        | 54-56            |
|                           | D            | 1.00        | 52-53            |
|                           | D-           | 0.67        | 50-51            |
| Unsatisfactory            | F            | 0           | 0-49             |
| Failed for Non-attendance | FNA          | 0           | 0                |

### ■ Grading System for All Other Faculties

| Definition                | Letter grade | Grade point | Conversion range |
|---------------------------|--------------|-------------|------------------|
| Excellent                 | A+           | 4.33        | 90-100           |
|                           | A            | 4.00        | 85-89            |
|                           | A-           | 3.67        | 80-84            |
| Good                      | B+           | 3.33        | 77-79            |
|                           | B            | 3.00        | 73-76            |
|                           | B-           | 2.67        | 70-72            |
| Satisfactory              | C+           | 2.33        | 67-69            |
|                           | C            | 2.00        | 63-66            |
|                           | C-           | 1.67        | 60-62            |
| Marginal                  | D+           | 1.33        | 57-59            |
|                           | D            | 1.00        | 53-56            |
|                           | D-           | 0.67        | 50-52            |
| Unsatisfactory            | F            | 0           | 0-49             |
| Failed for Non-attendance | FNA          | 0           | 0                |

Final academic performance in each course is recorded as one of the above letter grades or as one of the “other” designations listed below. At the discretion of the teaching department, performance on term work or specific assignments may be marked on a numeric scale. When a numeric scale is used, it will result in a traditional percentage scale with the ranges of conversion to letter grades as shown above.

### Other Course Performance Designations

There are three forms of “other,” non-letter grade designations:

1. non-graded designations acceptable for course credit purposes
2. performance designations assigned at the discretion of the Teaching Department
3. designations assigned by the Office of the Registrar

These performance designations are described in detail below.

### Non-Graded Designations

The following are non-graded designations acceptable for course credit purposes, but not included in any calculation of grade point averages:

**PSD** – Acceptable performance in a course graded only pass or fail (as predefined in the course outline).

**CHG** – Course credit achieved through a successful challenge examination.

**CRT** – Course credit achieved through an acceptable grade in an equivalent course (as determined by the Ryerson course teaching department) completed at another post-secondary institution. Such credit may be granted as a part of the admission process, but for students already studying in their program, this type of equivalence credit normally requires a prior letter of permission from the Program Director.

### Designations Assigned at the Discretion of the Teaching Department

The following are performance designations which may be assigned at the discretion of the Teaching Department:

**INC** – Incomplete course work or a missed final examination due to documented medical or compassionate grounds. An INC can be awarded only when the completion of the outstanding work or an alternate final examination may result in a passing grade. The outstanding work or alternate examination must be completed by a specified date within three months of the submission of the INC. The INC will be replaced by an official course grade when the work is completed. If the work is not completed by the deadline, the INC will become a grade of F. The designation INC is not included in calculating the GPA nor is it counted as a course credit or failed course. An INC can be changed to an AEG by a Dean under exceptional circumstances.

**Note:** Students must petition their instructor to receive an INC grade within three working days of the missed final examination or final assignment deadline. Supporting documentation (e.g., Ryerson Medical Certificate) must be provided. Instructors awarding an INC grade must provide the student with a written statement of outstanding work to be completed and the date by which it must be completed (or the date of the alternate final examination). The instructor must also file a copy of this documentation with the Program Director.

**AEG** – Credit granted by a Dean, in consultation with the instructor, only under exceptional circumstances when there has been acceptable performance in a course and some coursework remains to be completed.

**DEF** – An interim grade assigned during the investigation of academic misconduct (as described under the Student Code of Conduct). The DEF will be replaced by an official course grade upon resolution of the matter.

**F-S** – Marginally failing performance that may be raised to a minimum pass through a supplemental examination. Students with an F-S designation must apply to write such an examination which would be scheduled **prior to the end of the second week of classes during the next academic term**. Depending on performance in the redeemable failure examination, a grade of D- or F will replace the original F-S grade on the student's academic record. The F-S grade is calculated in the grade point average at zero grade points. Students with an F-S grade who wish to write a redeemable failure examination must apply at Enrollment Services and Student Records by completing the prescribed form and paying a non-refundable examination fee of \$50 (subject to change). Students must then determine the date and place for the supplemental examination with the program director.

**FNA** – Failure, Nonattendance; awarded by the professor when the student is absent from a significant portion of class meetings, including all course evaluations. This grade will be assigned when a student abandons a course without completing a formal withdrawal prior to established deadline dates. This grade is equivalent to a failure and will be included as such in the calculation of the student's grade point average. FNA is calculated in the grade point average at zero grade points.

#### Designations Assigned by the Office of the Registrar

The following designations assigned by the Office of the Registrar are not included in GPA calculations, nor in establishing academic standing, nor as academic program credit:

**CNC** – Course not for credit in the current program; this designation is recorded on the transcript as information supplementary to the grade earned in the course.

**GNR** – Grades have not been submitted for an entire class. The student should initiate an inquiry with the faculty member and/or The G. Raymond Chang School of Continuing Education within one month of receiving the GNR grade, unless a grade revision is received.

**INP** – Course work in progress with acceptable performance, but at least one more term of formal course enrollment and study is required for completion (e.g., extended absence requires repeating the course, or a final thesis is still in progress). The designation INP is not included in calculating grade point average, neither as a credit nor a failed course. This designation only applies to those courses which are registered as “INP eligible.”

## ■ Transcripts

Ryerson students have one academic record, which incorporates **all courses** studied through graduate/undergraduate programs and continuing education. All officially certified transcripts will be complete and unabridged. Partial transcripts will not be issued.

Students are eligible to receive transcripts of their academic results or to have these results forwarded to second parties, such as educational and business organizations. Transcript requests must be made in writing by completing a Transcript Request form (available online at [www.ryerson.ca/essr/transcripts](http://www.ryerson.ca/essr/transcripts)), in person at Enrollment Services and Student Records, located in the Podium, lower ground floor, room POD70, 350 Victoria Street, or by sending the form by mail along with payment to the Cashier's Office, 350 Victoria Street, Toronto, Ontario, M5B 2K3.

**Please note:** Enrollment Services and Student Records cannot be responsible for transcripts lost or delayed in the mail, nor can they guarantee to forward transcripts to graduates until two weeks after the graduation ceremonies. Students who either owe money to Ryerson or have equipment, cage cards, and/or library books overdue are not eligible to receive transcripts until the status of these items is cleared to the satisfaction of the University.

## Registration and Graduation in Certificate Programs

### ■ Graduation

There are specific policies which apply to the fulfillment of certificate requirements and to the graduation process. To be eligible for a certificate program's graduation award as authorized by Senate, a student must meet **all** of the following academic requirements:

1. Successfully completed all courses in the certificate program's curriculum with at least a minimum passing grade (or a non-graded course credit) in each course.
2. Been formally registered in the certificate program for which the award is sought.
3. Achieved an overall academic performance of at least a 2.00 GPA in graded Ryerson courses applicable to the certificate's curriculum requirements.
4. Completed, as a Ryerson student registered in the certificate program, studies that normally include at least one-half of the program's curriculum using courses completed by enrollment in course offerings of The G. Raymond Chang School of Continuing Education. Courses can be used towards more than one certificate program; however, eligibility for more than one graduation award will normally require additional courses of at least one-half of the additional certificate's curriculum requirements.

5. Successfully completed the program's curriculum within six years from the time of registration in the certificate program. In extenuating circumstances, petitions for a greater time span or re-registration in a certificate program may be made, in writing, to the Chang School program director for consideration.
6. Completed the curriculum that was in effect at the time of registration into the certificate – the curriculum that was published on The G. Raymond Chang School of Continuing Education website. In some circumstances, however, certificate requirements may change, resulting in courses no longer being available. Any requests for course substitutions/directives or other modifications to program requirements must be approved both by the academic coordinator and program director. Course Substitution/Directive forms are administered by the Curriculum Advising office. Failure to obtain written permission on the appropriate form and within the established deadline will result in ineligibility to graduate.

**Note:** It is advisable to have all substitutions/directives authorized well in advance of enrollment in the substitute/directed course.

### Application Procedures

1. Ensure you are eligible to graduate (see academic requirements above).
2. Consult Important Dates for application deadlines. Convocation takes place twice a year, once in the Spring term and then in the Fall. In either case, applications will not be accepted after the final deadline. Students who miss this deadline and those who have not met their graduation requirements should apply to graduate for the following convocation.
3. Apply to graduate online at [my.ryerson.ca](http://my.ryerson.ca) (RAMSS) using a valid MasterCard, Visa, or American Express to pay the graduation administration fee. If unable to pay by credit card, submit an application along with the graduation fee in person at Enrollment Services and Student Records, located in the Podium, lower ground floor, room POD70, 350 Victoria Street. After the deadline to apply, a late fee will apply along with the administration fee. **Note:** Applicants awaiting decisions on pending challenge credits, substitutions/directives, or transfer credits may still apply to graduate. However, in order to qualify for graduation, all credits must be approved and posted on the student's academic record prior to the final date to clear all outstanding academic graduation requirements.
4. Clear up any withholds, e.g., outstanding fees, overdue library books or unpaid fines, outstanding equipment, etc. A certificate cannot be released unless all financial obligations are cleared.
5. Confirm the receipt of your application. Visit [my.ryerson.ca](http://my.ryerson.ca) (RAMSS) and see your Checklist in your Student Centre.
6. Wait to hear from the Curriculum Advising office regarding your eligibility. You will be notified by mail as soon as possible of any outstanding requirements. Approximately two weeks prior to Convocation, all eligible students will receive an invitation to attend the Convocation ceremonies. Students who have been deemed ineligible to graduate will also be notified at this time. For Convocation information, visit [www.ryerson.ca/convocation](http://www.ryerson.ca/convocation).

### Graduation in Absentia

If you do not plan to attend your Convocation ceremony, you are required to notify us as to whether you will be picking up your academic award or wish to have it mailed. Confirm this information at RSVPs – Ceremonies and Receptions. At the time you notify us of your non-attendance, you will be asked to provide the mailing address to which you would like your document mailed. Students who would like to pick up their document may do so from Enrollment Services and Student Records (POD70, 350 Victoria Street) for a period of two weeks after the final Convocation ceremony. Students are welcome to come and pick up their document during this time. If someone other than yourself is picking up your document, that person must present a letter authorizing them to do so. This letter must include your name, student number, program, and term of graduation. The person picking up the document must be mentioned by full name and must present identification before the document will be released.

After the two-week pick-up period, any remaining award documents will be mailed to graduates. It is very important that you ensure your mailing address is current by checking on RAMSS ([my.ryerson.ca](http://my.ryerson.ca)) or visiting Enrollment Services and Student Records (POD70). There is a document reissue fee for replacing lost documents.

Please note that all outstanding fees owed to the University must be cleared in order to receive your award document (this applies whether you attend Convocation or you are graduating in absentia).

Graduates who wish to have their original graduation document revised or replaced should complete a reissue request form, available at [www.ryerson.ca/forms](http://www.ryerson.ca/forms).

### ■ Registration in a Certificate Program

All students intending to graduate from a certificate program are required to register in the program by the published application deadline (see Important Dates) and to achieve and maintain a minimum level of academic performance. Ryerson policies on enrollment, grading, and graduation define the minimum level of acceptable academic performance required to graduate and apply to all certificate programs.

Students may be registered in only one certificate program at any one time. Each application, either for certificate registration or for transfer into a different certificate program, requires the submission of a new "Certificate Registration/Transfer Form" and payment of the applicable fee in advance of the published application deadline.

Applications received after the published deadlines will be applied to the term directly following and the student's registration in the certificate will not take effect until that term. For example, if you enroll in certificate courses in the Fall term, but do not submit your "Certificate Registration/Transfer Form" until after the Fall deadline, your registration in the certificate will take effect in the Winter term. This means any applicable certificate courses you successfully completed in the Fall term will count as credit towards your certificate graduation requirements (up to a maximum of 50 percent), however, will not be included in your cumulative grade point average (GPA).

Students have two choices as to when to register in a certificate program:

#### Option 1: Register in the certificate prior to enrolling in the first course taken in the certificate

This option provides maximum flexibility in crediting external courses and courses previously taken at Ryerson, prior to enrolling in the Certificate. Choosing this option ensures that all courses taken towards the certificate will be included in your cumulative GPA.

#### Option 2: Register in the certificate prior to the completion of 50 percent of the certificate program requirements

This option allows students to attempt courses in the certificate program prior to deciding to register in and pursue the certificate. Choosing this option means that courses completed prior to registration, up to a maximum of 50 percent, will be used towards the certificate's graduation requirements, however, will not be included in your cumulative GPA.

Ryerson full- and part-time undergraduate students wishing to pursue a Chang School certificate program should be aware of possible registration restrictions (e.g., the Certificate in Accounting – Finance is not open to students in the full- or part-time Business Management – Accounting major undergraduate degree program). Refer to the [Curriculum Advising website](#) for a complete list of certificate restrictions.

#### Registration Procedures

You must register in the certificate program prior to the completion of 50 percent of the requirements for the certificate. Failure to register by this time could adversely affect your graduation and your GPA calculation, i.e., by delaying your graduation by at least one term or possibly requiring that you complete additional courses.

The following steps must be taken when applying to register in each Chang School certificate program:

- Check the [Curriculum Advising website](#) for any registration restrictions.
- Consult [Important Dates](#) for application deadlines.
- Some certificate programs require you to obtain departmental approval **prior** to registration in the program. You may obtain the appropriate “Program Pre-approval Form” from [Forms and Documents](#). Once approved, you must submit your pre-approval confirmation letter with your registration materials.
- Obtain “The G. Raymond Chang School of Continuing Education Certificate Program Registration Form” on [Forms and Documents](#); Enrollment Services and Student Records (POD70); [www.ryerson.ca/forms](http://www.ryerson.ca/forms); or at The Chang School, Heaslip House, 297 Victoria Street.
- Return your completed application (and confirmation of pre-approval, if applicable) with payment or proof of payment to Enrollment Services and Student Records by mail, in person, or by fax at 416.979.5236 in advance of the published application deadline.

- Ensure that payment is made out to Ryerson University. The certificate application fee (including a transfer from one certificate to another) is \$35 and is non-refundable. Each application for certificate registration or certificate program transfer requires the submission of a new application form and fee.
- If accepted, a letter of confirmation will be issued within eight to ten weeks of submission of application. You may also visit [my.ryerson.ca](http://my.ryerson.ca) to confirm the status of your registration.

## Student Information

### ■ Confidentiality of Student Records

In choosing to pursue a post-secondary education, students accept the University's right to collect and evaluate records of their academic performance and other pertinent personal information. At the same time, the student's right to privacy requires that such information be used and stored in a manner consistent with the confidential nature of the information involved.

**In recognition of students' right to privacy, all information obtained about students is kept strictly confidential except for the following, which will be confirmed in response to individual requests:**

- the surname and initials of all students
- the program and level or course of enrollment of all students
- the surname and initials of all graduates
- the names of the certificates, diplomas, or degrees obtained and in what program, as well as the date of graduation
- the names of recipients of awards and scholarships
- **if authorized in writing by the student**, the student's address and/or telephone number

### ■ Online Identity/Email Policy

All continuing education students are required to activate and maintain a Ryerson University email account which shall be an official means by which they will receive University communications. See [Establishment of Student Email Accounts for Official University Communication](#) for further details.

For information on activating your Ryerson Online Identity and gaining access to your Ryerson email account, visit [www.ryerson.ca/accounts](http://www.ryerson.ca/accounts).

## ■ Update Your Records

If your name, street address, email address, or home/business telephone number changes after you enroll, you must let us know as soon as possible. Your up-to-date record allows us to notify you promptly of a cancelled course or class session. Students enrolled in distance courses will receive an email confirming their enrollment, therefore it is especially important that your current email address is correct and valid.

You can update your personal data in the following ways:

- online at [my.ryerson.ca](http://my.ryerson.ca) (RAMSS – the self-serve system allows you to update your address, email address, and phone numbers)
- by fax at 416.979.5236
- in person at Enrollment Services and Student Records, Podium, lower ground floor, room POD70

Changes will not be accepted by phone or email.

If you have applied to graduate with a certificate, all information and correspondence pertaining to your graduation will be mailed to the address specified on your Application to Graduate. If your home and/or mailing address changes prior to the convocation ceremonies, please inform Enrollment Services and Student Records or make the changes online at [my.ryerson.ca](http://my.ryerson.ca). You will not receive your letter of graduation eligibility and your invitation to convocation if your address is incorrect.



# Services and Support

The following services are designed to facilitate student success, including achievement of your academic, professional, and personal goals. For more services, please see [www.ryerson.ca/student-services](http://www.ryerson.ca/student-services).

## Academic

### ■ The Access Centre

The Access Centre provides students with disabilities accommodation services and supports needed to achieve academic success and access to the University within the provisions of the Ontario Human Rights Code. Access Centre staff work in cooperation with departments at Ryerson to ensure that students with disabilities receive the services they may need, including accommodations for tests and exams, text in alternate formats, assistive technology support, accommodations for the classroom, sign language interpreting, and a computer lab with adaptive technology.

#### Contact Us

**In person:** Podium, room POD63E, 350 Victoria Street

**By mail:** The Access Centre

Ryerson University

350 Victoria Street, room POD63E

Toronto, Ontario, M5B 2K3

**By phone (voice):** 416.979.5290

**By TDD/TTY:** 416.979.5274

**By fax:** 416.979.5094

**By email:** [accessfrontdesk@ryerson.ca](mailto:accessfrontdesk@ryerson.ca)

**Website:** [www.ryerson.ca/accesscentre](http://www.ryerson.ca/accesscentre)

### ■ English Language Support (ELS)

ELS offers a selection of services and non-credit English language programs to students whose first language of academic study is not English.

#### Contact Us

**In person:** Victoria Building, lower level, room VIC-B15,

285 Victoria Street

**By phone:** 416.979.5000, ext. 4064

**By email:** [els@ryerson.ca](mailto:els@ryerson.ca)

**Website:** [www.ryerson.ca/els](http://www.ryerson.ca/els)

### ■ Learning Success Centre

The Learning Success Centre is dedicated to helping students reach their academic potential by providing professional resources that develop sound learning strategies which address the primary challenges students face in an academic environment. Services include workshops, online seminars, and a tutor registry.

In addition to working directly with students, staff at the Learning Success Centre welcome the opportunity to work collaboratively with University faculty on issues related to learning and student success.

#### Contact Us

**In person:** Victoria Building, lower level, room VIC-B15, 285 Victoria Street

**By phone:** 416.979.5000, ext. 7350

**By email:** [lss@ryerson.ca](mailto:lss@ryerson.ca)

**Website:** [www.ryerson.ca/lss](http://www.ryerson.ca/lss)

### ■ Library

To support Ryerson's unique programs, the Library houses an extensive collection of books, periodicals, government documents, maps, audiovisual materials, and electronic resources.

The Ronald D. Besse Information and Learning Commons on the main floor provides access to electronic resources through approximately 140 computer workstations for student use, and also houses the Learning Commons Lab for library instruction, the Geospatial Map and Data Centre, the Writing Centre, and peer strategists from the Learning Success Centre. A CCS lab on the 3rd floor provides additional access to computers. Laptop loans are also available. Wireless access is available throughout the Library.

Chang School students and instructors are invited to use our services and facilities. Reference staff are on duty most hours of the Library operation to assist you with your research and general inquiries.

#### Using the Library

Library cards are required to sign out books. Chang School students may obtain library cards by presenting their registration receipts at the Circulation desk (Library privileges are only valid for the duration of your course(s)). A valid [Ryerson OneCard](#) may also be used for library transactions.

Students who fail to pay library fines will have their grade(s) withheld until fines have been cleared and/or overdue books returned. Students should familiarize themselves with the various conditions relating to the use of Library materials and facilities.

### Virtual Reference Services

To better serve the needs of students and instructors who access the Library through lab, office, and home computers, the Library provides two virtual reference services, in addition to our phone service:

**Email:** We will respond to your inquiry as soon as possible

**Live Chat:** This service enables Library users to communicate, via real-time chat, with a librarian while engaged in research online. No software is needed; just follow the simple instructions under Ask a Librarian at [www.library.ryerson.ca](http://www.library.ryerson.ca).

### Databases and E-Resources

The Library provides access to a wide range of online databases, e-journals, and e-books. A valid [my.ryerson Account](http://my.ryerson.ca) is required to access online resources from remote locations. Off-campus users who are already in Blackboard will not be required to re-authenticate when accessing Library resources.

### Photocopiers and Printers

Photocopiers are available on the 2nd and 5th floors and operate on a convenient copy-card system, run by the Ryerson OneCard office. To print from PCs in the Library, you will need to have funds available on your student card. Funds can be loaded onto your card at the card value centre (CVC) machines, which are located on the 2nd and 5th floors of the Library. Copy cards for the use of the printers/photocopiers are also available at a cost of \$5 from the CVC machines or from the Ryerson OneCard office. Scanners are also available.

### Study Space

Quiet and group study is available throughout the Library. Floors 6, 9, and 10 are dedicated for individual quiet study, while floors 4, 5, 7, and 8 allow for group discussion. The 4th floor has movable furniture to enable students to arrange the seating in a variety of configurations depending on their study needs. Group study rooms on various floors are bookable online to further support group work.

### Contact Us

**In person:** 350 Victoria Street (at the corner of Gould and Victoria Streets). The Library's entrance is on the 2nd floor of the Library Building. Reference, Circulation, and Reserve are on the 2nd floor.

**By phone:** 416.979.5055

**Website:** [www.library.ryerson.ca](http://www.library.ryerson.ca)

## ■ The Writing Centre

We offer free one-on-one tutoring and workshops to help you improve your writing to the professional standard Ryerson University expects. Free handouts on referencing in APA and MLA, the basics of university essay writing, and other helpful topics are available at the Centre and on our website. Contact us to book an appointment.

### Contact Us

**In person:** Library Building, room LIB272B (main floor of the Library, Ronald D. Besse Information and Learning Commons), 350 Victoria Street

**By phone:** 416.979.5000, ext. 7192

**By email:** [writingcentre@ryerson.ca](mailto:writingcentre@ryerson.ca)

**Website:** [www.ryerson.ca/writingcentre](http://www.ryerson.ca/writingcentre)

## Employment

### ■ Career Development and Employment Centre

The Career Development and Employment Centre assists all continuing education students to prepare and/or look for work in today's ever-changing labour market. Some of the services offered include career assessments, employment counselling, resumé and interview help, professional development events, and cyber resumé assistance. Various online tools and resources are also available.

#### Career Resource Centre (CRC)

Located at the Career Development and Employment Centre in POD60A, the CRC features computers and an extensive collection of print, electronic, and multi-media resources related to educational and career planning. Reference materials include Ryerson alumni, business, and educational directories; career planning guides; and job search resources.

### Contact Us

**In person:** Podium, room POD60, 350 Victoria Street

**By phone:** 416.979.5177

**By email:** [career@ryerson.ca](mailto:career@ryerson.ca)

**Website:** [www.ryerson.ca/career](http://www.ryerson.ca/career)

## Financial

### ■ Financial Aid and Awards

If you need financial assistance to make tuition payments, you have a variety of options. You may apply or be nominated for [merit-based awards](#) and/or you may apply for [need-based financial aid](#).

#### More Information about Financial Aid and Awards

For more detailed information on financial aid and awards, please contact the Ryerson Student Financial Assistance office by telephone at 416.979.5113, visit the [Ryerson Student Financial Assistance](#) website, or view the [Application Eligibility for Financial Assistance Program for Continuing Education and Part-time Degree Students](#).



## ■ Merit-Based Awards

Merit-based awards are awarded based on demonstrated academic excellence, often in combination with other attributes such as contribution to a specific community. Merit-based awards may be program-specific, or available to the general continuing education student population. Most of the awards are presented at the annual Chang School Leaders in Learning awards ceremony held in the fall.

### **Congratulations to all our 2008 Award Winners.**

Check the following list to see if you are eligible to apply, or be nominated, for a merit-based award.

## Ryerson Awards

### Certificate in Gerontology Program Awards

#### **Abbie E. Hatton Memorial Award**

**Eligibility/Criteria:** Certificate in Gerontology students.

**Description:** For demonstrated academic excellence in gerontology studies.

**Number of Awards Available:** 1

**Value:** \$300

**How to Apply:** Award winner is selected by the Gerontology program based on GPA.

**Application Deadline:** August 7, 2009

#### **Mabel Taber Memorial Award**

**Eligibility/Criteria:** Certificate in Gerontology students.

**Description:** For demonstrated academic excellence in gerontology studies.

**Number of Awards Available:** 1

**Value:** \$300

**How to Apply:** Award winner is selected by the Gerontology program based on GPA.

**Application Deadline:** August 7, 2009.

### Certificate in Publishing Program Awards

#### **Book Publishers' Professional Association Scholarship**

**Eligibility/Criteria:** Certificate in Publishing students who are also members of the BPPA.

**Description:** For outstanding students of publishing in post-graduate studies. This award recognizes a student's active involvement in the publishing industry, including attendance at BPPA events, along with thoughts on the current state of the industry.

**Number of Awards Available:** 1

**Value:** \$500

**How to Apply:** Details on the application process are available from the [BPPA](#).

**Application Deadline:** February 2010

(actual date to be announced).

#### **Eve Orpen Memorial Award**

**Eligibility/Criteria:** Certificate in Publishing students.

**Description:** For academic excellence at the start of the Publishing program – must have completed their first course.

**Number of Awards Available:** 2

**Value:** \$500

**How to Apply:** Access to applications will be provided in class, when applications are available.

**Application Deadlines:** December 2009; April 2010

(actual dates to be announced).

#### **Marsh Jeanneret Memorial Award**

**Eligibility/Criteria:** Certificate in Publishing students nominated by their instructors.

**Description:** For academic excellence in completed course work and/or demonstration of promise.

**Number of Awards Available:** 4

**Value:** \$500

**How to Apply:** Access to applications will be provided in class, when applications are available.

**Application Deadline:** December 2009; April 2010

(actual dates to be announced).

### **Pearson Canada Award**

**Eligibility/Criteria:** Certificate in Publishing students.

**Description:** For academic excellence in completed course work and demonstration of promise in trade publishing.

**Number of Awards Available:** 2

**Value:** \$1,000

**How to Apply:** Access to applications will be provided in class, when applications are available.

**Application Deadlines:** December 2009; April 2010  
(actual dates to be announced).

### **Stephen J. Mills Mentorship Award**

**Eligibility/Criteria:** Certificate in Publishing students.

**Description:** For excellence and promise in Certificate in Publishing courses. This award includes a mentorship project with a member of the publishing community.

**Number of Awards Available:** 3

**Value:** Up to \$1,500

**How to Apply:** Access to applications will be provided in class, when applications are available.

**Application Deadlines:** December 2009; April 2010  
(actual dates to be announced).

### **Wallace A. Matheson Award for Creativity and Innovation in Educational Publishing**

**Eligibility/Criteria:** Certificate in Publishing students.

**Description:** Student must have a serious interest in educational publishing at the secondary and/or post-secondary level and have demonstrated a specific interest in traditional and new ways of delivering content.

**Number of Awards Available:** 2

**Value:** \$500

**How to Apply:** Access to applications will be provided in class, when applications are available.

**Application Deadlines:** December 2009; April 2010  
(actual dates to be announced).

### **Rosemary Shipton Award for Excellence in Book Editing**

**Eligibility/Criteria:** Certificate in Publishing students nominated by their instructors.

**Description:** For demonstrated excellence in book editing, in either copy editing or substantive and line editing, by students who are interested in pursuing a professional career in book publishing.

**Number of Awards Available:** 2

**Value:** \$500

**How to Apply:** Access to applications will be provided in class, when applications are available.

**Application Deadline:** December 2009; April 2010  
(actual dates to be announced).

## **Awards and Scholarships in Other Certificate Programs**

### **J.L. Beaton Scholarship**

**Eligibility/Criteria:** Graduates of a Chang School certificate program.

**Description:** For academic excellence.

**Number of Awards Available:** Approximately 4

**Value:** \$300

**How to Apply:** Award recipients are selected by The G. Raymond Chang School of Continuing Education based on GPA.

**Application Deadline:** August 7, 2009.

### **IES Award ■ (Offered jointly with founding scholarship partners Canlyte and Osram Sylvania)**

**Eligibility/Criteria:** Students registered in the Certificate in Lighting Design.

**Description:** For a sound academic/career plan and financial need in meeting educational expenses – must have completed at least three courses, with a minimum B grade, 3.0 GPA.

**Number of Awards Available:** 3

**Value:** \$500.00

**How to Apply:** Applications are available at The G. Raymond Chang School of Continuing Education.

**Application Deadline:** August 7, 2009.

### **Walter G. Pitman Award**

**Eligibility/Criteria:** Students registered in a Chang School certificate program.

**Description:** For academic excellence and contribution to the Ryerson community.

**Number of Awards Available:** 1

**Value:** Approximately \$350

**How to Apply:** Students may apply personally or be nominated.

Applications are available at The G. Raymond Chang School of Continuing Education.

**Application Deadline:** August 7, 2009.

### **Pierre Taillon Award**

**Eligibility/Criteria:** Student registered in the Certificate in Marketing Management.

**Description:** For consistent academic proficiency and a sound career plan – must have completed four courses, with a minimum B grade, 3.0 GPA.

**Number of Awards Available:** 1

**Value:** \$500

**How to Apply:** Applications are available at The G. Raymond Chang School of Continuing Education.

**Application Deadline:** August 7, 2009.

### **Communicators' Forum Award**

**Eligibility/Criteria:** Students registered in the Magazine Publishing, Public Relations, or Marketing Management certificate program.

**Description:** For a sound academic/career plan and financial need in meeting educational expenses.

**Number of Awards Available:** 2

**Value:** \$500

**How to Apply:** Applications are available at The G. Raymond Chang School of Continuing Education.

**Application Deadlines:** August 7, 2009.

### **Marilynn Booth Award**

**Eligibility/Criteria:** For students registered in their first Chang School course or returning students registered in a certificate program.

**Description:** For sound academic/career plan and financial need in meeting educational expenses.

**Number of Awards Available:** 13

**Value:** \$1000

**How to Apply:** Applications are available at The G. Raymond Chang School of Continuing Education.

**Application Deadline:** August 7, 2009.

### **LIFE Institute Jack Brown Award for Continuing Education Students**

**Awarded By:** LIFE Institute.

**Eligibility/Criteria:** Students registered in a certificate program or in a Gateway for International Professionals program at The G. Raymond Chang School of Continuing Education.

**Description:** For demonstrated commitment to studies and activities designed to improve the quality of life of seniors in the community at large, and financial need in meeting educational expenses.

**Number of Awards Available:** TBA

**Value:** \$1,000

**How to Apply:** Applications are available at the LIFE Institute and The G. Raymond Chang School of Continuing Education, both located in Heaslip House, 297 Victoria Street.

**Application Deadline:** September 4, 2009.

### The Shirley Shipman Memorial Award

**Eligibility/Criteria:** Students registered in a Chang School certificate program.

**Description:** For demonstrated commitment to the issue of multicultural significance through studies, employment, or volunteering.

**Number of Awards Available:** 1

**Value:** \$500

**How to Apply:** [Applications](#) are available at The G. Raymond Chang School of Continuing Education.

**Application Deadline:** September 4, 2009.

### The Kate Sorbara Award

**Eligibility/Criteria:** Students registered in the International Midwifery Pre-registration Program.

**Description:** Applicants must have successfully completed the first term of the International Midwifery Pre-registration Program, demonstrate a sound academic plan oriented toward completion of their studies, and have proven financial need in meeting educational expenses.

**Number of Awards Available:** 6

**Value:** \$600

**How to Apply:** Applications are available at the International Midwifery Pre-registration Program office and will be given out in class.

**Application Deadline:** August 7, 2009.

### The Amy Casey Leadership Award

**Awarded By:** The G. Raymond Chang School of Continuing Education.

**Eligibility/Criteria:** Students who have registered in the Certificate in Business Management I, completed at least 50% of the program, and maintained a GPA of 3.0 (B).

**Description:** For academic excellence in completed course work and demonstration that education has made a significant difference within their place of employment.

**Number of Awards Available:** 1

**Value:** \$1,000

**How to Apply:** [Applications](#) are available at The G. Raymond Chang School of Continuing Education.

**Application Deadline:** August 7, 2009

### The Hamish Kippen Excellence in Arts Award

**Awarded By:** The G. Raymond Chang School of Continuing Education.

**Eligibility/Criteria:** Certificate students who have completed at least three courses (in total), both within the Arts area, as well as within the areas of Image Arts, Fashion, Photography, or Interior Design through The Chang School, and have maintained a cumulative GPA of 3.0 (B).

**Description:** To recognize the academic achievement of an exceptional certificate student who has completed courses in both the arts and visual arts areas at The Chang School.

**Number of Awards Available:** 1

**Value:** \$1,000

**How to Apply:** [Applications](#) are available online.

**Application Deadline:** August 7, 2009.

### The Shawn Gallagher Design Excellence Award

**Awarded By:** The G. Raymond Chang School of Continuing Education.

**Eligibility/Criteria:** Certificate students who have completed 'Landscape Design Studio' (CKLA 330) (formerly known as 'Project Studio' (CKLA 719)), and have achieved a minimum GPA of 3.0 (B) in the course.

**Description:** For demonstrated creativity and design excellence in the course project completed in the course.

**Number of Awards Available:** 1

**Value:** \$1,000

**How to Apply:** Applications will be distributed in class at the end of the course offering, in December, 2009.

**Application Deadline:** January 8, 2010.

## Awards For Part-Time Degree Students Only

For more information on awards for part-time degree students, visit the [Ryerson Awards website](#).

### ■ Need-Based Financial Aid

Need-based financial aid is usually awarded based on a combination of demonstrated financial need and a specific minimum grade point average or GPA. There are two types of need-based financial aid available for continuing education students:

- [Ryerson bursaries](#) for continuing education students
- [Government assistance](#), which includes the Ontario Student Assistance Program (OSAP)

## Ryerson Bursaries

Bursaries are a form of need-based financial aid, and are usually awarded based on a combination of demonstrated financial need and a specific minimum grade point average, or GPA. The list below describes the bursaries available to continuing education students.

### CESAR General Bursary

**Awarded By:** CESAR

**Eligibility/Criteria:** Students registered in a continuing education course or part-time degree program. Criteria are financial need and demonstrated academic objectives and/or performance. Full-time students are not eligible.

**Description:** Non-repayable award.

**Number of Bursaries Available:** Not applicable

**How to Apply:** Applications are available at the CESAR office, SCC301, or online at [www.mycesar.org](http://www.mycesar.org).

### The G. Raymond Chang School of Continuing Education Tuition Fee Bursary

**Eligibility/Criteria:** Students registered in a Chang School course or certificate program. Criteria are financial need and demonstrated academic objectives and/or performance.

**Description:** Non-repayable tuition waiver.

**Number of Bursaries Available:** Not applicable

**Value:** Up to \$600 for one course

**How to Apply:** Application forms are available online and from The Chang School, Heaslip House, 297 Victoria Street. Applications must be handed in to The Chang School.

**Application Deadlines:** August 7, 2009; November 13, 2009; March 12, 2010

## Government Assistance

Students may apply for Ontario Student Assistance Program (OSAP) funding if they are officially enrolled in a certificate or degree program taking three or more billing units throughout each term. The courses must be part of the required curriculum to complete the certificate or degree.

For more information on government assistance, visit the Student Financial Assistance website at [www.ryerson.ca/financialaid](http://www.ryerson.ca/financialaid).

### Important Note about the Term "Part-Time" Student

Government financial assistance programs define a part-time student as a student registered in a degree or certificate program who is taking between 20 percent and 59 percent of a full course load throughout each term. These courses must be part of the required curriculum to complete your program.

For complete details, visit the [OSAP website](#).

## Health and Recreation

### ■ Health Services

#### Medical Centre

The on-campus medical centre offers the routine services of family doctors including the following services:

- physicals
- treatment of acute illness and injuries
- birth control information and prescriptions
- STD and HIV counselling, testing, and treatment
- immunizations and allergy shots
- lab tests
- specialist referrals

Almost all services are covered by provincial health insurance or the University Health Insurance Plan (UHIP) for international students. Third-party requests such as drivers physical, work, or school forms have variable fees.

#### Contact Us

**In person:** West Kerr Hall, room KHw181, 379 Victoria Street

**By phone:** 416.979.5070

**By email:** [healthct@ryerson.ca](mailto:healthct@ryerson.ca)

**Website:** [www.ryerson.ca/studentservices/healthcentre](http://www.ryerson.ca/studentservices/healthcentre)

#### Health Promotion

Ryerson Health Promotion focuses on improving the health of the Ryerson community through education, advocacy, and community building. Phone one of the numbers below to find out more about volunteering with us. Watch out for our events by checking our website regularly at [www.ryerson.ca/healthpromotion](http://www.ryerson.ca/healthpromotion).

## Contact Us

- **Health Promotion Nurse**  
**In person:** Podium, room POD448A, 350 Victoria Street  
**By phone:** 416.979.5000, ext. 4295
- **Sexual Health & Responsible Party People Team**  
 Peer-based dialogue and support for students seeking information and education on issues related to sexual health, alcohol, and drugs.  
**In person:** International Living/Learning Centre, room ILC110, 133 Mutual Street  
**By phone:** 416.979.5000, ext. 7396  
**By email:** [safensex@ryerson.ca](mailto:safensex@ryerson.ca)
- **Active Nutrition Team**  
 One-on-one education sessions, activities, and workshops on healthy eating, weight management, and other nutrition-related topics.  
**In person:** Podium, room POD448B, 350 Victoria Street  
**By phone:** 416.979.5000, ext. 7607  
**By email:** [eatwell@ryerson.ca](mailto:eatwell@ryerson.ca)
- **Peer Mental Health Outreach Team**  
 Information resources and support for mental health topics, including stress management workshops.  
**In person:** Podium, room POD448, 350 Victoria Street  
**By phone:** 416.979.5000, ext. 7607  
**By email:** [healthy@ryerson.ca](mailto:healthy@ryerson.ca)
- **Leave the Pack Behind**  
 Assistance for smokers who want to quit, those who are thinking about quitting, and those who have already quit.  
**In person:** Podium, room POD448, 350 Victoria Street  
**By phone:** 416.979.5000, ext. 6652  
**By email:** [ltpb@ryerson.ca](mailto:ltpb@ryerson.ca)  
**Website:** <http://campus.leavethepackbehind.org/ryerson>

## Recreation and Athletics Centre (RAC)

The Recreation and Athletics Centre (RAC) offers a fully equipped, supervised Fitness Centre with both weight machines and free weights; a separate Cardio Room with elliptical trainers, stationary bikes, treadmills, step and rowing machines; six gyms; four international squash courts; two dance studios; a 25-yard six-lane pool; a three-lane banked indoor track; and spacious men's and women's locker rooms, both with saunas.

### RAC Membership

All continuing education students may purchase a reduced rate membership at the RAC each term. All RAC members require a [Ryerson OneCard](#) for access to the facility.

### Contact Us

**In person:** 40 Gould Street, under the Quad  
**By phone:** 416.979.5096  
**By email:** [rac@ryerson.ca](mailto:rac@ryerson.ca)  
**Website:** [www.ryerson.ca/sportsandrec](http://www.ryerson.ca/sportsandrec)

## Housing and Food

### ■ Food Facilities on Campus

Ryerson Food Services provides several options to choose from on-campus meals and refreshments: Hub Café Market, Tim Hortons, Pitman Hall Cafeteria, Expresso's, and Starbucks. For more information about Ryerson Food Services please visit [www.ryerson.campusdish.com](http://www.ryerson.campusdish.com) or call 416.979.5021.

### Food Services Facilities at ILLC

The International Living Learning Centre, at 133 Mutual Street, is cozy, relaxing, friendly, and comfortable. Students, faculty, and staff are welcome. Student cards are accepted at all food outlets.

### Contact Us

**By mail:** 240 Jarvis Street, Toronto, Ontario M5B 2L1  
**By phone:** 416.979.5296  
**By fax:** 416.979.5241  
**By email:** [meeting@ryerson.ca](mailto:meeting@ryerson.ca)  
**Website:** [www.ryerson.ca/conference](http://www.ryerson.ca/conference)

### Oakham House

The Oakham House café is located within the Student Centre at the corner of Church and Gould streets. The café is a gathering place for students, staff, faculty, and alumni within the renovated 150-year-old historic site.

### Food and Drink at Oakham House Café

Located on the first floor of Oakham House, the Oakham Café offers a quiet and relaxed break from your hectic day with innovative, fresh cuisine at very reasonable prices. Student meal cards are accepted.

### Contact Us

**In person:** Building Services Desk, 55 Gould Street  
**By email:** [oakhamhouse@ryerson.ca](mailto:oakhamhouse@ryerson.ca)  
**By phone:** 416.979.5250, ext. 2353  
**By fax:** 416.977.7709  
**Website:** [www.oakhamhouse.com](http://www.oakhamhouse.com)

### ■ Housing and Accommodations

#### Off-Campus Housing

The Student Housing Services office provides free accommodations listings to Ryerson students. Listings of off-campus accommodations are posted on our website along with other valuable information to help students search for housing.



## Contact Us

**In person:** Pitman Hall, room PIT100, 160 Mutual Street

**By phone:** 416.979.5043

**By fax:** 416.979.5212

**By email:** [offcamp@ryerson.ca](mailto:offcamp@ryerson.ca)

**Website:** [www.ryerson.ca/offcampushousing](http://www.ryerson.ca/offcampushousing)

## Summer Accommodations On-Campus

Ryerson offers unique and modern summer accommodations on-campus from May to August. Enjoy university residence living with hotel-style services in the heart of downtown Toronto.

Choose from two different styles of accommodation with air-conditioning, guestrooms, and shared facilities:

- **International Living Learning Centre (ILLC)** features private guestrooms with ensuite bathrooms. Ideal for single or double occupancy.
- **Pitman Hall Residence** features single-bed private bedrooms, dormitory style single units, and multi-unit suites. Ideal for individuals and groups.

## Contact Us

**In person:** Ryerson Residences, 240 Jarvis Street

**By phone:** 416.979.5296 or 1.866.592.8882 (toll-free Canada only)

**By fax:** 416.979.5241

**By email:** [meeting@ryerson.ca](mailto:meeting@ryerson.ca)

**Website:** [www.ryerson.ca/conference](http://www.ryerson.ca/conference)

# Other Services and Support

## ■ Aboriginal Student Services

Ryerson Aboriginal Student Services (RASS) provides a culturally supportive environment to promote academic excellence and serves as a place to balance academic learning with traditional teachings and culture. We provide specialized services to Aboriginal, Metis, Inuit, and non-status students on campus and work to develop a mutually productive relationship between Ryerson University and the Aboriginal Community.

## Contact Us

**In person:** Kerr Hall West, room KHW389, 379 Victoria Street

**By phone:** Student Peer Supporters, 416.979.5000, ext. 7699

**By fax:** 416.979.5094

**By email:** [mmckay@ryerson.ca](mailto:mmckay@ryerson.ca)

**Website:** [www.ryerson.ca/aboriginal](http://www.ryerson.ca/aboriginal)

## ■ Ryerson Alumni

Are you a continuing education grad? As a Ryerson alumnus you are in good company – there are over 120,000 of you! We recognize the benefit of maintaining ties with such a vast source of knowledge and experience, and we consider our alumni as partners.

Join other Ryerson alumni in returning to campus to reminisce with former classmates at Alumni Weekend, continue your education by attending daytime, evening, weekend, or online classes, take part in a variety of activities put on by your school, department, or alumni association, or mentor and support current students.

If you have completed a Chang School certificate program, you are eligible for on- and off-campus privileges available to all Ryerson alumni. This includes discounts and services available only to alumni through Ryerson's partnerships with retail and financial organizations.

It's easy to receive alumni privileges and services – just obtain your free [Alumni card](#) and stay in touch.

## Contact Us

**In person:** Office of University Advancement, 9th floor, 415 Yonge Street

**By phone:** 416.979.5018

**By email:** [alumni@ryerson.ca](mailto:alumni@ryerson.ca)

**Website:** [www.ryerson.ca/alumni](http://www.ryerson.ca/alumni)

## ■ Ryerson University Bookstore

A University owned and operated service with two on-campus locations (17 Gould Street and 105 Bond Street), our primary responsibility is to provide textbooks and general book services to the University community and facilitate our academic support function. We carry a wide variety of books – from the latest paperback and hardcover releases to an extensive range of reference books and handbooks on computers, engineering, architecture, interior design, fashion, and other subjects. We also offer a large selection of stationery products, art and drafting supplies, computer software, Ryerson apparel, school rings, and gift items, which are available at our Gould Street location.

In addition, the Bookstore provides the following services:

- **Used book buyback:** At the beginning of each term; dates and times are posted.
- **Special-order service:** We use the latest equipment to find and order any books available in North America.

## Contact Us

**In person:** 17 Gould Street

**By phone:** 416.979.5116

**By fax:** 416.979.5175

**By email:** [bookstor@ryerson.ca](mailto:bookstor@ryerson.ca)

**Website:** [www.bookstore.ryerson.ca](http://www.bookstore.ryerson.ca)

## ■ Centre for Student Development and Counselling

The Centre for Student Development and Counselling (CSDC) provides a range of counselling services on personal, academic, and career issues. Counsellors are available to work with students on a one-to-one basis or in a group format on a variety of personal concerns and crisis situations. All of our services are free, confidential, and delivered by highly qualified staff.

### Contact Us

**In person:** Jorgenson Hall, room JOR07, 350 Victoria Street

**By phone:** 416.979.5195

**Ryerson Crisis Team:** 416.979.5000, ext. 6631

**By email:** [csdc@ryerson.ca](mailto:csdc@ryerson.ca)

**Website:** [www.ryerson.ca/counselling](http://www.ryerson.ca/counselling)

## ■ CESAR: Continuing Education Students' Association of Ryerson

Continuing Education Students' Association of Ryerson (CESAR) is a membership-driven student union representing approximately 20,000 continuing education, part-time, off-campus, and distance education students at Ryerson.

CESAR was formed in 1979 by evening students who wanted a greater voice on campus as well as recognition of the unique needs of the continuing education population. CESAR achieves this through two main areas – advocacy and services.

CESAR's mission is to create a just, equitable, and affordable post-secondary and professional education experience. Your student union is composed of students, staff, and a board of directors, and it is within our mandate to advocate for our student membership. CESAR also represents part-time students on the university's boards and committees, voicing the concerns of our membership on all aspects of the university environment.

For more information on getting involved or available CESAR services, visit [www.mycesar.org](http://www.mycesar.org).

### Local 105 – Canadian Federation of Students

Every CESAR member is a member of the Canadian Federation of Students.

The Canadian Federation of Students and the Canadian Federation of Students-Services were formed in 1981 to provide students with an effective and united voice, provincially and nationally. At the time, it was recognized that for students to be truly effective in representing their collective interests to the federal and provincial governments, it was vital to unite under one banner.

The Canadian Federation of Students also offers a number of programs and services in order to meet the unique needs of students and help students save money. For detailed information about these programs and services, please visit [www.cfs-fcee.ca](http://www.cfs-fcee.ca).

### Contact CESAR

**In person:** Student Centre, room SCC301, 55 Gould Street

**By phone:** 416.979.5193

**By fax:** 416.979.5223

**By email:** [info@mycesar.org](mailto:info@mycesar.org)

**Website:** [www.mycesar.org](http://www.mycesar.org)

## ■ CopyRITE Printing Service

Owned and operated by the Ryerson Students' Union (RSU), CopyRITE features the latest technology to help you produce everything from professional-looking reports to high-quality graphics.

CopyRITE is a full-service print shop that provides high-volume copying at competitive prices. Paper sizes range from standard 8½" x 11" to 12" x 18". CopyRITE accepts most media types including ZIP disks, CDs, USB keys, email, and iPods. In addition, CopyRITE can print from an endless list of standard programs, including Microsoft Office, WordPerfect, Photoshop, Illustrator, InDesign, PDF, and QuarkXPress.

To finish off your reports and presentations, CopyRITE offers vivid overheads and binding options including a spiral coil system. We have all the tools to put the perfect finishing touch on your project. Lamination is available from wallet-sized cards up to 24 inches wide, and we can put your image on everything from mouse pads to calendars to t-shirts.

### Contact Us

**In person:** Student Centre, room SCC-B03, 55 Gould Street

**By phone:** 416.979.5264

**By fax:** 416.598.5913

**By email:** [copyrite@rsuonline.ca](mailto:copyrite@rsuonline.ca)

**Website:** [www.copyrite.ca](http://www.copyrite.ca)

## ■ International Services for Students

As the centre for the non-immigrant community at Ryerson, International Services for Students is crucial in supporting international students and international scholars through specialized services and promotion of international awareness at Ryerson.

### Contact Us

**In person:** Podium, room POD61, 350 Victoria Street

**By mail:** International Services for Students,  
Ryerson University, POD65-D

350 Victoria Street, Toronto, Ontario, Canada M5B 2K3

**By phone:** 416.979.5000, ext. 6655

**By email:** [issask@ryerson.ca](mailto:issask@ryerson.ca)

**Website:** [www.ryerson.ca/internationalservices](http://www.ryerson.ca/internationalservices)

## ■ Lost and Found

Ryerson's central lost and found is located at the Member Services Office in the Student Centre Lobby (55 Gould Street). Lost articles are kept on hand for 30 days. Every effort is made to return the articles to the rightful owner. After this time period, the articles are redistributed to the Ryerson community through various means of donation. If you have found an article, you can submit it to the Member Services Office during the hours of operation or leave items in the overnight drop box.

### Contact Us

**In person:** Student Centre, 55 Gould Street

**By phone:** 416.979.5255, ext. 2358

**By email:** [lostandfound@rsuonline.ca](mailto:lostandfound@rsuonline.ca)

**Website:** [www.rsuonline.ca/services](http://www.rsuonline.ca/services)

## ■ Media and Instructional Technology

We have a full range of audiovisual equipment and technical support for classroom and project requirements:

- electronic classrooms
- lecture theatres
- presentation technology systems
- video conferencing services

Contact us for equipment availability and booking procedures.

### Contact Us

**In person:** East Kerr Hall, room KHE227, 50 Gould Street

**By phone:** 416.979.5098

**By fax:** 416.979.5327

**By email:** [avhelp@ryerson.ca](mailto:avhelp@ryerson.ca)

**Website:** [www.ryerson.ca/ccs/resources/mediatech](http://www.ryerson.ca/ccs/resources/mediatech)

## ■ Office of Discrimination and Harassment Prevention Services

Ryerson University is committed to fostering a study, living, and work milieu that is free from discrimination and harassment and where all individuals are treated with respect and dignity. Students, staff, and faculty have a right to equal treatment with respect to employment, accommodation, and receipt of education, related services, and facilities without discrimination or harassment on the basis of the following grounds: race, ancestry, place of origin, colour, ethnic origin, citizenship, religion, sex, sexual orientation, age, record of offences, marital status, family status, and/or disability.

Prevention of harassment through education is a major goal of Ryerson's policy. The office provides education and training on issues pertaining to harassment and discrimination. The policy is informed and guided by the *Ontario Human Rights Code*.

To obtain a copy of Ryerson's *Discrimination and Harassment Prevention Policy*, please visit our website.

To request confidential advice and information, contact us.

**In person:** Podium, 2nd floor, room POD254, 350 Victoria Street

**By phone:** 416.979.5349

**By fax:** 416.979.5173

**By email:** [dhps@ryerson.ca](mailto:dhps@ryerson.ca)

**Website:** [www.ryerson.ca/equity](http://www.ryerson.ca/equity)

## ■ Office of the Ombudsperson

The Office of the Ombudsperson at Ryerson University is a safe place to get advice and assistance with resolving a problem, concern, or conflict fairly, or to obtain information that you were unable to obtain elsewhere. The Ombudsperson and Assistant Ombudsperson are available to assist students with resolving issues using a variety of approaches. **The Ombudsperson is impartial and independent of the University, all administrative structures, and the student government. All matters dealt with by the Ombuds Office are handled in strict confidence unless the student involved gives permission for his or her name to be released.**

If you have already tried to resolve a problem by making use of the procedures available through the University and you believe that the decision-making process was unfair, then the Ombudsperson may be able to assist you. In appropriate circumstances the Ombudsperson can recommend changes in academic or administrative processes based on an objective review of the concerns presented and the principles of fairness and natural justice.

### Contact Us

**Nora Farrell**, Ombudsperson

**Ayesha Adam**, Assistant Ombudsperson

**By phone:** 416.979.5000, ext. 7450

**In person:** Oakham House, 2nd floor, rooms OAK215 and 216, 63 Gould Street (southwest corner of Church and Gould streets)

**By fax:** 416.979.5170

**By email:** [ombuds@ryerson.ca](mailto:ombuds@ryerson.ca)

**Website:** [www.ryerson.ca/ombuds](http://www.ryerson.ca/ombuds)

## ■ Ryerson OneCard

Continuing education students are eligible for Ryerson University's official photo ID/OneCard. The card displays your name, photo, student number, library bar code, signature, and status at the University (e.g., Chang School student). Although the card is currently not mandatory, some Chang School classes may require one to write exams or take out equipment. Please check with your instructor for details.

The Ryerson OneCard is much more than the official photo ID card for Chang School students:

- It's the library card at Ryerson as well as affiliated universities.
- It's a copy card and a laser print card at all student machines. Funds are loaded to your "Campus Fund" account for copying, printing, food service locations, and vending machines equipped with a card reader. This feature is called stored value purchases (SVP).

- Special commuter meal plans are available to OneCard holders.
- It is required for RAC memberships.
- It is required for security access to labs in certain classes.

### Photo ID Card

For Chang School students, the one-time cost of the card is \$20.

To get your card you need to go to room JORo2 and bring the following items with you:

1. Chang School Enrollment Form or Fees Statement (proof of payment).
2. Two pieces of ID (one must be government-issued photo identification including a driver's licence, passport, or citizenship or OHIP card).

The Ryerson OneCard will be valid for the term in which you are enrolled. We will validate your card at no charge every term that you enroll in continuing education courses. Come to the Ryerson OneCard office and show us your proof of registration. If you take a term off, keep the card and we will validate it upon your return.

### Non-Photo ID Card

If you do not wish to purchase the Ryerson OneCard you may purchase a generic non-photo ID card for the ease of stored value purchases (SVP). For \$5 you will receive a card containing \$4 spendable funds. You can continue to add funds to this card.

Non-ID cash cards are not personalized and can be used by anyone holding them unless you report them as lost. Please note your card account number for that purpose. Your card number is found on printed receipts from card value centre (CVC) machines. Simply request a balance check on the CVC machine to get a printed receipt. You can purchase a non-photo ID card at the OneCard office or at seven CVC machines on campus. These non-photo ID cards are active when purchased.

### Contact Us

**In person:** Jorgenson Hall, room JORo2, 380 Victoria Street

**By phone:** 416.979.5000, ext. 7565

**By email:** [onecard@ryerson.ca](mailto:onecard@ryerson.ca)

**Website:** [www.ryerson.ca/onecard](http://www.ryerson.ca/onecard)

## ■ Project Funding Allocation Committee for Students (PFACS)

PFACS is administered by Student Services and consists of students representing the different interests and faculties at Ryerson. The committee allocates funds for various student projects that will improve student life and help develop a sense of community at Ryerson University.

### Contact Us

**In person:** Student Services, Podium, room POD61, 380 Victoria Street

**By email:** [pfacs@ryerson.ca](mailto:pfacs@ryerson.ca)

## ■ Security and Emergency Services

**In person:** 111 Bond Street

**By phone:** 416.979.5040

**By email:** [security@ryerson.ca](mailto:security@ryerson.ca)

**Website:** [www.ryerson.ca/security](http://www.ryerson.ca/security)

Ryerson is committed to providing a safe and secure environment for all members of our campus community. Security and Emergency Services exists to provide programs and services that will respond to issues and concerns in security and emergency response related areas.

### In an emergency

- Dial “80” on any internal Ryerson telephone or press the “emergency” auto dial button (#1 red), free of charge from any payphone on the Ryerson campus.
- The emergency blue phones located around the exterior of the campus are also a free call to Security.

### When to Call

- a medical emergency
- signs of smoke or fire
- a gas smell
- a chemical spill
- any violent acts
- crimes in progress
- suspicious persons or activities
- any other safety concerns

### Evacuating the Building

In case of evacuation, you will be notified either by the fire alarm sounding and/or the building's paging system. Please use stairwells to evacuate.

Take all belongings from your immediate work area. You may not be able to re-enter the building after having evacuated. Ensure your computer is set up with a screensaver password and ensure that it is set to come on. This will provide a level of security for your computer.

### In Case of Fire

**If you see, smell, or hear a fire:**

1. Pull the closest fire alarm.
2. Exercise good judgment in deciding whether to attempt to extinguish the fire or not, with the fire protection equipment available.
3. If in doubt, leave the fire scene, and close all doors.
4. Call Security from a safe location, and give all the pertinent facts.
5. Leave the building by the nearest safe exit. Do not use elevators.
6. Stand outside the building to direct the Fire Department and/or Security to the exact location of the fire.

Non-ambulatory people should contact security from the nearest internal phone, payphone, or emergency blue phone and let them know that you cannot use the stairs to evacuate. Tell the officer which exit stairwell you will be waiting beside – the one with the elevator would be best if it is the safest one. Once off the phone with security, make your way to the exit and wait. Toronto Fire Services personnel will evacuate you if needed.

### Security Officers

Recognizable in their black and white “Ryerson Security” uniforms, Ryerson security officers protect the campus 24 hours a day. The main security office is located at 111 Bond Street, south of Gould Street beside the Orthodox Church. Ryerson Bike Patrol officers can be seen pedaling around wearing their highly visible yellow jackets.

### Emergency Services Team

Ryerson’s Emergency Services Team consists of a group of officers that receive comprehensive training in medical first response and deal with all medical emergencies across campus. Please contact Security for any medical emergency at 416.979.5040 or by dialing “80.”

### Other Services

For more information on services offered by Security and Emergency Services, such as Walk Safe and self-defence classes, visit [www.ryerson.ca/security](http://www.ryerson.ca/security).

## ■ Student Centre

The Student Centre is located at 55 Gould Street, at the corner of Church and Gould streets, and is the focal point for student life on campus. The Centre offers a multitude of services and facilities for the use of students and the Ryerson community. Get involved in the Oakham House Societies which include Amateur Campus Theatre, *McClung’s* magazine, *The White Wall Review* (a literary journal of fiction, poetry, and visuals), live poets, adventure, and improv.

The Student Centre offers catering services and facilities ideal for meetings, receptions, parties, weddings, and conferences. Rooms, which can accommodate groups ranging from five to 275 people, are available to both the members of the Ryerson community and external clients. The Student Centre is also the home of the Ram in the Rye, a pub for the Ryerson community which offers food and drink specials throughout the week. During the warmer months, check out our excellent patio and BBQ options.

Just inside the front entrance is the Member Services Office. Also located in the Student Centre are CKLN 88.1 FM, Ryerson’s campus radio station which broadcasts from the second floor; *The Eyeopener*, Ryerson University’s independent student newspaper; and six Community Service Groups operated by the Ryerson Students’ Union: the Community Food Room, which provides food for students, faculty, and staff in need; RyeACCESS, which offers support and advocacy to improve campus accessibility; RyePRIDE, the queer voice of Ryerson representing lesbian, gay, bi-sexual and transgender students; the Women’s Centre, which

aims to improve the status and condition of all women at Ryerson; Students Against Racism, which challenges racism on campus and promotes social equity and inclusion; and the Working Students Centre, which offers valuable information on worker’s rights and advocates against sweatshops and corporate exclusivity on campus.

### Contact Us

**In person:** 55 Gould Street

**By phone:** 416.979.5250, ext. 2353

**By email:** [sccbook@ryerson.ca](mailto:sccbook@ryerson.ca)

### Member Services Office

The Member Services Office of the Ryerson Students’ Union (RSU) and the Continuing Education Students’ Association of Ryerson (CESAR) offers many great services to you – our members!

- Discount TTC Pass sales
- TTC adult tokens
- AMC/Cineplex Entertainment movie coupons
- Discounted tickets for Canada’s Wonderland
- Postage stamps
- Discounted Yuk Yuk’s Comedy Show tickets
- Tickets to CESAR and RSU events
- Sustainable products for sale including Klean Kanteens and environmental notebooks
- RSU merchandise such as clipboards and fair trade t-shirts and book bags
- Campus lost and found service
- Answers to general inquiries about CESAR or RSU events, campaigns, and services
- International Student Saver Card for discounts on travel and retailers in Canada and worldwide

### Contact Us

**In person:** Student Centre Lobby, 55 Gould Street

**By phone:** 416.979.5255, ext. 2358

**By email:** [memberservices@rsuonline.ca](mailto:memberservices@rsuonline.ca)

**Website:** [www.rsuonline.ca/services](http://www.rsuonline.ca/services)

## ■ Student Programs

### Campus Leadership Advisors (CLAs)

CLAs help students in their transition into university life in their first year. CLAs are upper-year students who design, organize, and run social and educational programs. They are free and a great way to connect with other students in your program and faculty.

### Contact Us

**In person:** Jorgenson Hall, room JORo4A, 380 Victoria Street

**Website:** [www.ryerson.ca/cla](http://www.ryerson.ca/cla)

### Campus Orientation

We offer a series of events, activities, and workshops designed to help students explore the opportunities and services available on campus. You will learn about the social, academic, and cultural life, and hopefully leave feeling more comfortable and excited about being a member of the Ryerson community. Senior student leaders, staff, faculty, and administration will all welcome new students and ensure they have a high-quality and relevant experience.

#### Contact Us

**In person:** Student Services, Podium, room POD61, 380 Victoria Street

**By phone:** 416.979.5187

**By email:** [orientation@ryerson.ca](mailto:orientation@ryerson.ca)

**Website:** [www.ryerson.ca/orientation](http://www.ryerson.ca/orientation)

### Leadership Experience And Development (LEAD) Program

The LEAD program offers students a chance to acquire and develop leadership skills that will assist them both professionally and personally. This certificate-based program is very flexible so students can find a certificate that fits their interests and schedules. Students can register online in the Fall or Winter terms.

#### Contact Us

**In person:** Jorgenson Hall, room JOR04A, 380 Victoria Street

**By phone:** 416.979.5000, ext. 4092

**By email:** [leadership@ryerson.ca](mailto:leadership@ryerson.ca)

**Website:** [www.ryerson.ca/leadership](http://www.ryerson.ca/leadership)

### Student-Run Events On and Off Campus

A Student Event Risk Management form is available from the Student Centre, POD61, and online on our website. This form should be completed by the organizer and taken to POD61 at least 14 days in advance of the event. There are also several workshops on risk management for student-run events that are available for you or your student group.

#### Contact Us

**In person:** Student Services, Podium, room POD61, 380 Victoria Street

**By phone:** 416.979.5187

**By email:** [event@ryerson.ca](mailto:event@ryerson.ca)

**Website:** [www.ryerson.ca/studentevents](http://www.ryerson.ca/studentevents)

### ■ Student Services Advisory Committee (SSAC)

The SSAC, comprised of representatives from Student Services, RSU, and CESAR, meets to discuss Student Services programs and services and how they meet student needs.

#### Contact Us

**In person:** Student Services, Podium, room POD61, 380 Victoria Street

**By phone:** 416.979.5000, ext. 6629

### ■ Used Book Room

The Used Book Room is your first and best choice for used books on campus! It is a convenient centralized way to buy and sell quality used text books and course material from other students. Save money when buying and make money selling through consignment and buy back. This is another great service owned and operated by the Ryerson Students' Union.

#### Contact Us

**In person:** Student Centre, room SCCB03, 55 Gould Street

**By phone:** 416.979.5263

**By fax:** 416.598.5913

**By email:** [usedbook@rsuonline.ca](mailto:usedbook@rsuonline.ca)

**Website:** [www.usedbookroom.ca](http://www.usedbookroom.ca)



# Contact Us

**Phone:** 416.979.5035

**Email:** [ce@ryerson.ca](mailto:ce@ryerson.ca)

To find contact details for a specific staff member, visit [The Chang School Personnel Directory](#). To comment on this website, or report any web difficulties, please [email](#).

## Directions

The G. Raymond Chang School of Continuing Education  
297 Victoria Street

**Located:** 1 block east of Yonge Street, just north of Dundas Street

**Closest subway stop:** Dundas Station

## Campus Map

## Office Hours

| Days   | Hours                |
|--|----------------------|
| Monday–Thursday  | 8:15 a.m.–6:45 p.m.  |
| Friday   | 8:15 a.m.–4:15 p.m.  |
| Saturday (May 2, 2009–June 20, 2009)   | 8:30 a.m.–12:00 p.m. |
| Saturday (June 27, 2009–September 5, 2009)   | Closed               |
| Saturday (September 12, 2009–April 24, 2010)   | 8:30 a.m.–1:00 p.m.  |
| Saturday (May 1, 2010–June 19, 2010)   | 8:30 a.m.–12:00 p.m. |
| Saturday (December 19, 2009;<br>December 26, 2009;<br>January 2, 2010; May 22, 2010;<br>June 26–September 4, 2010) | Closed               |

## Other Ryerson Contacts

- [Curriculum Advising](#) – 416.979.5000, ext. 5151, [gradinfo@ryerson.ca](mailto:gradinfo@ryerson.ca)
- [Enrollment Services and Student Records](#) – 416.979.5136, [essr@ryerson.ca](mailto:essr@ryerson.ca)
- [Fees and Finance](#) – 416.979.5015
- [Security](#) – 416.979.5040

## Mail, Courier, and Shipping Addresses

### Mailing Address

Ryerson University  
**The G. Raymond Chang School of Continuing Education**  
350 Victoria Street, Toronto, Ontario M5B 2K3

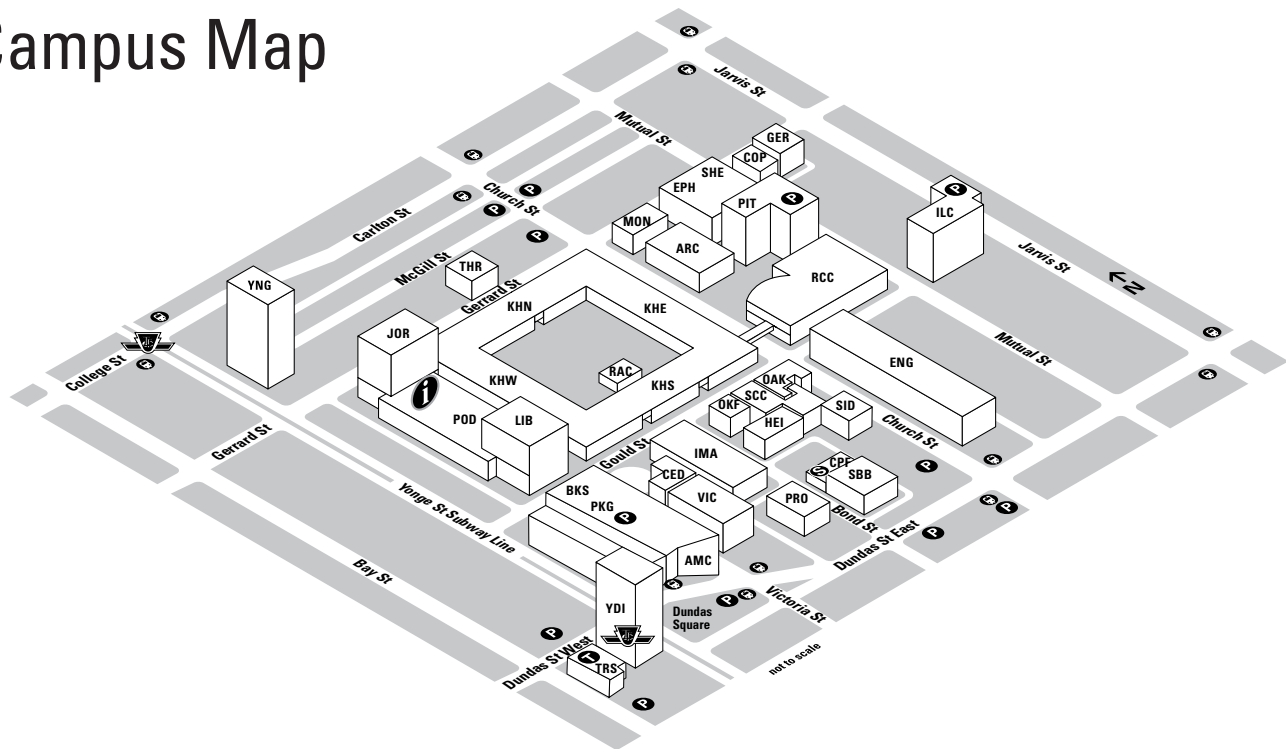
### Courier/Street Address

Ryerson University  
**The G. Raymond Chang School of Continuing Education**  
Heaslip House  
297 Victoria Street, Toronto, Ontario M5B 1W1

### Shipping/Receiving Address

Ryerson University  
**The G. Raymond Chang School of Continuing Education**  
105 Bond Street, Toronto, Ontario M5B 1Y3

# Campus Map



## BUILDING CODE, NAME, STREET ADDRESS

|     |  |     |  |
|-----|--|-----|--|
| ARC | Architecture Building, 325 Church Street   | PRO | Projects Office, 112 Bond Street   |
| BKS | Bookstore, 17 Gould Street   | RAC | Recreation and Athletics Centre, entrance through archway at 40 and 50 Gould Street  |
| CED | Heaslip House, The G. Raymond Chang School of Continuing Education, 297 Victoria Street    | RCC | Rogers Communications Centre, 80 Gould Street  |
| COP | Co-operative Education and Internship, 101 Gerrard Street East                             | SBB | South Bond Building, 105 Bond Street   |
| CPF | Campus Planning and Facilities, 111 Bond Street  | SCC | Student Campus Centre, 55 Gould Street   |
| ENG | The George Vari Engineering and Computing Centre, 245 Church Street                        | SHE | Sally Horsfall Eaton Centre for Studies in Community Health, 99 Gerrard Street East  |
| EPH | Eric Palin Hall, 87 Gerrard Street East  | SID | School of Interior Design, 302 Church Street   |
| GER | Research/Graduate Studies, 111 Gerrard Street East   | THR | Theatre School, 44/46 Gerrard Street East  |
| HEI | HEIDELBERG Centre – School of Graphic Communications Management, 125 Bond Street           | TRS | Ted Rogers School of Management – 575 Bay Street (entrance at 55 Dundas Street West) |
| ILC | International Living/Learning Centre, entrances at 133 Mutual Street and 240 Jarvis Street | VIC | Victoria Building, 285 Victoria Street   |
| IMA | School of Image Arts, 122 Bond Street  | YDI | Yonge-Dundas I, 1 Dundas Street West   |
| JOR | Jorgenson Hall, 380 Victoria Street  | YNG | 415 Yonge Street   |
| KHE | Kerr Hall East, 340 Church Street/60 Gould Street  |     |  |
| KHN | Kerr Hall North, 31/43 Gerrard Street East   |     |  |
| KHS | Kerr Hall South, 40/50 Gould Street  |     |  |
| KHW | Kerr Hall West, 379 Victoria Street  |     |  |
| LIB | Library Building, 350 Victoria Street  |     |  |
| MON | Civil Engineering Building, 341 Church Street  |     |  |
| OAK | Oakham House, 63 Gould Street  |     |  |
| OKF | O'Keefe House, 137 Bond Street   |     |  |
| PIT | Pitman Hall, 160 Mutual Street   |     |  |
| PKG | Parking Garage, 300 Victoria Street  |     |  |
| POD | Podium, 350 Victoria Street (area connecting Jorgenson Hall to the Library Building)       |     |  |

TTC Streetcar stop

TTC Subway stop

Parking

Security

Undergraduate Admissions and Recruitment Welcome and Student Information Centre

Direct underground access from the Ted Rogers School of Management to the Dundas Subway



Student Handbook 2009-2010  
[www.ryerson.ca/ce](http://www.ryerson.ca/ce)

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of Continuing Education  
Ryerson University  
Heaslip House  
297 Victoria Street  
Toronto, ON M5B 1W1  
Tel: 416.979.5035  
Fax: 416.979.5277  
Email: [ce@ryerson.ca](mailto:ce@ryerson.ca)

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THE CHANG SCHOOL

**RYERSON UNIVERSITY**  
CONTINUING EDUCATION

*Where Learning Leads®*