

# 2013/14 STUDENT HANDBOOK



The right credentials.  
The right connections.  
The right support.

THE CHANG SCHOOL

RYERSON UNIVERSITY  
CONTINUING EDUCATION

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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 various dates you should make yourself aware of and carefully record. This is not an exhaustive list; rather a starting point.

The Chang School will observe Ryerson University’s Fall and Winter Study Weeks; some may not observe these Study Week breaks (see Statutory Holidays/University Closed on the next page for Study Week closure information and consult individual course listings for course durations and scheduling information).

**NOTE:** Undergraduate program students who enroll in continuing education courses through The Chang School should be aware that continuing education deadlines are applicable and may differ from those outlined in the undergraduate calendar.

	Fall 2013 Term	Winter 2014 Term	Spring/Summer 2014 Term
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## Course Duration Dates

Typical course start and end dates for the term can be found below. Please note that not all courses adhere to these dates – consult individual course listings for definitive information.

Definition	Fall 2013 Term	Winter 2014 Term	Spring/Summer 2014 Term
<b>Single-term Courses</b>	<p>Courses that begin between July 2 and November 1 are considered part of the Fall academic term. Be sure to choose the Fall 2013 term code when enrolling.</p> <p>Courses typically start the week of Monday, September 9 and end the week of Monday, December 9.</p> <p>Full-term Distance Education classes begin Saturday, September 7 and end Saturday, December 7.</p>	<p>Courses that begin between November 2 and February 1 are considered part of the Winter academic term. Be sure to choose the Winter 2014 term code when enrolling.</p> <p>Courses typically start the week of Monday, January 13 and end the week of Monday, April 14.</p> <p>Full-term Distance Education classes begin on Saturday, January 11 and end Saturday, April 12.</p>	<p>Courses that begin between February 2 and July 1 are considered part of the Spring academic term. Be sure to choose the Spring 2014 term code when enrolling.</p> <p>Early Spring courses typically start the week of Monday, May 5. Monday/Wednesday classes end Wednesday, June 18 and Tuesday/Thursday classes end Tuesday, June 17.</p> <p>Mid-Spring courses typically start the week of Monday, June 23. Monday/Wednesday classes end Monday, August 11, and Tuesday/Thursday classes end Tuesday, August 7.</p>
<b>Multi-term Courses</b>	<p>Courses typically start the week of Monday, September 9 and end the week of Monday, April 14.</p>	<p>Fall/Winter courses resume the week of Monday, January 13.</p>	

## Enrollment Periods

Dates when enrollment is available for courses utilizing mail, online, or in-person methods. Certificate program students can continue to enroll after the Priority Enrollment period ends and during the Open Enrollment period (including the Special Saturday In-Person Enrollment).

Priority Enrollment for Certificate Program Students	Fall 2013 Term	Winter 2014 Term	Spring/Summer 2014 Term
	Tuesday, July 2–Friday, July 12 for Fall or Fall/Winter classes	Monday, August 12–Friday, August 23 for Winter classes	Monday, March 3–Friday, March 14 for Spring classes

	Fall 2013 Term	Winter 2014 Term	Spring/Summer 2014 Term
Open Enrollment for All Other Students	<p><b>Online and In-Person:</b> Commences Monday, July 15 and continues, space permitting, until second scheduled class for courses in Business, Distance Education, and Languages (including English and ESL/EAL); third scheduled class for all other courses. Early registration is advised.</p> <p><b>Mail-in:</b> Monday, July 15–Friday, August 30</p>	<p><b>Online and In-Person:</b> Commences Monday, August 26 and continues, space permitting, until second scheduled class for courses in Business, Distance Education, and Languages (including English and ESL/EAL); third scheduled class for all other courses. Early registration is advised.</p> <p><b>Mail-in:</b> Monday, August 26–Friday, November 1</p>	<p><b>Online and In-Person:</b> Commences Monday, March 17 and continues, space permitting, until second scheduled class for courses in Business, Distance Education, and Languages (including English and ESL/EAL); third scheduled class for all other courses. Early registration is advised.</p> <p><b>Mail-in:</b> Monday, March 17–Friday, April 4</p>
Special Saturday In-Person Enrollment	Saturday, September 7, 9:30 a.m.–12:30 p.m.	Saturday, January 11, 9:30 a.m.–12:30 p.m.	Saturday, May 3, 9:30 a.m.–12:30 p.m.

### Application to Register in a Certificate Program

See Registration in a Certificate Program (page 18).

Application Deadlines	Tuesday, October 1	Saturday, February 1	Tuesday, July 1
	<p>Students who have missed the published deadline to apply to register a certificate program may still apply. Applications received after the published deadline will be applied to the term directly following and the student's registration in the certificate will not take effect until that term.</p> <p>See Registration in a Certificate Program (page 18) for more details.</p> <p>Please note that course enrollment is unaffected by the deadline to apply for registration in a certificate program and remains open as long as there are spots available for the offering.</p> <p>See Enrollment (page 9) for more details about enrolling.</p>		

### Open House

New, returning, and prospective students can attend one of our Open House sessions where they have the opportunity to meet with program and course representatives.

Open House	Thursday, August 22, 4:30 p.m.–7:30 p.m.	Tuesday, November 26, 4:30 p.m.–7:30 p.m.	Thursday, March 27, 4:30 p.m.–7:30 p.m.

### Statutory Holidays/University Closed

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

Tuesday, July 1 – Canada Day	The University will be closed from 4:30 p.m. Friday, December 20 until 8:00 a.m. Monday, January 6.	Monday, May 19 – Victoria Day
Friday, August 2 – Ryerson Day	Monday, January 6.	Monday, June 30 – Ryerson Day
Monday, August 5 – Civic Holiday	Study Week closure begins for Chang School classes on Saturday, February 15. Chang School classes resume on Saturday, February 22. Consult individual course listings for more information.	Tuesday, July 1 – Canada Day
Monday, September 2 – Labour Day	Monday, February 17 – Family Day	Monday, August 4 – Civic Holiday
Study Week closure begins for Chang School classes on Saturday, October 12. Chang School classes resume on Saturday, October 19. Consult individual course listings for more information.	Friday, April 18 – Good Friday	
Monday, October 14 – Thanksgiving		



Fall 2013 Term

Winter 2014 Term

Spring/Summer 2014 Term

**Enrollment/Transfer Deadline**

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

Business, Distance Education, and Language courses (including English and ESL/EAL)	Enrollment/transfers must take place <b>before the second scheduled</b> class.
Other Courses	Enrollment/transfers must take place <b>before the third scheduled</b> class.

**Withdrawal Deadlines: Classroom and Distance Courses**

Deadlines to withdraw for classroom and distance courses, with associated financial and academic consequences as applicable. Students who do not officially withdraw via RAMSS or through Enrollment Services and Student Records 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 course start date 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 39 or More Hours in Duration	Single-term 13-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 38 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	Fall term: Friday, November 15, 2013 Winter term: Friday, March 28, 2014 Spring/Summer term Courses that start in May and run twice per week for 7 weeks: Friday, May 30, 2014 Courses that start in May and run once per week for 13 weeks: Friday, July 18, 2014 Courses that start in June and run twice per week for 7 weeks: Friday, July 18, 2014 For other courses, see Important Dates at <a href="http://www.ryerson.ca/ce">www.ryerson.ca/ce</a> .

**Withdrawal Deadlines: Classroom/Internet**

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 officially withdraw via RAMSS or through Enrollment Services and Student Records 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 course start date
75% Refund: Classroom/Internet Courses: Courses seven weeks or less	After the full refund deadline and up to 12 days after the course start date

	Fall 2013 Term	Winter 2014 Term	Spring/Summer 2014 Term
75% Refund: Classroom/ Internet Courses: Courses from eight to 13 weeks	After the full refund deadline and up to 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 and up to 24 days after the course start date		
Good Academic Standing, No Refund: Classroom/Internet Courses: Courses from eight to 13 weeks	After the full refund deadline and up to 42 days after the course start date		

### Grade Appeals

See Grade Appeals on the Chang School website at [www.ryerson.ca/ce](http://www.ryerson.ca/ce).

Appeal Deadlines	Fall 2013 Term	Winter 2014 Term	Spring/Summer 2014 Term
	Friday, January 17, 2014	Friday, May 30, 2014	Friday, September 12, 2014

### Grade Appeals

See Grade Appeals on the Chang School website at [www.ryerson.ca/ce](http://www.ryerson.ca/ce).

Application Deadlines	Fall 2013 Convocation:	Winter 2014 Convocation:	Spring 2014 Convocation:
	Saturday, June 1 until Friday, July 19 – Apply on RAMSS (with graduation administrative fee).  Friday, August 16 – Final date to apply in person (with late application fee plus graduation administrative fee).  Friday, September 6 is the final date to cancel an Application to Graduate.		Friday, November 1 until Monday, February 24 – Apply on RAMSS (with graduation administrative fee).  Friday, March 14 – Final date to apply (with late application fee plus graduation administrative fee).  Friday, May 9 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.

Convocation Dates	Fall 2013 Convocation	Winter 2014 Convocation	Spring 2014 Convocation
	Fall 2013 Convocation will be held Wednesday, October 16 – Thursday, October 17.		Spring 2014 Convocation will be held Wednesday, June 4 – Friday, June 13.

# OPEN HOUSE, INTERVIEWS, AND PLACEMENT ASSESSMENTS

## 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. For further information, contact The Chang School at 416.979.5035 or [ce@ryerson.ca](mailto:ce@ryerson.ca).

### Open House

#### Fall 2013

Thursday, August 22, 2013

4:30 p.m.–7:00 p.m.

Location: 350 Victoria Street

#### Winter 2014

Tuesday, November 26, 2013

4:30 p.m.–7:00 p.m.

Location: 380 Victoria Street

#### Spring/Summer 2014

Thursday, March 27, 2014

4:30 p.m.–7:00 p.m.

Location: 380 Victoria Street

The evening Open House sessions are designed to welcome you into the Chang School community and to help you make informed decisions about your program of choice. Held on campus, these Chang School-wide events provide both program-specific and general student-life information:

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

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

# ENROLLMENT

## Use the web and enroll today!

To enroll online, you must have a valid student identification number. You will need an active Ryerson Online Identity and password. If you have a student email account at Ryerson University, then you have a Ryerson Online Identity and password. If you are a new student and need a Ryerson Student ID, visit [Request a Student ID](#). If you can't remember your password, visit [my.ryerson.ca](http://my.ryerson.ca), click "Can't login?" and then "Students" to reset your password. You will also need 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

[New students](#) must obtain a Ryerson University Student ID before they can activate their Ryerson University student account, register in a certificate program, or enroll in courses online.

**Note:** Students without a Student ID can otherwise only enroll [in-person](#) or [by mail](#).

Have you previously applied to or attended Ryerson? If the answer is yes, you already have a Ryerson Student ID. Visit [Request a Student ID](#) for details.

## DATES FOR ENROLLMENT

**Note:** If you are enrolling in a course that requires an [interview or placement assessment](#), you must enroll [in person](#) or [by mail](#).

### Dates for In-Person and Online Enrollment

Online and in-person enrollment commences on the following dates and continues, space permitting, until second scheduled class for courses in Business, Distance Education, and Languages (including English and ESL/EAL); third scheduled class for all other courses.

- ▶ **Fall term:** Commences Monday, July 15, 2013  
Special Saturday In-person Enrollment: September 7, 2013, from 9:30 a.m. to 12:30 p.m.
- ▶ **Winter term:** Commences Monday, August 26, 2013  
Special Saturday In-person Enrollment: January 11, 2014, from 9:30 a.m. to 12:30 p.m.
- ▶ **Spring/Summer term:** Commences Monday, March 17, 2014  
Special Saturday In-person Enrollment: May 3, 2014, from 9:30 a.m. to 12:30 p.m.

### Dates for Mail-in Enrollment

- ▶ **Fall term:** Monday, July 15, 2013–Friday, August 30, 2013
- ▶ **Winter term:** Monday, August 26, 2013–Friday, November 1, 2013
- ▶ **Spring/Summer term:** Monday, March 17, 2014 –Friday, April 4, 2014

### Dates for Priority Enrollment (Full payment required)

If you are registered in a Chang School certificate program, you are entitled to enroll 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.

- ▶ **Fall term:** Monday, July 2, 2013–Friday, July 12, 2013
- ▶ **Winter term:** Monday, August 12, 2013–Friday, August 23, 2013
- ▶ **Spring/Summer term:** Monday, March 3, 2014–Friday, March 14, 2014

## REQUEST A STUDENT ID

[New students](#) must obtain a Ryerson University Student ID before they can obtain a Ryerson University account, register in a certificate program, or enroll in courses online; new students without a Student ID can otherwise only enroll [in-person](#) or [by mail](#).

### How it Works

- ▶ Complete the online form to request a Student ID from Student Records. You will immediately receive an email confirmation of your Ryerson Student ID details to the email provided on the request form. To ensure a unique identity within our database, further validation may be required; in these situations, you will receive your Student ID details within two business days (Monday–Friday) of your request.
- ▶ Once you have been issued a Student ID, please allow 24 hours before activating your 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 [Online Enrollment](#) for more information.

### What You Need

You will be asked to provide your name, address (in-Canada only), email address, and other information required by law. We will not require you to provide any information other 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 and password
- ▶ If you have a student email account at Ryerson University, then you have a Ryerson Online Identity. If you can't remember your password, visit [my.ryerson.ca](http://my.ryerson.ca), click "Can't login?" and then "Students" to reset your password. If you don't have a Ryerson Online Identity, 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.

[New students](#) must obtain a Ryerson University Student ID before they can activate their Ryerson University student account, register in a certificate program, or enroll in courses online.

**Note:** Students without a Student ID can otherwise only enroll [in-person](#) or [by mail](#).

Have you previously applied to or attended Ryerson? If the answer is yes, you already have a Ryerson Student ID. Visit [Request a Student ID](#) for details.

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:

Please enroll using [RAMSS](#) for courses applicable to your degree program.

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 through [RAMSS](#). 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.

### Instructions for Enrolling Online

#### Step 1: Course Selection

Go to [Courses and Programs](#).

Choose your courses using the Course Search tool or by browsing Courses by Subject or Areas of Interest.

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](http://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](http://my.ryerson.ca) by entering your Ryerson Online Identity and password. Click "Login."

**Notes:** RAMSS underwent a system upgrade in November, 2011, and it is critical that you [clear your browser cache and cookies](#) before accessing RAMSS on each computer you use.

When you click on the RAMSS tab in [my.ryerson.ca](http://my.ryerson.ca), RAMSS will open in a new window. If your browser has pop-up windows blocked, you will need to choose the option "always allow pop-ups for this site" in order for RAMSS to open. Note that your [my.ryerson](http://my.ryerson.ca) session will remain active in the original window.

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](http://my.ryerson.ca) browser window. If you had multiple shopping carts, repeat steps 2-5 for each one.

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.

### In-Person Enrollment

You can add, swap, and drop courses in person.

#### 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 and submit the In-person Enrollment form available at Enrollment Services and Student Fees (Podium, lower ground floor, room POD64, 350 Victoria Street). Please bring your photo ID with full payment of your fees when you come to enroll. **All fees must be paid in full at time of enrollment. You will be immediately dropped from all associated courses for non-payment of fees. Any students with outstanding fees will be required to clear their debt before any further enrollments.**
3. Enrollment forms will be accepted before the third scheduled class if space is still available; however, in Business, Distance Education, and Language courses (including English and ESL/EAL), you must enroll before the second scheduled class.
4. Please check individual course descriptions to confirm start dates.

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.

### Enrollment by Mail

You can add, swap, and drop courses by mail.

#### Instructions for Enrolling by Mail

1. 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.
2. 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.
3. 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.)
4. If the dates listed below are met, the enrollment will be confirmed by email. If not, every effort will be made to confirm your enrollment prior to the start of classes.
5. There is no guarantee of consideration for enrollment forms received after the dates listed below.

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.

## 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.

### In-Person

Your fees receipt will be issued upon payment of your tuition fee at the Enrollment Services and Student Fees office. No further statements of confirmation will be mailed to you.

### By Mail

If you meet the enrollment deadlines, you will receive your confirmation by email.

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).

## ENROLLMENT FAQ

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

No; all courses are not scheduled every term. Check [Courses and Programs](#) to plan ahead 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 Open House session, and how do I find out if the course I'm planning to take has one?

Open House sessions are free events that give you an opportunity to meet with course and program representatives in a one-to-one or small group setting. Open House sessions are associated with programs, so consult [Courses and Programs](#) to find out what program the course you're interested in is part of. Then see [Open House](#) 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 coordinator at an [Open House session](#), 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 coordinator 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 [Awards and Financial Aid](#) 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. **All fees must be paid in full at time of enrollment. Any students with outstanding fees will be required to clear their debt before any further enrollments are processed.**

**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 Student Services](#) 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.

#### 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 University Campus Store](#) 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 access information about course materials specific to the course they are taking at the [Distance Education Course Materials page](#). Students can then order and purchase the materials online through the Ryerson University Campus Store or they can visit the campus store and purchase the materials in person.



## RYERSON STUDY WEEKS AT THE CHANG SCHOOL FAQ

In May 2011, the [Ryerson Senate](#) passed a motion introducing a Fall Study Week; as a result, Ryerson University has changed from a 13-week term to a 12-week term (except for Engineering) to accommodate the break in both the Fall and Winter terms. This has resulted in a number of other changes at Ryerson and The Chang School.

### 1. What is a “12-week term”?

A 12-week term consists of 12 weeks of classroom sessions, with an additional week set aside at the end of the term for the final examination or other final assignments.

### 2. How many course hours will the 12-week term involve?

Course durations will be adjusted to match the new 13-week schedule. For example, 56-hour courses will become 52-hour courses, 42-hour courses will become 39-hour courses, and 21-hour courses will become 19.5-hour courses. Programs offered by Gateway for International Professionals, Programs for 50+, Spanning the Gaps, and workshops offered by all program areas will be reviewed and adjusted if required and as appropriate. See [Question 4](#) for further information about exceptions.

### 3. When are the Study Weeks for Chang School students?

The Chang School will observe both of the Ryerson Study Weeks:

- ▶ Fall Study Week: Thanksgiving week, October 12, 2013–October 18, 2013; classes resume October 19, 2013
- ▶ Winter Study Week: Family Day week, February 15, 2014–February 21, 2014; classes resume February 22, 2014
- ▶ Most classes will not run during these weeks.

### 4. Which Chang School courses will run during the Study Weeks?

Some types of course delivery modes, such as half-term courses, intensive courses, accelerated courses, and workshops, may not observe these Study Week breaks due to their condensed schedules. Consult individual courses listings on the [Chang School website](#) for specific information about course durations and dates, or consult the course outline provided by your instructor.

### 5. Are distance education courses affected by the Study Weeks?

Yes. Full-term distance education courses will observe the Study Week breaks unless otherwise noted. Accelerated and half-term distance education courses will run through the Study Weeks. Please check the individual course listing or your course outline to see the exact schedule for your course.

### 6. Have start dates for The Chang School’s terms changed?

Classes for The Chang School’s Fall term will start during the second week of September, one week later than the Ryerson Fall term, with a few exceptions. Classes for The Chang School’s Winter term will start during the second week in January (no change), which will align Chang School classes with the start of the Ryerson Winter term. Classes for the

Spring/Summer terms will start during the first week in May (no change). Please check the [Chang School website](#) for the exact schedule for your course.

### 7. Is the cost per course less, considering hours are now reduced?

There are no changes in the course fees. The courses will cover the same content as in the past, but the instructors will be using different approaches to present the material in order to accommodate the new term structure.

## 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 five business days with your course placement. (Note: During the months of July and August, the ESL/EAL Online Placement Test response time will be up to 10 business days).
4. Print the email and bring it to [Enrollment Services and Student Fees](#) to enroll in your course(s).
5. Take a copy of the course placement email to your first class.

## 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](#), [Non-Tuition Related 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?

[Awards and Financial Aid](#) 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 program students who enroll in continuing education courses through The Chang School will be charged the applicable Chang School course fee(s).

## NON-TUITION RELATED 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

### Fees on Behalf of Student Groups and Third Parties

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

A fee of \$2.38 per student, per course enrollment, is levied for the Canadian Federation of Students.

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

A fee of \$12.08 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.

#### 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.

#### Student Campus Centre Development Fund

A fee of \$0.50 per student, per course enrollment, is levied in support of the student centre.

### University Fees

#### Access Copyright Fee

A fee of \$2.60 per student, per Continuing Education credit course, is levied for copyright material fees.

#### Access Campus Centre Fee

A fee of \$2.50 per student, per course enrollment, is levied in support of the student centre.

#### Student Services Fee

A fee of \$6.32 per student, per course enrollment, is levied for Student Services.

#### 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.

### NSF Cheques/Denied Credit Card Authorization

Any student who tenders a cheque or uses a Visa, MasterCard, or American Express credit card which is subsequently not honoured by the banking institution will be charged \$50 by the Enrollment Services and Student Fees office. Payment for outstanding fees plus the \$50 must be made by certified cheque or money order, payable to Ryerson University.

## 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. Ryerson reserves the right to make changes in both the fees and procedures 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).

### HST

Some courses are subject to HST and where applicable it is included in the total fee. Course fees that contain HST have "Tax 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 grades and transcripts, issuance of official University documentation, ineligibility for enrollment, 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 from the International Fee Rate.

### International Fee Rate

The International Fee Rate is for **student visa, visitor visa, and students who have not provided proof of exempt status.**

The fees quoted online 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 Fees office. Photocopies are not acceptable. If you do not provide the supporting documents, 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 state only the Regular Fee Rate. If your immigration status changes, you must bring in official documentation by the published deadline to have your fees revised for the current term. If you miss the deadline, the change will apply to the following term. It is not possible, under any circumstance, to retroactively change you Fee Rate once the deadline has passed.

### Deadline Dates

- ▶ Fall 2013: November 1, 2013
- ▶ Winter 2014: January 31, 2014
- ▶ Spring/Summer 2014: June 15, 2014

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

## INCOME TAX RECEIPTS

Tuition, education, and textbook amounts certificates (T2202A) will be available online at [my.ryerson.ca](http://my.ryerson.ca) by the end of February if your fees per course enrollment per term are \$100 or more. Please direct all inquiries to the Enrollment Services and Student Fees office.

A duplicate hard copy of the income tax receipt may be obtained, upon payment of a \$20 fee, from the Enrollment Services and Student Fees office, Podium, lower ground floor, room POD64, 350 Victoria Street. Phone 416.979.5136 for more information.

Income tax receipts totaling more than \$100 per enrollment are deductible personal income tax credits.

### Non-Deductible Fees

Fees that are included in the total cost of your enrollment that are not eligible for claim on your education deduction certificates (T2202A) are membership in the Continuing Education Students' Association of Ryerson (CESAR), Canadian Federation of Students (CFS) Fee, Material Fees, and GST/HST (where applicable).

## PAYMENT OF FEES

**Note:** Fees charged by Ryerson are approved annually by the Board of Governors for an academic year. Ryerson reserves the right to make changes in both the fees and the procedures without prior notice.

**All fees must be paid in full at time of enrollment. Any students with outstanding fees will be required to clear their debt before any further enrollments are processed.**

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, or debit card. **Effective August 30, 2013, Ryerson will no longer accept payments for tuition or associated service fees.** 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).

Please note that postdated cheques are not accepted. When enrolling by any method, if you offer **payment** by 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 Enrollment Services and Student Fees office. Payment for outstanding fees plus the \$50 must be made by certified cheque or money order, payable to Ryerson University.

Income tax receipts totaling more than \$100 per enrollment 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.

## REFUNDS

To be eligible for a **tuition fee refund**, students must officially withdraw from their course by the appropriate deadline. Official withdrawals are accepted in the following ways:

- ▶ online at [my.ryerson.ca](http://my.ryerson.ca) (RAMSS)
- ▶ in person at Enrollment Services and Student Fees
- ▶ 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 [Full- and Part-Time Undergraduate 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, see [Important Dates](#).

### 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 Refund* at [Important Dates](#)). 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 card 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 Enrollment Services and Student Fees office at 416.979.5136.

## "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 number (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 usually only by written approval from the Faculty of Engineering and Architectural 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 and Architectural 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 and Architectural 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 Student Services (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 and any one of our career-related 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 and other immigration documents, contact the International Student Services (ISS) office at 416.979.5000, ext. 6655, email [issask@ryerson.ca](mailto:issask@ryerson.ca), or [visit the ISS website](#).

### International Tuition Fees

International students are charged a different fee from Canadian citizens or Permanent Residents 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 Citizenship and Immigration Canada. For information on fee and immigration categories, visit [Fees and Finances](#).

To claim exemption, you must take your original document to the Enrollment Services and Student Fees office, Podium, lower ground floor, room POD64, 350 Victoria Street, when you enroll in your courses. This must be the document issued by Citizenship and Immigration Canada; a lawyer's documentation is not acceptable.

### International Students Fee Rate

The fees quoted online 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. ([Non-Tuition Related Fees and Service Charges](#) 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/currentstudents/forms](http://www.ryerson.ca/currentstudents/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.

Courses from accredited universities are considered for Transfer Credit when successfully completed with a grade of 60 percent or higher (where 60 percent equals 'C-').

Courses from accredited colleges and institutions of technology may be considered for Transfer Credit when completed with a grade 70 percent or higher (where 70 percent equals 'B-').

Upon completion of the course(s), students are required to complete a "Transfer Credit Application Form" available at [www.ryerson.ca/currentstudents/forms](http://www.ryerson.ca/currentstudents/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 automatically used towards the degree CGPA, and not the certificate program CGPA. Courses taken or enrolled in through the Undergraduate career (cross-enrollment) may be used to meet certificate requirements; however, the grades in these courses will not be included in Continuing Education career CGPA.

Calculation of a GPA for graduation in a certificate program will be manually calculated, if necessary, 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:** Ryerson's residency requirement states that at least 50 percent of the courses used to meet certificate curriculum requirements must be completed through The G. Raymond Chang School of Continuing Education, as continuing education offerings.

### Undergraduate Students Considering Chang School Studies

Some certificates are not available to students enrolled in certain degree programs. Information is available at [www.ryerson.ca/currentstudents/curriculumadvising/ce](http://www.ryerson.ca/currentstudents/curriculumadvising/ce). 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).

### Chang School Students Considering Full-Time or Part-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 carefully review current degree program admission requirements, deadlines, and policies 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).

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

Transfer Credits are granted for courses from external institutions only; students are not required to apply for Transfer Credits for courses taken at Ryerson. See Using Continuing Education Courses to Meet Degree Requirements below for further information.

Transfer Credits granted toward a certificate program that are applicable to a Ryerson degree program will automatically apply toward the degree program upon confirming an offer of admission. Students are recommended to run an Advisement Report on RAMSS once enrolled to confirm which credits apply.

Students may apply for additional Transfer Credits for the degree program once an offer of admission is confirmed. Information on how to apply, the Transfer Credit policy, and deadlines is available on the [Transfer Credit website](#).

### 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 programs will require formal approval of the [Faculty of Engineering and Architectural 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 online 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 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 on this website, 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 as a matter of general information to assist present and prospective students in selecting their programs of study. Students are cautioned that actual course content and the hours and type of instruction may vary from the listings. 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 Fees 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 Fees](#)
- ▶ 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 [Important Dates](#).

### 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 may take up to 30 days to process and will be made in the same tender type as the payment. Please contact the Enrollment Services and Student Fees office at 416.979.5136 if you have any questions.

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 (including English and ESL/EAL) courses, students must transfer before the second session. Students may apply for transfers in person at [Enrollment Services and Student Fees](#), located in the Podium, lower ground floor, room POD64, 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 Fees (POD64) 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/currentstudents/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 upon 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 60 percent or higher (where 60 percent equals 'C-').

Courses from accredited colleges and institutions of technology may be considered for Transfer Credit when completed with a grade 70 percent or higher (where 70 percent equals 'B-').

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/transferecredits](http://www.ryerson.ca/transferecredits) 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

### Final Grades

All final grades will be available at [my.ryerson.ca](http://my.ryerson.ca) (RAMSS, under Academic Record, select "My Grades") at the end of each term, approximately 10 days after the end of the examination period. Grade reports are no longer produced in paper format.

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.

### 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.

If you have an outstanding debt to the University in excess of \$10 (subject to change), you will not be able to access your grades and will receive a withhold notice in lieu of your graduation award at the relevant convocation ceremony.

## Grade Appeals

Students may appeal a grade in a course when they believe that circumstances beyond their control have impacted their performance in the course. The grounds for appeal are: medical, compassionate, course management, and prejudice. However, students are obligated to notify and consult with either the course instructor or program director, depending on the situation, as soon as circumstances arise that are likely to affect academic performance. Failure to do so may jeopardize an appeal made at a later date.

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/currentstudents/essr/appeals](http://www.ryerson.ca/currentstudents/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](#).

If a student believes that there is an error in the grading of a test, assignment, or exam, they must contact the instructor to discuss the issue within 10 working days of the date when the graded work is returned to the class. This is not a matter for appeal, but a formal request for a grade re-evaluation may be made.

See the [Undergraduate Academic Consideration and Appeals Policy](#) for details.

## 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 1.67 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 (CNED) grade point average includes all courses taken from the term of registration in any Chang School certificate program. The CNED Career GPA is computed by dividing the sum of course weights by grades obtained in the CNED Career 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.**

You should carefully check your grades each term to ensure that they meet the minimum CGPA of 1.67 for graduation.

If your CGPA 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 CGPA 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 CGPA 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 CGPA for graduation in a Certificate Program will be manually calculated by the Office of Curriculum Management 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 following course performance designations are NOT included in calculating the grade point average: AEG, AUD, CHG, CRT, DEF, INC, INP, GNR, and PSD.

The designation F-S (Failure-Supplementary) is a marginally failing performance that may be raised to a minimum pass through a supplemental examination. It 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 (Failure, Non-attendance) 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.

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 all Ryerson 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. The signed GPA Adjustment form must be submitted to Student Records (POD64) by the following deadlines:

- ▶ Fall 2013: September 13, 2013
- ▶ Winter 2014: January 24, 2014
- ▶ Early Spring 2014: May 12, 2014
- ▶ Mid-Spring 2014: July 11, 2014

**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.

### 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.

PERFORMANCE DESCRIPTION	LETTER GRADE	CONVERSION RANGE PERCENTAGE SCALE TO LETTER GRADES	RYERSON GPA
Excellent	A+	90-100	4.33
	A	85-89	4.00
	A-	80-84	3.67
Good	B+	77-79	3.33
	B	73-76	3.00
	B-	70-72	2.67
Satisfactory	C+	67-69	2.33
	C	63-66	2.00
	C-	60-62	1.67
Marginal	D+	57-59	1.33
	D	53-56	1.00
	D-	50-52	0.67
Unsatisfactory	F	0-49	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) and entered by the Registrar’s Office: Student Records at the request of the instructor. The DEF will be replaced by an official course grade upon resolution of the academic misconduct.

**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. Non-graded, non-credit courses will not appear on your official transcript. All official transcripts will be complete and unabridged. Partial transcripts will not be issued.

Transcript requests may be made via RAMSS using the Request Official Transcript link. Processing time for transcripts is usually two business days; however, this timeline may be extended during peak periods such as the start and end of term.

**Please note:** [Student Records](#) cannot be responsible for transcripts lost or delayed in the mail. If a student has an outstanding fee balance or other obligation to Ryerson, the transcript will not be released until the balance or obligation has been cleared to the satisfaction of the University.

Further information is available online at [www.ryerson.ca/currentstudents/essr/transcripts](http://www.ryerson.ca/currentstudents/essr/transcripts).

## REGISTRATION IN AND GRADUATION FROM A CERTIFICATE PROGRAM

### Registration in a Certificate Program

All students intending to graduate from a certificate program are required to register in the program 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 [“Chang Certificate Reg/Trnsfr”](#) request (online through RAMSS) in advance of the [published application deadline](#). There is no registration/transfer fee for certificate applications.

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 “Chang Certificate Reg/Trnsfr” request until after the Fall deadline, your registration in the certificate program 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, they will not be included in your cumulative grade point average (CGPA).

### Items Required for Registration

To register in a certificate program, continuing education students must have the following:

- ▶ A valid Ryerson University Student ID
- ▶ An active Ryerson Online Identity and password
- ▶ If you have a student email account at Ryerson University, then you have a Ryerson Online Identity. If you can't remember your password, or if you need to activate your account, visit [my.ryerson.ca](#), click “Log into my.ryerson” and then “Can't login?”
- ▶ If you don't have a Ryerson Online Identity, you can get one by submitting a request at [www.ryerson.ca/accounts](#).

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

1. Check the [Curriculum Advising website](#) for any registration restrictions.
2. Consult [Important Dates](#) for application deadlines.
3. Review the certificate program to determine if you meet the admission requirements and/or if you require departmental approval prior to registration in your program. 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](#). You must submit your pre-approval confirmation code with your online registration.

4. If you have a Ryerson Student ID and an active Ryerson Online Identity, [register in a certificate program online](#) in your RAMSS Student Centre by clicking “Chang Certificate Reg/Trnsfr”. If you are a new student and need a Ryerson Student ID, or you are returning to Ryerson and need your Student ID reactivated, visit [Request or Reactivate a Student ID](#). If you can't remember your password, visit [my.ryerson.ca](#), click “Can't login?” and then “Students” to reset your password.

**Note:** Each application requires the submission of a new “Certificate Registration/Transfer Form”. There is no fee to apply.

5. If your application is accepted, confirmation will be issued within three business days for your online registration (this timeline may be extended during peak periods such as the start and end of term). You may visit [my.ryerson.ca](#) to confirm the status of your application.

Students have two options 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.

## Graduation from a Certificate Program

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 have met 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 1.67 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, e.g., a reduction in the number of courses required for the certificate or courses no longer being available. Any requests for course substitutions/directives or other modifications to program requirements/program transfers must be approved both by the academic coordinator and program director. [Course Substitution/Directive](#) forms are administered by the Curriculum Advising office. **Note:** The G. Raymond Chang School of Continuing Education Certificate Program Registration/Transfer Form is administered by the Student Records 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, in the Spring and Fall terms. 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 Fees, located in the Podium, lower ground floor, room POD64, 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](#), program transfers, or [Transfer Credits](#) should 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. Withholds can be checked on [my.ryerson.ca](http://my.ryerson.ca) (RAMSS). 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 Fees (POD64, 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 Fees (POD64). 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/currentstudents/forms](http://www.ryerson.ca/currentstudents/forms).

## STUDENT INFORMATION

### Confidentiality of Student Records

Protecting personal information in student records from unauthorized disclosures is important to us and required by law. Ryerson University (“Ryerson”) will not disclose student personal information unless permitted by law, our policies, or with the permission of the student.

In choosing to pursue a post-secondary education at Ryerson University (“Ryerson”), students have consented to Ryerson’s right to collect, use, evaluate and disclose records of their academic performance and other pertinent information as outlined in the [Registrar’s Notice of Collection](#).

Ryerson collects, uses, retains, discloses, and destroys student personal information in accordance with the Freedom of Information and Protection of Privacy Act (FIPPA) and [Ryerson’s Information Protection and Access Policy](#).

For degree verification information, please visit the [website](#).

### 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 education courses will receive an email confirming their enrollment; therefore, it is especially important that your current email address is correct and valid.

### Name Change

If you legally change your name, or your name is incorrect/incomplete in Ryerson’s records, it is your responsibility to notify us. The name on your Ryerson record is the name which will appear on your transcript and your graduation document.

To change your name in Ryerson’s records, you must submit the “Personal Data Change Form,” found online at [www.ryerson.ca/currentstudents/forms/index.html](http://www.ryerson.ca/currentstudents/forms/index.html), to Student Records, along with supporting documentation as indicated on the form. Name changes cannot be submitted online through RAMSS or by fax.

**Note:** Only students currently attending Ryerson may file a request for a name change.

### Address and Phone Number Changes

You can update your address and phone number in the following ways:

- ▶ online at [my.ryerson.ca](http://my.ryerson.ca) (RAMSS – the self-serve system allows you to immediately update your address, email address, and phone numbers)
- ▶ by faxing a completed [Address Change Form](#) to Enrollment Services and Student Records at 416.979.5236

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 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/studentervices](http://www.ryerson.ca/studentervices).

## ACADEMIC AND CAREER ADVISING

Ryerson University's G. Raymond Chang School of Continuing Education has added an academic and a career advisor to its wide range of support services. Advisors will be available via email and on a drop-in basis to assist continuing education learners as they chart their futures and plan their academic paths.

The career advisor will provide Chang School learners with support as they formulate their career advancement or transition strategies. In addition, they can receive feedback and suggestions to improve their resumés and cover letters, their interview and networking skills, and their overall job search approach. Academic advising can help continuing education learners frame and achieve their future goals. So whether you are actively pursuing a new job or transitioning into a different role within your current organization – or if you are deciding on a different academic stream – connect with our academic and career advisors, and get a better understanding of your long-term options.

Connect with our Academic Advisor, Dave Dalrymple

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

**Drop-in hours:** Thursdays, 3:00 p.m.–6:00 p.m.

**(or by appointment)**

**Location:** The G. Raymond Chang School of Continuing Education Ryerson University

Heaslip House

297 Victoria Street

Toronto, ON M5B 1W1

Connect with our Career Advisor, Paul Goodrick:

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

**Drop-in hours:** Wednesdays, 3:00 p.m.–6:00 p.m.

**(or by appointment)**

**Location:** The G. Raymond Chang School of Continuing Education Ryerson University

Heaslip House

297 Victoria Street

Toronto, ON M5B 1W1

### About the Advisors

Academic Advisor

**Dave Dalrymple** has an MA in Communication and Culture from Ryerson University. He recognizes the importance of setting and achieving professional goals, and he is a strong believer in education for education's sake. Dave has several years of freelance film production work under his belt, and

he brings a wealth of personal and professional experience to the role of academic advisor at The Chang School.

Career Advisor

**Paul Goodrick** is an advocate of both life-long learning and proactive career management. In addition to supporting students at The Chang School, Paul currently works as a research associate at Ryerson University. He has a BA Honours in Political Science from Simon Fraser University and a BC Career Development Practitioner certificate.

He has successfully assisted a range of clients in their job search, and he has helped them to design both career advancement and transition plans. Paul has also worked as a consultant and has provided research support to non-profits and communication services for small business.

He enjoys contributing to client success through an authentically supportive coaching style.

### Academic Bridging Courses (ABCs)

Do you need **general academic upgrading** to prepare yourself for post-secondary studies at Ryerson?

Are you **lacking subject prerequisite requirements** for consideration for admission to a Ryerson degree or certificate program?

Ryerson has developed Academic Bridging Courses (ABCs) that are available to you through The G. Raymond Chang School of Continuing Education. Students who do well in ABCs will be considered for admission to most Ryerson programs subject to normal program admissions criteria, procedures, and competition.

For further information, please contact Undergraduate Admissions and Recruitment at 416.979.5036.

Grade 12 U Course	Continuing Education Equivalent*
<b>Biology</b>	Introduction to Biological Principles ( <a href="#">CKBG 90A/B</a> )
<b>Chemistry</b>	Introduction to Chemistry ( <a href="#">CKCH 90A/B</a> )
<b>English</b>	Literary Types I ( <a href="#">COWD 108</a> )
<b>Mathematics (Advanced Functions)</b>	Transcendental Functions ( <a href="#">CKMT 101</a> )
<b>Mathematics (Calculus and Vectors)</b>	Advanced Calculus and Vectors ( <a href="#">CKMT 102</a> )
<b>Mathematics (Data Management)</b>	Advanced Data Management ( <a href="#">CKMT 103</a> )
<b>Physics</b>	Physics I ( <a href="#">CKPS 115</a> )** Physics II ( <a href="#">CKPS 215</a> )**

\*For consideration for admission to Ryerson programs. ABCs do not count as Grade 12 U courses or high school credits.

\*\*Both subject courses (labelled I and II) are required to meet the Grade 12 U requirement for Ryerson admission purposes. Please note that Mature Student applicants will be considered



on an individual basis and may be required to present only one of these courses to meet Mature Student admission requirements. Please contact Undergraduate Admissions and Recruitment at 416.979.5036 for details.

#### Note:

CKBG 90A/B replaces CKBG 108 and CKBG 109.  
 CKCH 90A/B replaces CKCH 108 and CKCH 109.  
 CKMT 101 replaces CKMT 215.  
 CKMT 102 replaces CKMT 115.  
 COWD 108 replaces COEN 108.

### The Access Centre

Register before classes begin to access a range of services and supports for students with disabilities – both in academic needs and in the physical environment on campus. Services include assistance with accommodations for tests and exams, access to Adaptive Technologies, and the Student Note Taking program.

#### Contact Us

**In person:** Podium, room POD62B, 350 Victoria Street

**By mail:** The Access Centre  
 Ryerson University

350 Victoria Street, room POD62B  
 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)

### Competency-based Learning and The Chang School

Ongoing education and training is a critical asset in today's fast-paced, knowledge-based economy. Potential and current employees need to continually upgrade their skills to meet shifting professional challenges and to move forward with their career goals.

Do you want to become a better problem-solver? Decision-maker? Communicator? Manager? Competency-based learning with The Chang School can help you to learn new skills, expand your current expertise, and improve your ability to find enhanced employment opportunities in your industry and beyond.

#### What is competency-based learning?

Competencies are combinations of knowledge, skills, abilities, and behaviours that are needed to perform specific tasks or meet required goals. Employers recognize competencies as a key method of measuring professional development and determining career advancement, as well as for establishing the strengths of potential new employees during the hiring process.

Competency-based courses offer applied knowledge and skills for both entry-level and experienced professionals, across all employment sectors. Competency-based learning provides learning opportunities that are

- ▶ Focused on in-demand skills and knowledge desired by employers

- ▶ Easily recognized and understood in the workforce
- ▶ Flexible and interchangeable; choose the combination of courses that best represents the skills you need
- ▶ Course options which will directly help you to achieve personal and professional goals

Chang School courses focus on functional competencies (related to technical knowledge or skills), personal competencies (related to professional relationships and personal development), and business competencies (related to strategic or critical thinking about organizational issues or situations).

#### Our Professional Competency Development Areas

The Chang School offers a wide variety of courses that cover a diverse range of knowledge and skills essential to professional development and workplace success. Choose from courses divided into the following competency areas:

- ▶ [Academic Skills and Orientation](#) courses allow you to gain and develop academic skills, including preparation for undergraduate or post-graduate programs.
- ▶ [Conflict Resolution and Communication](#) courses focus on resolving conflict and communicating effectively in a variety of situations such as working through disasters, handling health and safety issues, working in teams, and attending to legal matters.
- ▶ [Ethics, Values, and Law](#) courses provide a framework for the complex decision-making involved in ethical, values-based, and legal questions.
- ▶ [Innovation and Leadership](#) courses examine how organizations and communities work, communicate, and manage challenges, in areas such as innovation, creativity, leadership, sustainability, and technology.
- ▶ [Program, Portfolio, and Policy Management](#) courses concentrate on how policies, procedures, products, and services are put into effect in different types of organizations.
- ▶ [Service Management and Implementation](#) courses examine how services are delivered by a wide variety of organizations, ranging in areas from nursing to publishing to design.
- ▶ [Spanning the Gaps, Access, and Community Development](#) courses offer opportunities for high school students seeking admission into post-secondary education, Internationally Educated Professionals who want to earn credentials and/or upgrade their skills at a Canadian university, and those 50 years and older seeking personal growth and community engagement.
- ▶ [Strategic Thinking and Organizational Awareness](#) courses cover skills and knowledge required for strategic thinking, and for aligning strategies with an organization's needs.

Each of these competency areas offers courses that focus on particular areas of knowledge and skill.

- ▶ **Communicating** courses can help you develop interpersonal, listening, oral, and written communication skills.
- ▶ **Mobilizing Innovation and Change** courses focus on the ability to conceptualize; create, innovate, and manage

change; take risks; and develop plans and goals for the future.

- ▶ **Managing Self and Thinking Critically** courses help build on your personal strengths and further develop skills in critical thinking, learning, personal organization, time management, problem-solving, and analysis.
- ▶ **Managing People and Tasks** courses develop skills in coordination, leadership and influence, conflict management, and planning and organization.
- ▶ **Professional Knowledge** courses deliver fundamental knowledge specific to a particular profession.

Competency-based learning is also found in Chang School certificate programs, course series, part-time degrees, and professional designations. See the competency area links above for more information.

### English Language Support

Students who use English as an additional language can access free services including one-on-one sessions, classroom instruction, and online and distance learning modules to help refine your writing, speaking, presentation, and reading and listening skills.

#### Contact Us

**In person:** Victoria Building, lower level, room VIC-B17, 285 Victoria Street

**By phone:** 416.979.5000, ext. 4682

**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 offers services and resources to help all students reach their academic potential. Topics include skills for essay writing, time management, test preparation, group work, oral presentations, managing test anxiety, and understanding your unique learning style. Contact the Learning Success Centre directly to find out more about the drop-in service for Chang School learners.

#### Contact Us

**In person:** Victoria Building, lower level, room VIC-B26, 285 Victoria Street

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

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

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

### Library and Archives

To support Ryerson's unique programs, the Library and Archives house an extensive collection of books, periodicals, government documents, maps, audiovisual materials, and electronic resources. Many course readings are available online, and can be accessed through Blackboard.

The Ronald D. Besse Information and Learning Commons on the main floor provides approximately 140 computer workstations for student use, and also houses the Learning Commons Lab for library instruction, the Geospatial Map and Data Centre, and the Writing Centre. CCS labs on the 3rd and 6th floors provide additional access to computers. The Math

Assistance Centre is located on the 5th floor. 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. Staff are on duty most hours to assist you with your research and general inquiries. IT assistance is available on the main floor.

#### Using the Library

Library cards are required to sign out books. Chang School students may obtain free 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.

#### Research Help

Chang School learners can visit the Research Help Desk on the main floor for assistance with most research queries. Throughout the academic year, the Library offers free workshops to help build research skills. The Library also offers online chat research help for our off-campus users that connects them with library staff while engaged in research online. To start a chat session, click on Ask - Chat with a Librarian. Students can also book a 30-minute, one-on-one appointment with a library staff member to discuss their research needs.

Appointments are available from 11 a.m. to 5 p.m., Monday to Friday, and will take place near the Research Help Desk on the Library's main floor.

For more information on how the Library can assist you with your research, please visit [Research Help](#).

#### Archives and Special Collections

The Ryerson Archives serves as the institutional memory of the Ryerson community. The Archives appraises, preserves, and makes accessible a broad range of primary source materials which provides an administrative, academic, fiscal, legal, social, and cultural record of the university.

Special Collections was established to help support learning and teaching needs and facilitate the scholarly, research and creative activities of the Ryerson community by acquiring and preserving photography, film and cultural history objects. We have a particular responsibility to help students and staff gain access to objects in niche subject areas and aid them in the interpretation of those objects.

For more information, please visit the [Archives and Special Collections website](#).

#### 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](#) 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. Coin-operated photocopiers are available on the 5th floor. To print from computers in the Library, you will need to have funds available on your OneCard. 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. Printing from wireless laptops is also available. Reloadable copy cards for the use of the printers/photocopiers can be purchased at a cost of \$5 (includes \$4 worth of printing) 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, 7, and 9 are dedicated for individual quiet study, while the 10th floor is designated for Silent Study. Floors 4, 5, 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. Access to study space will expand dramatically with the building of the new Student Learning Centre on Yonge Street, which is expected to be completed by 2015.

### 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. Research help, IT Assistance, Circulation, and Reserve are on the 2nd floor.

**By phone:** 416.979.5055

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

**Twitter:** [@ryersonlibrary](https://twitter.com/ryersonlibrary)

### Math Centre

Tutoring and facilitated study groups are designed to improve your math skills and support your success in math-related courses across all faculties. Drop by the Centre for on-the-spot tutoring, in both group and individual sessions.

### Math Lite Quizzes

Try our Math Lite self-assessment quizzes to help you assess your math skills. Visit [www.ryerson.ca/ce/mathlite](http://www.ryerson.ca/ce/mathlite) to take these online quizzes.

### Contact Us

**In person:** Library Building, room LIB-549, 350 Victoria Street

**By phone:** 416.979.5000, ext. 2993

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

**Website:** <http://www.ryerson.ca/mac/>

### The Writing Centre

The Writing Centre offers one-on-one tutoring, workshops, writing groups, and handouts to help you improve your writing skills, from organizing thoughts, to using references correctly, to tips for editing and revising your papers. Visit us online for details and handy tip sheets – and drop in before you start your next essay!

### 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. 2892

**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 (CDEC) assists all continuing education students desiring professional advice on entering the workforce, building a career, meeting employer expectations, and finding career opportunities.

Some of the services offered include career assessments, employment counselling, resumé advising, mock interviews, job postings, professional development events, workshops, online tutorials, and cyber resumé assistance. Appointments may be booked on the CDEC website. Other extensive, online resources are also available to aid continuing education students in their decision making.

### 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 multimedia resources related to educational and career planning. Reference materials include Ryerson alumni, business, and educational directories; career planning guides; and job search resources.

Materials found in the CRC offer extensive support for the self-guided learner on career options, networking, job search techniques, resumé writing, etc.

### 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)

### WhoPlusYou

We are pleased to offer Chang School learners and alumni free and unlimited access to WhoPlusYou, an innovative job search and matching service developed in collaboration with the Digital Media Zone at Ryerson University.

### What is it?

WhoPlusYou is the first site that delivers accurate, quick, and private matchmaking for the marketplace, allowing job seekers to find the right matches for their employment and job market needs.

### Why is it different?

The WhoPlusYou MarketMatch™ profile is built to assist you by:

- ▶ accurately understanding your skills and interests;
- ▶ engaging you with a community of employers and peers; and
- ▶ matching you with the opportunities you care about and are highly qualified for.

WhoPlusYou organizes the job market for you. It finds, organizes, and tracks hundreds of thousands of jobs based on your skills and interests, including those posted by companies from The Forbes Global 2000 list, the Globe and Mail 1350 list, and by the small- and medium-sized enterprise community.

With its simple to use online CV and presentation tools, WhoPlusYou helps you market your value in an effective way – so you can communicate with employers instantly and securely.

### How does it work?

Once you register and activate your profile, WhoPlusYou begins by searching for the right employment and professional networking opportunities. Your profile attracts the matches that fit your qualifications and interests. Your personal identity is always protected, and until you choose to connect, your profile and all its contents remain completely private.

Take a look at our [video on YouTube](#) to learn more about how WhoPlusYou works and to find out how it can benefit you.

### Get started

Find the perfect jobs, and discover the current market knowledge that will help you manage your career.

[Create your free account.](#)

### Contact Us

Paul Goodrick, Career Advisor

**Phone:** 416.979.5000, ext. 2734

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

## FINANCIAL

### Awards and Financial Aid

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](#).

### 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.

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

### Ryerson Awards

Certificate in Publishing Program Awards

#### Marsh Jeanneret Memorial Award

**Eligibility/Criteria:** Certificate in Publishing students  
**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 application will be available on the Publishing student email service.  
**Application Deadline:** April 2013 (actual date to be announced)

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

**Eligibility/Criteria:** Certificate in Publishing students nominated by their instructors  
**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 application will be available on the Publishing student email service.  
**Application Deadline:** April 2013 (actual date 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:** 2  
**Value:** \$3,000  
**How to Apply:** Access to application will be available on the Publishing student email service.  
**Application Deadline:** April 2013 (actual date 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 educational publishing  
**Number of Awards Available:** 2  
**Value:** \$1,000  
**How to Apply:** Access to application will be available on the Publishing student email service  
**Application Deadline:** April 2013 (actual date 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:** \$1,000  
**How to Apply:** Access to application will be available on the Publishing student email service.  
**Application Deadline:** April 2013 (actual date to be announced)

### Awards and Scholarships in Other Certificate Programs

#### The Nick P. Bada Award for Excellence in Project Management

**Eligibility/Criteria:** Students registered in the Project Management certificate program who have successfully completed the five core Project Management courses (CKPM 202, CKPM 203, CKPM 209, CKPM 211, and CKPM 212) and maintained a minimum GPA of 3.33 (B+).  
**Description:** For academic excellence in completed course work in the Project Management certificate program.  
**Number of Awards Available:** 1  
**Value:** \$1,000  
**How to Apply:** [Applications](#) are available online.  
**Application Deadline:** August 16, 2013 at 4:00 p.m.



**The Josette M. Billich Scholarship in Nursing**

**Eligibility/Criteria:** The scholarship will recognize the academic achievement of an exceptional student who is taking a Nursing course in The G. Raymond Chang School of Continuing Education who actively volunteers in the community, and has maintained a GPA of 3.0 (B). Preference will be given to a member of the Caribbean/African community.

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

**Number of Awards Available:** 1

**Value:** \$1,000

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

**Application Deadline:** August 16, 2013 at 4:00 p.m.

**The Marilyn 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:** 10

**Value:** \$1000

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

**Application Deadline:** August 16, 2013 at 4:00 p.m.

**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, and from the CESAR office (SCC 301) at 55 Gould Street.

**Application Deadline:** August 16, 2013 at 4:00 p.m.

**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, 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 online.

**Application Deadline:** August 16, 2013 at 4:00 p.m.

**The Terri DeRose Memorial Award  
in Circulation Management**

**Eligibility/Criteria:** Certificate student who has successfully completed Magazine Marketing and Circulation (CDJN 202) or Magazine and Website Publishing (CDJN 112) or Magazine Advertising Sales and Marketing (CDJN 201) and achieved a minimum GPA of 3.0 (B) in the course

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

**Number of Awards Available:** 1

**Value:** \$1,000

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

**Application Deadline:** August 16, 2013 at 4:00 p.m.

**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.

**Application Deadline:** August 16, 2013 at 4:00 p.m.

**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 16, 2013 at 4:00 p.m.

**The Charles Oberdorf Memorial Award in Magazine and Web Publishing**

**Eligibility/Criteria:** Student registered in the Certificate in Magazine and Web Publishing who has completed five 39-hour courses (or the equivalent) in the certificate and has maintained a GPA of 3.0 (B)

**Description:** For demonstrated excellence in magazine and web publishing and a commitment to pursue a professional career in this field

**Number of Awards Available:** 1

**Value:** \$1,000

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

**Application Deadline:** August 16, 2013 at 4:00 p.m.

**The 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 16, 2013 at 4:00 p.m.

**The Claudette J. Smith Business Program Award**

**Eligibility/Criteria:** Chang School Business Program student who has completed a minimum of two Business courses and maintained a cumulative GPA of 3.0 (B). As well, student must be involved in voluntary or professional activity which has benefitted others.

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

**Number of Awards Available:** 1

**Value:** \$1000

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

**Application Deadline:** August 16, 2013 at 4:00 p.m.

**The Jackie Smith Memorial Award in Ethics**

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

**Eligibility/Criteria:** Student registered in the Certificate in Ethics who has completed a course from the list of options for Electives – Group A and achieved a minimum GPA of 3.0 (B) in the course.

**Description:** For demonstration and/or articulation of the importance of ethics for the common good (such as commitment to human rights, social justice, and advocacy)

**Number of Awards Available:** 1

**Value:** \$1000

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

**Application Deadline:** August 16, 2013 at 4:00 p.m.

**The Anne Smokorowski Award in Family Supports**

**Eligibility/Criteria:** Students registered in the Family Supports certificate, completed at least 50% of the program, and maintained a cumulative GPA of 3.0 (B).

**Description:** To recognize the academic achievement of an exceptional certificate student who has completed at least one half of the courses required for a Certificate in Family Supports at The Chang School and has maintained a minimum cumulative GPA of 3.0 (B).

**Number of Awards Available:** 1

**Value:** \$1,000

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

**Application Deadline:** August 16, 2013 at 4:00 p.m.

**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 16, 2013 at 4:00 p.m.

### **The Elaine Stanton Award for Academic Excellence in the Bridges to Ryerson Program**

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

**Eligibility/Criteria:** Student who has successfully completed two Chang School Bridges to Ryerson courses with demonstrated academic excellence.

**Description:** For academic excellence in completed course work for a Chang School Bridges to Ryerson student.

**Number of Awards Available:** 1

**Value:** \$1,000

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

**Application Deadline:** August 16, 2013 at 4:00 p.m.

### **The Pierre Taillon Award**

**Eligibility/Criteria:** Student registered in the Certificate in Strategic Marketing (formerly 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 online.

**Application Deadline:** August 16, 2013 at 4:00 p.m.

### **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 online.

**Application Deadlines:** August 16, 2013 at 4:00 p.m.

### **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:** \$1,000

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

**Application Deadline:** August 16, 2013 at 4:00 p.m.

### **The “Stella Award”**

**Eligibility/Criteria:** This award will provide financial assistance and recognize a playwright who has created an original one-act play and who is a member/participant in The Chang School's Programs for 50+, ACT II Studio, and/or LIFE Institute.

**Number of Awards Available:** 1

**Value:** TBD (cash award)

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

**Application Deadline:** February 28, 2013

## 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)

### NOTICE to all students applying for the Chang School Tuition Fee Bursary

All fees must be paid in full at time of enrollment. If you are successful in your application for a bursary/award and have already registered for your course, you will receive a refund for the amount of the tuition.

## 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:** The Continuing Education Students' Association of Ryerson (CESAR)

**Eligibility/Criteria:** Students registered in a continuing education course or part-time degree program. Criteria are financial need and demonstrated academic objectives.

**Description:** Non-repayable award.

Number of Bursaries Available: Not applicable

**How to Apply:** Applications are available online at [www.mycesar.ca](http://www.mycesar.ca).

**Application Deadlines:**

Fall 2012 – November 2, 2012 at 5:00 p.m.

Winter 2013 – March 1, 2013 at 5:00 p.m.

Spring 2013 – May 24, 2013 at 5:00 p.m.

Summer 2013 – July 12, 2013 at 5:00 p.m.

## 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:**

Friday, March 8, 2013 at 4:00 p.m.

Friday, August 16, 2013 at 4:00 p.m.

Friday, November 8, 2013 at 4:00 p.m.

## 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/currentstudents/financialaid/osap/cned.html](http://www.ryerson.ca/currentstudents/financialaid/osap/cned.html).

### 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](#).

## Part-time Canada Student Loans

For information on Part-time Canada Student Loans, visit the [Government of Ontario](#) website.

## The Lifelong Learning Plan (LLP)

Chang School programs may meet the education requirements outlined by the Lifelong Learning Plan (LLP), enabling you to withdraw from your RRSP to cover tuition fees. View the Canada Revenue Agency's website to access more information on the [Lifelong Learning Plan \(LLP\)](#), including eligibility specifications and requirements for qualifying educational programs.

# HEALTH AND RECREATION

## Health Services

### Medical Centre

The Medical Centre provides a wide range of medical services that you would normally expect to receive from your family physician. Services include routine examinations, annual physical appointments, treatment of minor illnesses, treatment of sexual health issues, and mental health assessment. Most visits are covered by health care plans; students are required to have a Ryerson OneCard to access services. Appointments are required.

### Contact Us

**In person:** Kerr Hall West, room KHW181, 379 Victoria Street

**By phone:** 416.979.5070

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

**Website:** [www.ryerson.ca/student-services/medicalcentre](http://www.ryerson.ca/student-services/medicalcentre)

### Health Promotion

Ryerson's Health Promotion Department is a group of peer health promoters dedicated to promoting health and well-being on the university campus, with a focus on mental health, smoking cessation, fitness and nutrition, substance safety, and sexual health. The department provides information, awareness, resources and referrals to community agencies.

### Contact Us

#### Health Promotion Department

**In person:** Kerr Hall West, room KHW277, 379 Victoria Street

**By phone:** 416.979.5000, ext. 4295

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

### S3: Sex, Substance & Safety Team

Peer-based dialogue and support for students seeking information and education on issues related to sexual health, alcohol, and drugs.

**In person:** Podium, room POD448B, 350 Victoria Street

**By phone:** 416.979.5000, ext. 7396

**By email:** [scubed@ryerson.ca](mailto:scubed@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. 6619

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

### Leave the Pack Behind Team

Assistance for smokers who want to quit, those who are thinking about quitting, and those who have already quit.

**In person:** International Living/Learning Centre, room ILC110, 133 Mutual Street

**By phone:** 416.979.5000, ext. 6652

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

**Website:** <http://www.ryerson.ca/student-services/healthpromotion/ltpb/>

## Athletics and Recreation

### 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 cardio room with elliptical trainers, stationary bikes, treadmills, and 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.

### Mattamy Athletic Centre (MAC)

The Mattamy Athletic Centre (MAC), located in the former Maple Leaf Gardens, offers a fully equipped, supervised Fitness Centre with both weight machines and free weights; as well as a large cardio area with elliptical trainers, stationary bikes, treadmills, and step machines; a double gymnasium; a dance studio; men's and women's locker rooms; and a NHL-sized ice arena.

### Membership

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

### Contact Us

**In person:** RAC, 40 Gould Street, under the Quad; MAC, 50 Carlton Street

**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 offers several full meal and refreshment options on campus: Hub Café Market, Tim Hortons (6 locations), Pitman Hall Cafeteria, Expresso's, the newly renovated Starbucks POD 60 Market, and the Café in the Mattamy Athletic Centre. For more information about Ryerson Food Services, please visit us [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 and welcomes students, faculty, and staff. We understand that a healthy lifestyle includes balanced meals and nutritious snacks and wide variety of healthy food choices daily. Working with the City of Toronto Eat Smart! program, the International Living/Learning Centre has received the Award of Excellence for the past three years. Student cards are accepted at all food outlets.

### Contact Us

**By phone:** 416.979.5296

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

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

### Follow us on Facebook and Twitter

[facebook.com/RUConferenceServices](https://facebook.com/RUConferenceServices)

[twitter.com/RyersonUCS](https://twitter.com/RyersonUCS)

### Oakham Café

The Oakham 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 Oakham House. Featuring the work of student artists at Ryerson, the Café offers a quiet and relaxed break from a hectic day. Enjoy our menu full of fresh and well-priced options, our organic and fair trade coffees and teas, a large variety of grab-and-go items, and delectable goodies for your afternoon treat.

### The Ram in the Rye

Student owned, student run, and student focused, the Ram in the Rye is the only on-campus pub at Ryerson. As such, the Ram is the hub of so much activity – from great pub nights and concerts to comedy nights and open mic events, it all happens at the Ram. More than this, the Ram maintains an extensive menu of great food at really affordable prices. Our summer patio is huge and open as soon as the weather permits. And we have lots of big screen TVs, making any sporting event a thrill to watch.

### Contact Us

**In person:** Building Services Desk, 55 Gould Street

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

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

**By fax:** 416.977.7709

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

### Housing and Accommodations

#### Off-Campus Housing

Living off-campus? Check out our online listings of accommodations and other valuable information to help you find a place to live.

### Contact Us

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

**By phone:** 416.979.5284

**By fax:** 416.979.5212

**By email:** [housing@ryerson.ca](mailto:housing@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:** Pitman Hall, room PIT100, 160 Mutual Street

**By phone:** 416.979.5284

**By fax:** 416.979.5212

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

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

## OTHER SERVICES AND SUPPORT

### Aboriginal Student Services

Ryerson Aboriginal Student Services (R.A.S.S.) provides a supportive environment for all Aboriginal, Métis, Inuit, and non-status students where academic excellence is promoted and balanced with traditional teachings and culture. Services include learning support, tutoring service, academic program advocacy, peer support and bursary/scholarship information.

#### Contact Us

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

**By phone:** Sheila Saikkonen, 416.979.5000, ext. 7699

**By fax:** 416.598.5919

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

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

### Ryerson Alumni

Life at Ryerson doesn't stop after you get your program certificate! Are you a continuing education grad? If so, you are part of a community of more than 140,000 alumni worldwide, many of whom are actively engaged with the university, contributing and benefiting regularly from this lifelong relationship. There are countless perks associated with being Ryerson alumni, ranging from the [Alumni Discount Card](#) to the networking opportunities at a variety of alumni [events](#) to opportunities for professional development through membership with one of our [Alumni Groups](#). Alumni can also take advantage of a new and innovative job search and matching service called [WhoPlusYou](#) to browse over 200,000 opportunities.

Visit our website or contact us directly to find out what Ryerson has to offer you and to find out how you can give back to Ryerson. We want to hear from you!

Stay in touch. Get Involved. Enjoy the Privileges.

#### Contact Us

**In person:** Office of University Advancement, 12th 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)

**Twitter:** [www.twitter.com/ryerson\\_alumni](http://www.twitter.com/ryerson_alumni)

**Facebook:** [www.facebook.com/rualumni](http://www.facebook.com/rualumni)

**LinkedIn:** [Ryerson University Alumni](http://Ryerson University Alumni)

**RU ONLINE:** [ruonline.ryerson.ca](http://ruonline.ryerson.ca)

### Ryerson University Campus Store

We are a University owned and operated service. Our primary responsibility is to provide textbooks and general book services to the University community and facilitate our academic support function. We also offer a large selection of stationery products, arts and drafting supplies, computer software, stationery products, school rings, and gift items in store and online. We are located at the corner of Victoria and Gould streets.

**Rental books:** If you only need a book for one semester, try renting instead. A limited amount of selected textbooks are available for rent through the Campus Store.

**Website:** The Ryerson Campus Store website is constantly expanding and bringing you new ways to access course materials. Now you can purchase your textbooks and course materials [online](#) as well as clothing and gifts. Other features you might enjoy are Google e-books, Access codes, as well as the computer e-store. Visit our website to learn more.

#### 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:** [campusstore.ryerson.ca](http://campusstore.ryerson.ca)

### Centre for Student Development and Counselling

The Centre for Student Development and Counselling (CSDC) provides consultations on crisis matters for continuing education students. All of our services are free, confidential, and delivered during regular business hours by highly qualified staff.

#### Contact Us

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

**By phone:** 416.979.5195

**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

The Continuing Education Students' Association of Ryerson (CESAR) is a membership-driven organization that works to defend and fight for the rights of our members – over 8,000 continuing education, distance education, and part-time degree 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.

As a member of the Canadian Federation of Students (CFS), we work with over 500,000 students across the country to lobby the provincial and federal governments for accessible post-secondary education. As Local 105 of the CFS, we work together with other students' unions to advance students' rights.

CESAR's mandate is to advocate and lobby for our members, build community on and off campus by organizing inclusive events and supporting student groups, and provide useful and cost-saving services:

- ▶ free member handbooks
- ▶ student club and Course Union funding and support
- ▶ free legal advice
- ▶ computer and printing services
- ▶ Ryerson Free Press (RFP), our monthly alternative newspaper
- ▶ course evaluations
- ▶ free student rights advocacy and advice
- ▶ CESAR General Bursaries (offered every term)
- ▶ TTC tokens and discounted monthly Metropasses
- ▶ discounted movie and entertainment tickets, school supplies, phone cards, retail gift cards, stamps, water bottles, and swag
- ▶ Lost and Found
- ▶ up-to-date information about upcoming CESAR events and campaigns

To find up-to-date information on our many campaigns and services, please visit our website.

#### Contact Us

**In person:** Student Centre, room SCC301, 55 Gould Street  
**By phone:** 416.979.5193  
**By fax:** 416.979.5223  
**By email:** [info@mycesar.ca](mailto:info@mycesar.ca)  
**Website:** [www.mycesar.ca](http://www.mycesar.ca)

#### CopyRITE Printing Service

CopyRITE is the only student owned and operated full-service copy, print, and communications centre at Ryerson. Centrally located on campus, CopyRITE offers printing services to meet the diverse needs of all students:

- ▶ digital colour and black and white printing/copying
- ▶ large format colour printing and banners
- ▶ architectural printing, copying, and scanning
- ▶ 3D colour printing
- ▶ binding (coil, cerlox, thermal, thesis, perfect)
- ▶ plaque/foam core mounting
- ▶ custom t-shirts/calendars
- ▶ business cards and stationery
- ▶ promotional items for events or conferences
- ▶ long distance cards and cell phone minutes
- ▶ school supplies including pens, pencils, paper, binders, etc.

Contact us to learn more about our services.

#### 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 Student Services

As the centre for the non-immigrant community at Ryerson, International Student Services (ISS) is crucial in supporting international students and international scholars through specialized services and programs, as well as the promotion of international awareness at Ryerson.

ISS strives to provide helpful information and comprehensive support to all members of the international community during their time at Ryerson and in Canada:

- ▶ Orientation Program for international students
- ▶ status letters
- ▶ immigration advising
- ▶ UHIP (health insurance)
- ▶ networking events that include special international celebrations, monthly tea houses, and lunches
- ▶ Peer Support Program

#### Contact Us

**In person:** Podium, room POD50A, 350 Victoria Street  
**By mail:** International Student Services, Ryerson University, POD50A 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:** Member Services Office, 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/mediaservices](http://www.ryerson.ca/ccs/resources/mediaservices)

## Member Services Office

The Member Services Office is located in the Student Centre lobby. Here you'll find all you need to know about RSU services in one convenient location. A range of cost-saving services are offered at the Member Services Office, including the following:

- ▶ Campus Lost and Found
- ▶ TTC passes, tokens, and tickets
- ▶ Event and movie tickets, including Yuk Yuk's Comedy Club and Cineplex and AMC movie theatres
- ▶ Postage stamps (domestic and international)
- ▶ Phone cards, cell phone minutes, and gift cards
- ▶ RSU merchandise such as pens, pencils, notebooks, t-shirts, book bags, clipboards, wall calendars, eco-friendly notebooks, and Klean Kanteens

### Contact Us

**In person:** Student Centre, 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)

## Office of Discrimination and Harassment Prevention Services (DHPS)

As a division of the Office of the Assistant President/Vice Provost for Equity, Diversity and Inclusion, DHPS continues its commitment in helping Ryerson University to foster 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, gender identity or gender expression, 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.

### IMPACT Workshop Series

We provide a variety of innovative, educational opportunities for the Ryerson community on issues related to Human Rights, Diversity, Equity and Accessibility ranging from our general workshop offerings for students, staff, and faculty to sessions tailored to specific needs and topics.

### How to register

Registration is required for all sessions. Interested students, staff, and faculty should visit the [DHPS Workshop website](#). Be sure to check the website for the current offerings, updates, and changes.

## Snack and Chat

These one-hour sessions cover issues that are topical and related to the Human Rights, Diversity, Equity and Accessibility of the entire Ryerson community and are led by guest speakers from across the campus.

### Empower Yourself: Know Your Human Rights

Understanding key components of Ryerson's Discrimination and Harassment Prevention Policy can empower you as an individual and/or employee. Knowing what your rights and responsibilities are can be a first step to helping you recognize and deal with issues related to discrimination and harassment. In this session you will learn what constitutes discrimination and/or harassment and develop strategies for resolving issues.

### Diversity: Understanding our Differences

This one-hour interactive session serves to get participants engaged in increasing their understanding of diversity and the complexities of individual difference. Respecting diversity is about moving beyond tolerance for one's differences and embracing the rich and unique dimensions of diversity contained within each and every individual. This session works to answer the questions of: How do we begin these conversations? How do we cultivate and enhance an inclusive learning environment that values diverse learning and pedagogical styles to ensure that each individual reaches their full potential?

### Harassment in the Workplace

In many aspects of our society, the behaviours associated with the various forms of harassment are considered normal. Harassment is generally about "power" – a way of maintaining it or getting it! In this session, learn to recognize harassing behaviours and what you can do about them. Remember, under the Ontario Human Rights Code it is the impact of the action or behaviour that counts, not the intent.

### Sexual Harassment and Dating Violence

Sexual harassment and dating violence continues to be a problem on our campus. Come to this interactive session and learn how to recognize and deal with unwelcome or unwanted behaviour that could be considered sexual harassment. You will also learn about some of the key indicators that warn individuals about the potential for dating violence in their intimate relationships.

### Positive Space Ally: An Introduction

Heterosexism, homophobia, and transphobia continue to have a negative impact on the well-being of queer and trans students, faculty, and staff. Working together as students, staff, and faculty to create and maintain safe, welcoming, affirming, and inclusive work, study, and living environments is the goal of the Positive Space Ally program. In this session you will increase your awareness of sexual and gender diversity, and acquire tools to challenge homophobia, transphobia, and heterosexism within and beyond the campus community.

### Positive Space Ryerson II: Skill Building for Allies

This interactive session builds on the ideas presented in the Positive Space Ryerson Ally introductory workshop. Developed based on feedback from participants, this new workshop offers a skill-based approach to becoming an active Ally to members of the LGBTQTTTIQQ community. The experiential components offer practical suggestions on how to confront both obvious and “hidden” situations of homophobia, transphobia, and heterosexism, both on and off campus.

### Race Reality and Relationships

In this action-packed session, the topic of race and its reality within our relationships at school and in the community are examined. Using individual and group exercises, you will explore your understanding of how power and privilege affect us all. You will come away with a greater understanding of the need to be respectful of our differences, while we celebrate them.

### No Barriers @ Ryerson

Raise your awareness of disability and accessibility issues and their intersection on our campus through an exploration of best practices in working alongside those with disabilities. We will help you to discover ways to remove barriers in our interactions with people with disabilities in a discussion of how you, too, can be an ally!

To request confidential advice and information, contact us.

#### 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 you may contact the Ombudsperson to review your concerns. 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

We respond to email and telephone inquiries very promptly and are usually able to schedule appointments quickly. You are also welcome to drop by and we will be happy to meet with you if we are not already booked.

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)

### Project-Funds Allocation Committee for Students (P-FACS)

Got a great idea to improve student life and develop a sense of community at Ryerson? The Project-Funds Allocation Committee (P-FACS) may be able to provide financial assistance. Visit us online for details.

#### Contact Us

**In person:** Jorgenson Hall, room JOR04, 380 Victoria Street

**By phone:** 416.979.5187

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

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

**Facebook:** RUonecard

**Twitter:** RUonecard

### 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, and status at the University (e.g., Chang School student). Although the card is currently not mandatory, one is required to 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’s required for RAC memberships.
- ▶ It’s 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 must be enrolled in the current term. Visit Jorgenson Hall, room JOR02, and bring the following items with you:

1. Ryerson student identification number
2. Two pieces of ID (one must be government-issued photo identification, such as a driver's licence, passport, or citizenship or OHIP card)

The Ryerson OneCard will be valid for the term in which you are enrolled. Upon registration for each subsequent term, your card will automatically be activated.

### Non-Photo Library Card

Library Cards are available for distance education, continuing education and other Chang School students who wish to borrow physical items from the Ryerson Library or from other participating university libraries in Canada (Inter-University Borrowing).

Students have two options: they can choose to apply for a free Library Card at the Circulation Desk by showing their paid fee statements or a letter of acceptance, or they may purchase a Ryerson Photo ID card from the OneCard office. Library cards must be revalidated each term. Loan periods depend on individual items, but generally books may be borrowed for two weeks, with three renewals. Only two reserve items and three periodicals/maps may be borrowed at the same time. Interlibrary loans are free.

Note: Access to articles and all Library e-resources is now available using your my.ryerson username and password. A Library Card is no longer required for this service. For more information about accessing e-resources from off-campus, check our [Accessing Journals and Articles from Home](#) page.

### Non-Photo Cash Card

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

Non-photo 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 the Payment Headquarters in Location (PHIL) machines. Simply request a balance check on the PHIL machine to get a printed receipt. You can purchase a non-photo Cash Card at the OneCard office or at 15 PHIL machines on campus. These non-photo Cash Cards must be initially activated at the PHIL machine following the instructions given when purchasing the card.

### Contact Us

**In person:** Jorgenson Hall, room JOR02, 380 Victoria Street

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

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

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

**Facebook:** [RUonecard](#)

**Twitter:** [RUonecard](#)

### 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, 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. 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 Student Centre offers a multitude of services and facilities for student and Ryerson community use. 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 5 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 *The Eyeopener*, Ryerson University’s independent student newspaper, and five Equity 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 advocacy and a community space for students with disabilities;
- ▶ RyePRIDE, which represents lesbian, gay, bi-sexual and trans\* students;
- ▶ the Centre for Women and Trans People, which focuses on gender empowerment and women’s rights; and
- ▶ the Racialized Students’ Collective, which offers a space for racialized students to come together and challenge racism on campus.

## Contact Us

**In person:** 55 Gould Street

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

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

## Student Services Advisory Committee (SSAC)

The SSAC is comprised of representatives from the Office of the Vice Provost, students, RSU, and CESAR. The committee meets to discuss programs and services and how they meet student needs.

## Contact Us

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

**By phone:** 416.979.5000, ext. 2736

## 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 textbooks 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.

You can also check the status of your account at [www.usedbookroom.ca](http://www.usedbookroom.ca).

## 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

To find contact details for a specific staff member, visit The Chang School Personnel Directory at [www.ryerson.ca/ce/contact](http://www.ryerson.ca/ce/contact).

## 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

## 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 11, 2013–June 8, 2013)	8:30 a.m.–12:00 p.m.
Saturday (June 15, 2013–August 31, 2013)	Closed
Saturday (September 7, 2013–May 3, 2014)	8:30 a.m.–1:00 p.m.
Saturday (October 12, 2013; December 7, 2013–January 4, 2014; February 15, 2014)	Closed
Saturday (May 10, 2014–June 7, 2014)	8:30 a.m.–12:00 p.m.
Saturday (May 17, 2014; June 14–August 30, 2014)	Closed

## Other Ryerson Contacts

- ▶ Curriculum Advising – 416.979.5151; gradinfo@ryerson.ca
- ▶ Enrollment Services and Student Fees – 416.979.5136; essr@ryerson.ca
- ▶ 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

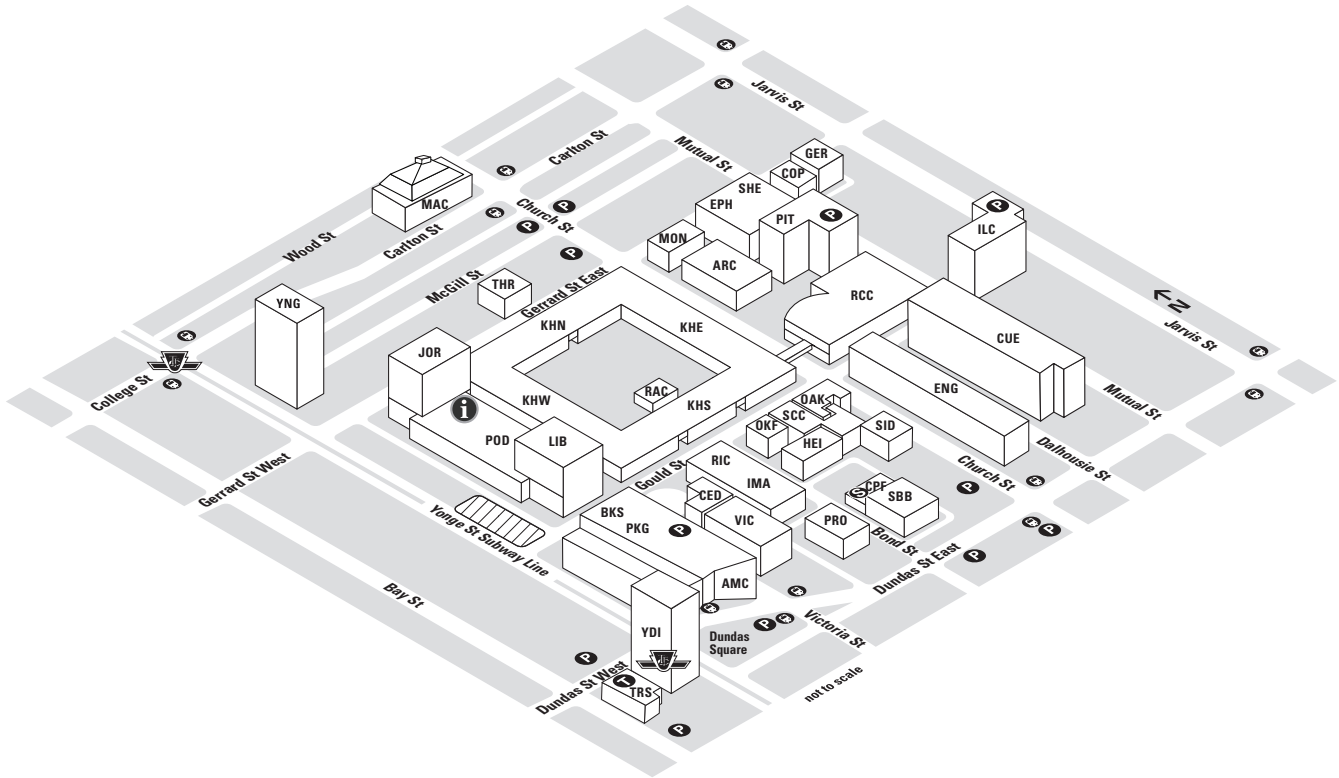
### Courier/Street Address

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

<b>ARC</b>	Architecture Building, 325 Church Street
<b>BKS</b>	Ryerson University Campus Store, 17 Gould Street
<b>CED</b>	Heaslip House, The G. Raymond Chang School of Continuing Education, 297 Victoria Street
<b>COP</b>	Co-operative Education, 101 Gerrard Street East
<b>CUE</b>	147 Dalhousie Street
<b>CPF</b>	Campus Facilities and Sustainability, 111 Bond Street
<b>DSQ</b>	10 Dundas Street East
<b>ENG</b>	George Vari Engineering and Computing Centre, 245 Church Street
<b>EPH</b>	Eric Palin Hall, 87 Gerrard Street East
<b>GER</b>	Research/Graduate Studies, 111 Gerrard Street East
<b>HEI</b>	HEIDELBERG Centre – School of Graphic Communications Management, 125 Bond Street
<b>ILC</b>	International Living/Learning Centre, entrances at 133 Mutual Street and 240 Jarvis Street
<b>IMA</b>	School of Image Arts, 122 Bond Street
<b>JOR</b>	Jorgenson Hall, 380 Victoria Street
<b>KHE</b>	Kerr Hall East, 340 Church Street/60 Gould Street
<b>KHN</b>	Kerr Hall North, 31/43 Gerrard Street East
<b>KHS</b>	Kerr Hall South, 40/50 Gould Street
<b>KHW</b>	Kerr Hall West, 379 Victoria Street
<b>LIB</b>	Library Building, 350 Victoria Street
<b>MAC</b>	Mattamy Athletic Centre at the Gardens, 50 Carlton Street
<b>MON</b>	Civil Engineering Building, 341 Church Street
<b>OAK</b>	Oakham House, 63 Gould Street
<b>OKF</b>	O’Keefe House, 137 Bond Street
<b>PIT</b>	Pitman Hall, 160 Mutual Street
<b>PKG</b>	Parking Garage, 300 Victoria Street
<b>POD</b>	Podium, 350 Victoria Street (area connecting Jorgenson Hall to the Library Building)

<b>PRO</b>	Projects Office, 112 Bond Street
<b>RAC</b>	Recreation and Athletics Centre, entrance through archway at 40 and 50 Gould Street
<b>RCC</b>	Rogers Communications Centre, 80 Gould Street
<b>RIC</b>	Ryerson Image Centre, 33 Gould Street
<b>SBB</b>	South Bond Building, 105 Bond Street
<b>SCC</b>	Student Campus Centre, 55 Gould Street
<b>SHE</b>	Sally Horsfall Eaton Centre for Studies in Community Health, 99 Gerrard Street East
<b>SID</b>	School of Interior Design, 302 Church Street
<b>THR</b>	Theatre School, 44/46 Gerrard Street East
<b>TRS</b>	Ted Rogers School of Management – 575 Bay Street (entrance at 55 Dundas Street West)
<b>VIC</b>	Victoria Building, 285 Victoria
<b>YDI</b>	Yonge-Dundas I, 1 Dundas Street West
<b>YNG</b>	415 Yonge Street

-  Site of the future Student Learning Centre
-  Undergraduate Admissions and Recruitment
-  Direct underground access from the Ted Rogers School of Management to the Dundas Subway
-  Security
-  Parking
-  TTC Subway stop
-  TTC Streetcar stop



THE CHANG SCHOOL

RYERSON UNIVERSITY  
CONTINUING EDUCATION



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**Web:** [www.ryerson.ca/ce](http://www.ryerson.ca/ce)