

# Orientation Handbook

*for parents, family & friends*

Guide your student as they begin  
their university journey



**JUNE 2011**

Prepared by UFV Student Life



[www.ufv.ca/StudentLife/Orientation/Parent](http://www.ufv.ca/StudentLife/Orientation/Parent)



May 2011

Dear Parents:

Congratulations on your success. Clearly you have inspired in your sons and daughters an appreciation for education. They are now embarking on a journey towards independence. And while it's true that you will never stop worrying about them (I have children and grandchildren too), you can take comfort in the fact that they are in good hands at the University of the Fraser Valley.

Our primary focus is on teaching and learning, and we encourage a high level of interaction between faculty and students. In fact, we have been recognized by the 2011 Globe & Mail Canadian University Report as having the best student-faculty interaction of any university in Canada. The transition into a university environment can be a challenging one for students; expectations are different, personal responsibility is greater, and there are many new processes to navigate. We recognize this and are committed to giving students the support they need to succeed here.

We also encourage students to become involved in our UFV community. They can join a student association related to their program of study, a club related to their interests, attend university-sponsored events, get involved in our Leadership Institute, and play intramural sports. Our educational advising and counseling teams offer guidance and a friendly ear if they need help finding their way.

We will invite all new students to attend an orientation session in late August or early September. Research indicates that sessions like these are a major factor in reducing stress and improving student performance. We hope that you will encourage attendance.

Thank you for choosing UFV. We welcome your family to ours and look forward to getting to know you over the coming years.

Sincerely,

A handwritten signature in black ink, appearing to read "Mark Evered".

Dr. Mark Evered  
President and Vice-Chancellor



## Orientation agendas

### Chilliwack: June 14th, 2011

#### 6:00pm –8:00pm D151

##### Chilliwack agenda

MC: Susan Francis, Manager of Student Life

Special welcome by Dr. Mark Evered, President

5:45pm-6:00pm .....	Check In (Lobby outside of Theatre, D151)
6:00pm-6:05pm .....	<b>Welcome to Parents</b> Dr. Mark Evered, <i>UFV President</i>
6:05pm-6:35pm .....	Transition Panel Discussion (Theatre)
6:35pm-7:05pm .....	Services Introduction & Question Forum Opportunity for parents to ask any questions they have to this point.
7:05pm-8:00pm .....	Student Services Information Booths (Cafeteria) Refreshments
7:05, 7:15, & 7:25pm.....	Campus Tours

### Abbotsford: June 16th, 2011

#### 6:00pm -8:15pm Envision Athletic Centre

##### Abbotsford agenda

MC: Whitney Fordham, Student Life Programmer

Special welcome by Dr. Mark Evered, President

5:35pm-5:55pm .....	Check In (South Gym – lobby)
6:00pm-6:10pm .....	<b>Welcome to Parents</b> Dr. Mark Evered, <i>UFV President</i>
6:15pm-6:40pm .....	Transition Panel Discussion
6:40pm-7:10pm .....	Services Introduction & Question Forum Opportunity for parents to ask any questions they have to this point.
7:10pm-8:15pm .....	Student Services Information Booths (S. Gym)
7:10, 7:20, & 7:30pm.....	Campus Tours Refreshments at U-House

### Let's get started

As the parent of a first-time university undergraduate, you may be experiencing mixed emotions as your student prepares to make such a big step. You are proud of his/her accomplishments, but like most parents you have concerns about your student's future. It's true that students have much to consider and many choices to make. Research has shown that parental advice is a strong influence as students make these decisions.



For incoming students, Orientation is the first step in their transition to UFV; this is where they are able to get answers and guidance to set them off on the right path from the first day. In a similar fashion, UFV's special Parent Orientation is designed to answer your questions and address your concerns about the university experience.

UFV believes that parents are valuable partners and coaches in any students' academic journey. Having knowledge about campus departments, programs, and services will make it easier for you to discuss suitable resources and to encourage your student to seek assistance when required.

#### The parent orientation and handout information will:

- Introduce you to UFV
- Provide valuable contact information
- Help you find answers to your current and future questions

#### Topics covered in this handout

- Orientation agendas.....Page 4
- Let's get started .....Page 5
- What parents can expect .....Page 6
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- What we tell students .....Page 8
- Reading list.....Page 9
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## What parents can expect

It is normal for students to be unsure about choosing their major area of study. The beginning of university studies is often a time of exploration and change. Focusing only on academic requirements and not on other interests may lead students into academic trouble. For parents, this process will require tolerance, understanding, acceptance, and encouragement.

The learning process can extend beyond the classroom to include volunteer experience, club membership, and on campus employment.

Students may re-evaluate their family values. Examples include:

- Religion
- Sexual Orientation
- Career Choices

Students will experience different levels of stress depending on where they are in their studies.

Parents and other family members should be aware of the need for quiet study space and uninterrupted study time.

Students should allow at least three hours of study time for every three hours in class. Work and family responsibilities should not interfere.

Attendance is required, but no one will necessarily keep attendance or warn a student that his or her work is not up to standard.

The students have to be responsible for their own work.

At UFV, student records and information pertaining to their education are considered the property of the student and will not be released to other individuals without written consent of the student.

Students cannot be readily contacted while on campus except in an emergency situation. In an emergency, this might include illness, death in the family or accident, please contact the switchboard (604-504-7441) so that the call can be dispatched accordingly.

The staff and faculty at UFV want students to succeed.

If there is a problem, students can find help in many places, and it is their right and obligation to seek that help.

UFV encourages responsible student behaviour and has developed policies that reflect UFV community standards.

Family encouragement of the university student is an important factor in the student's success. University graduates often note that their families "just assumed" they would graduate. Research shows that family expectations of success may be as important as student's own expectations. (*Hackman & Dysinger, 1970*).

## How to support your student

### Parents need to listen:

- Resist the urge to dive in and troubleshoot
- Do not find the person to call or solve the dilemma
- Do not find solutions or do background checks

### Parents must have helping strategies:

- Be knowledgeable about campus departments, programs and services
- Be willing to help your student devise a plan that allows her or him to be the driver
- Encourage your student to seek assistance:
  - To identify the nature of the problem
  - To find a solution

### Parents can help students' transition into university life:

- Look at workload expectations and what a semester looks like in terms of schedule.
- Encourage students to:
  - Access their student email accounts
  - Find their classrooms before classes start
  - Browse the bookstore
  - Organize materials and get a student planner
  - Familiarize themselves with UFV policies and procedures
  - Familiarize themselves with the library
  - Familiarize themselves with parking and transit
  - Be proactive when it comes to educational planning

### Parents can help encourage students to feel involved on campus by encouraging:

- Research and special projects related to academic studies
- Public and community service related to leadership and citizenship
- Involvement in campus and professional organizations
- Campus employment, Work Study, and Study Abroad
- Leadership training provided through UFV Student Life

Parents can be supportive and trusting. They can encourage independence while, at the same time, provide a safety net.

As a parent you can support your student by being knowledgeable about campus resources and checking the academic year schedule so you are aware of significant dates during the year.

Keep this pamphlet on your fridge, as it contains a wealth of information about campus resources, services, and staff.

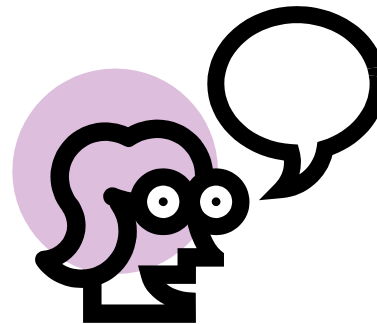
Accept that you won't know every detail of your son or daughter's life. You may not have known the details before, and now may know even less.

Be prepared for the "panic conversation". As midterms come and go, work starts to pile up, grades may not be as expected, students may start to feel overwhelmed and coping skills may begin to fail.

## What we tell students

### Be Pro-active!

- Look at the big picture – the entire semester/cyclical demands and stresses
- Utilize faculty office hours to discuss progress
- Form study groups with other students
- ACT IMMEDIATELY, if there is a problem or concern
- Know your campus resources: Disability Services, Financial Aid & Awards, Educational Advising, Counselling, Aboriginal Access, Student Life, Writing Centre, Math Centre, Security, Bookstore, Student Union Society, Offices of the Deans, Faculty Offices



### Be Flexible!

- Be patient and compromise.
- Manage your time
- Know support services and what they provide

### Take Care of Yourself!

- Participate in campus recreation and wellness programming
- Learn how to manage stress
- Make sound choices about alcohol and drug use

### Manage Your Time!

- Start with day one
- Stay organized and on top of your work – no time to slide

### Make Connections!

- Make the right choices
- Make wise connections – on both personal and academic levels

### Manage Your Money!

- Make a budget and realize financial expectations
  - Build good credit—be cautious with credit card companies who solicit first year students without requiring co-signatures
  - Get help with financial problems before they get out of hand
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## Reading list

The transition from high school to university can be a difficult time for parents. There are many books and resources available online or from the local library that can guide a parent as their son or daughter enters university.

The following books and publications can help you as a parent make it through this transition smoothly:

***The Happiest Kid on Campus: A Parent's Guide to the Very Best College Experience (for You and Your Child)***

Harlan Cohen. Published by: Sourcebooks

***Letting Go: A Parents' Guide to Understanding the College Years***

Karen L. Coburn and Madge L. Treeger. Published by: Harpercollins.

***You're On Your Own (but I'm here if you need me)***

Marjorie Savage. Published by: Fireside (Simon & Schuster)

***A New Beginning***

Kaye McGarry. Published by: Survival in College Press

***What to Expect When Your Child Leaves for College: A Complete Guide for Parents Only***

Mary Spohn. Published by: Atlantic Publishing Company

***Parents' Guide to College Life***

Robin Raskin. Published by: Princeton Review

***Bringing Home the Laundry: Effective Parenting For College And Beyond***

Janis Brody. Published by: Taylor Trade Publishing

***Don't Tell Me What to do, Just Send Money: The Essential Parenting Guide to the College Years***

Helen E. Johnson & Christine Schelhaus-Miller. Published by Golden.

***The Launching Years***

Laura S. Kastner, Jennifer Wyatt. Published by: Three Rivers Press

***When Kids Go To College: A Parent's Guide to Changing Relationships***

Barbara M. Newman and Philip R. Newman. Published by: Ohio State University Press



## Frequently asked questions



### How many classes should my student enrol in per semester?

It really depends. Some students are able to balance their academics with their personal lives while taking many credits. Some students can only handle a few classes at once. Your student should talk to an educational advisor to determine what would be best suited to him or her.

### Should students have a job while going to university?

Once again, the ability to work while maintaining a balance varies from individual to individual. There are students who work part-time while going to university. Many students are able to better concentrate if they are solely going to school. Also, some programs may be very intense, which makes it even more difficult to hold a job while going to school.

### Do parents receive copies of students' grades?

The Freedom of Information and Protection of Privacy Act prevents UFV from releasing personal information about its students to anyone without express consent. UFV does not release any information pertaining to a student's academic record (including information on admissions, awards, and grades) to his or her parents. Students can check their grades online through the myUFV web portal.

### Is class attendance mandatory?

Different instructors and programs have different attendance policies. There may be marks for attendance. Also, there may be marks for participation in a class that students will lose if they do not attend. Refer your student to their instructor for the most accurate information.

### Where do students buy their textbooks and other school supplies?

Textbooks and other supplies, as well as UFV merchandise and gifts, can be bought from the UFV bookstore. Your student can search online for their textbooks by visiting the bookstore website at [www.ufv.ca/Bookstore](http://www.ufv.ca/Bookstore) and clicking on "textbooks".

#### Abbotsford Campus Bookstore - H building

1385 McKenzie Rd., Abbotsford  
Ph 604-854-4535

#### Mission Campus Bookstore - Heritage Park Centre

33700 Prentis Ave., Mission  
Ph 604-820-6019

#### Chilliwack Campus Bookstore - Room D100

45635 Yale Road, Chilliwack  
Ph 604-795-2823

#### Trades & Technology Centre Bookstore - Room 1071

5579 Tyson Rd., Chilliwack  
Ph 604-504-7441 Ext. 5470

**Is work-study income taxable?**

Yes, work-study income is taxable the same way as other forms of employment. Work-Study students are paid twice per month by cheque or direct deposit. In order to receive payment, students must submit a completed timesheet to the Payroll department by the deadline for each pay period.



**Should students carry health insurance?**

The Student Union Society provides an extended Health & Dental plan for students attending UFV. Students who can prove alternate coverage under another extended health and dental plan may opt out during the opt-out period by visiting [www.ihaveaplan.ca](http://www.ihaveaplan.ca), or by contacting the SUS Health and Dental Administrator.

**How are students with disabilities accommodated?**

The Disability Resource Centre at UFV provides services to students dealing with a disability in a manner that provides fairness to students and allows them to become fully involved in the academic process. Resources available include exam accommodation, learning assistance, sign language interpreters, alternate formats for textbooks, and a computer lab with specialized equipment.

**Where is the library and when is it open?**

On the Abbotsford campus, the library is located in building "G": the Peter Jones Learning Commons. On the Chilliwack campus, the library is found in building "A". Library hours change throughout the year, but can be found at [www.ufv.ca/library/hours](http://www.ufv.ca/library/hours).

**My student dropped a class. Can they return their course textbook?**

A student may return a textbook to the bookstore for a refund, given that they meet certain criteria. Students with a receipt can return a textbook within 14 days of purchase, or until the last day for refunds (whichever comes first). The entire bookstore return policy can be found at [www.ufv.ca/Bookstore/Return\\_Policy](http://www.ufv.ca/Bookstore/Return_Policy).

**What happens if there is an emergency and I need to contact my student?**

Students cannot always be readily contacted while on campus except in an emergency situation. In an emergency, this might include illness, death in the family or accident, please contact the switchboard (604-504-7441) so that your call can be dispatched accordingly.

## Important dates to remember

Students can change or add courses through myUFV until the deadline for each semester. After the deadline, they must obtain the instructor's permission in class in order to register for any course.

Important Semester Dates	
September 6	Classes begin.
December 5	Classes end.
December 7–19	Examination period (includes Saturdays).
Registration Dates	
August 18, 4 pm	Students who register and do not meet the prerequisites will be sent an email with a deadline date to resolve the prerequisite or be dropped from the course or waitlist.
after August 18, 4 pm	Students cannot register or waitlist for courses without meeting the prerequisites or having a waiver entered for the course.
August 19, 9 am	Students will be dropped from courses that show an RN or QN status.
August 22	Deadline for courses to be cancelled by UFV, under normal circumstances.
<b>September 5</b>	<b>Last day to register online for courses using myUFV.</b>
September 6–October 3	Instructor's permission required to register in a course.
September 8, noon	Deadline to login to online courses.
September 21	Late registration fee of \$20 per course in effect. Full fees must be paid before adding a course.
<b>October 3</b>	<b>Last day audit registrations permitted.</b>
October 3	Last day to add a course without department head's permission.
Withdrawal Dates	
<b>July 15</b>	<b>Last day to drop courses without financial penalty (100% refund).</b>
July 16–September 2	A penalty of 5% of the total tuition fee will be charged for any dropped courses or sections.
September 3–20	A penalty of 10% of the total tuition fee will be charged for any dropped courses or sections.
<b>September 20</b>	<b>Fee payment deadline.</b> Penalties apply if fees not paid in full.
September 20	Last day to withdraw from a course and receive a refund or fee reduction.
September 21–November 14	No refunds or fee reductions are given for withdrawals; full fees will be charged. Withdrawals can be done through <a href="#">myUFV</a> or in-person.
October 12	Last day to withdraw without a <i>W</i> appearing on transcript.
October 13–November 14	Withdrawals possible. A <i>W</i> grade will be recorded on transcript.
<b>November 14</b>	<b>Final day to withdraw from a course.</b>

## Parents' guide to referrals

Below are listed a number of issues that concern students from time to time. Suggestions are included for how you as a family member may be most helpful to your son or daughter, as well as contacts to whom you may refer them. ***It is important for students to solve problems on their own.***

### Absenteeism

#### ***Who Student Should Contact: Instructor***

Attendance policy is up to the individual instructor. Try to determine the extent of the problem. Is it one class or several? Faculty will usually permit students to make up work for serious illness, death in the immediate family, or for other emergencies. For all other absences, the faculty will use his/her own judgement about whether missed work can be made up.

### Academic Problems

#### ***Who Student Should Contact: Student Services and/or Instructor***

Encourage the student to go to Student Services where he or she can get individual assistance with study skills, time management, note taking or test taking. The student should also ask the instructor of the class for guidance. Faculty members are always willing to discuss areas for improvement and may provide insight into how the student can get better grades on future projects. It is important that the student address academic problems as soon as possible, so that the problem can be corrected before it has a major impact on his or her academic record.

### Death/Serious Illness in the Family

#### ***Who Student Should Contact: Student Services Counsellor***

Keep the student informed if there is a serious illness. Allow the student to make decisions about whether or not he/she needs to come home. Make sure the student is not alone when notice of death is given.

### (Excessive) Alcohol Use

#### ***Who Student Should Contact: Student Services Counsellor***

Try to determine the extent of the abuse. Encourage the student to seek professional help. This problem can become too severe for parents alone to deal with.

### Homesickness/Loneliness

#### ***Who Student Should Contact: Student Services Counsellor, Resident Assistant (for students living on-campus), Student Life***

During students' first year living away from home, they may feel homesick or lonely. Encourage the student to get involved, whether in a campus organization or in the community. UFV Student Life can help the student find an organization in which he or she might be interested. Keep in mind that the busier the student is, the less time he or she has to feel homesick. For students in residence, the Resident Assistants are student leaders who are available even after hours and on weekends. They are here to help their residents adjust to university life, provide support, and to foster a strong and inclusive community environment in residence and UFV as a whole.

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**Parking Tickets**

**Who Student Should Contact:** *Impark, by following the link:* [www.ufv.ca/Parking/Impark\\_Contacts.htm](http://www.ufv.ca/Parking/Impark_Contacts.htm)

Have a clear understanding at the beginning of the semester about all aspects of operating a motor vehicle and how parking violations are handled. Impark manages all UFV lots, and provides parking enforcement on behalf of UFV. Parking violations have a specific fine amount; that if not paid, increases after 7 days. Accumulating 3 or more parking violations may result in a vehicle being towed from campus, at the owner's expense. For all info regarding parking, violations, etc. please follow the link: [www.ufv.ca/Parking](http://www.ufv.ca/Parking)

**Roommate Conflicts**

**Who Student Should Contact:** *Resident Assistant, Housing Assistant Residence Life, Student Services Counsellor*

For students living on campus, the Resident Assistant can act as a mediator between roommates and can help them resolve their issues. Parents can encourage students to take time to work through conflicts. Discuss the educational value of learning to get along with someone who is different. Help the student to be appropriately assertive without being domineering.

**Severe Weather Impacts Ability to Get to Campus**

**Who student should contact:** *instructors*

UFV will close due to severe weather conditions if our buildings become unsafe; if it becomes impossible to maintain safe parking lots, sidewalks, or roads on campus; or if there are road advisories or closures on the main highways between our three major campus locations. Otherwise UFV will remain open. Normal winter conditions, which often require extra caution and careful driving by students and employees alike, will not cause closures. Students will not be required to travel if they genuinely believe it is unsafe for them to do so, and should use their own discretion in making these judgments. In those case, students should advise their instructors of their absence and the reason for it. Details on UFV's severe weather procedures and our communications channels for closures can be found online at [www.ufv.ca/About\\_UFV/severe\\_weather.htm](http://www.ufv.ca/About_UFV/severe_weather.htm).

**Safety**

**Who Student Should Contact:** *Campus Security*

UFV is a relatively safe place, but students need to be reminded that they are not invincible. Campus security is available to respond to incidents and complaints. These may include, but are not limited to: parking, fire, traffic, noise, lost and found, and theft. Security is also trained to respond to acts of aggression should they arise. The security department maintains a good working relationship with all external law enforcement agencies to facilitate resolution of any matter that comes to its attention. A comprehensive reporting system is also in place to ensure that all incidents and complaints are dealt with in an expeditious manner.

**Wanting to Transfer**

**Who Student Should Contact:** *Student Services Educational Advisor, Program Advisor*

As a parent, you can help the student to identify why he or she is not happy at UFV, and then encourage the student to seek a solution to the problem(s). Be patient. Help the student to evaluate his or her options.

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## A to Z resource guide

### **ABORIGINAL ACCESS SERVICES**

[www.ufv.ca/arc](http://www.ufv.ca/arc)

The Aboriginal Access coordinator provides support for students of aboriginal ancestry, either status, non-status, Inuit or Métis.

### **ACADEMIC CALENDAR**

[www.ufv.ca/calendar](http://www.ufv.ca/calendar)

The Academic Calendar outlines most of what you need to know about UFV, including course and program descriptions. The print calendar is available at no cost or is fully available online.

### **ADMISSIONS & RECORDS**

[www.ufv.ca/ar](http://www.ufv.ca/ar)

This is where students can obtain information regarding admissions, registration, graduation, important deadline dates and semester information. Students can register online at [www.myufv.ca](http://www.myufv.ca) or in person at any Admissions and Records Office.

### **ADVISING**

[www.ufv.ca/advising](http://www.ufv.ca/advising)

Ask your student the following: Are you taking the right courses? Do you need help planning your education for timely completion? Do your plans include transfer to another school? Are you unsure which major, minor, extended minor, concentration, module, or specialization to choose? Will the workload be manageable? If they are uncertain about any of these things, they can see an advisor to assist them with academic decisions to stay on track. For a complete listing of the different types of advisors at UFV, visit [www.ufv.ca/advising/Who\\_is\\_my\\_advisor\\_.htm](http://www.ufv.ca/advising/Who_is_my_advisor_.htm)

### **APPEALS**

[www.ufv.ca/OAIA](http://www.ufv.ca/OAIA)

UFV recognizes a student's right to appeal decisions and practices which affect academic standing. Contact the Office for Academic Integrity and Appeals: 604-851-6314.

### **CAREER CENTRE**

[www.ufv.ca/jobs](http://www.ufv.ca/jobs)

The Career Centre provides employment related assistance to all UFV students and alumni. The centre offers a number of programs and services including Co-operative Education, Work-Study, the Directions Career Fair, and assistance with resumes, cover letters and interviews.

### **CONFLICT RESOLUTION AND HUMAN RIGHTS ADVISOR**

[www.ufv.ca/crhra](http://www.ufv.ca/crhra)

The Conflict Resolution Advisor is available to provide students, faculty, and staff with confidential assessment, advice, and assistance in the resolution of both interpersonal and workplace concerns.

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**DISABILITY RESOURCE CENTRE**

[www.ufv.ca/disabilityservices](http://www.ufv.ca/disabilityservices)

Resources available include exam accommodation, learning assistance, sign language interpreters, alternate formats for textbooks, and a computer lab with some specialized equipment.

**FINANCIAL AID & AWARDS**

[www.ufv.ca/fineaid](http://www.ufv.ca/fineaid)

Obtaining a post-secondary education requires a considerable financial investment. It is essential that students and their families plan for financing their education, on both a short-term and long-term basis. This website provides valuable information and pointers about sources of financial aid for students attending the University of the Fraser Valley.

**INFORMATION FOR STUDENTS**

[www.ufv.ca/Current\\_Students](http://www.ufv.ca/Current_Students)

Most of the information for this section has been retrieved from various areas of the UFV website. If you are missing some information please check this site for current students.

**MATH CENTRE**

[www.ufv.ca/math/The\\_UFV\\_Math\\_Centres](http://www.ufv.ca/math/The_UFV_Math_Centres)

The Math Centre provides Assistants, Mathematics & Statistics faculty, and student monitors who can help students with their mathematics or statistics problems. They work with students personally to provide them with that extra insight they might need to really understand.

**PARKING**

[www.ufv.ca/parking](http://www.ufv.ca/parking)

Daily pay parking may be purchased from parking meters located throughout Abbotsford campus and Chilliwack campus or pay by phone. Remember your stall number when parking. It is required when making payment. It is not necessary to display a receipt on your dash. No in/out privileges on campus or between campuses when daily pay parking (meter or by phone). If you can't tell what stall you're in because of snow and slush, pay for parking at any meter (enter stall 001), and display the receipt on your dash. Eliminate the hassle of buying daily parking by purchasing a long-term parking student e-permit. Parking fees are: \$1 for every 2 hour period. UFV also offers a vehicle assistance program: Need fuel? Locked out? Need a boost? Flat tire? "Parker Pete" services are available at the Abbotsford and Chilliwack campuses at no cost to those who have purchased parking. All that the student needs to do is call Parker Pete at 1-877-771-7383, and help will soon be on its way.

**RESIDENCE SERVICES**

[www.ufv.ca/residence](http://www.ufv.ca/residence)

Located on the Abbotsford Campus, Residence Services provides an on-campus residence community for 204 primarily first-year students attending UFV. Baker House residence is open year-round for students to live while studying full-time and also open to guest accommodations in the spring and summer sessions. Here to help you with any questions or concerns about residence are our three full-time staff and year-round student staff including Resident Assistants and Front Desk Assistants. Please contact us at [residence@ufv.ca](mailto:residence@ufv.ca) or at 604-557-4063 with any questions about our community.

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**SECURITY, SAFEWALK PROGRAM**

[www.ufv.ca/security](http://www.ufv.ca/security)

Campus security provides SafeWalk escorts to vehicles and public transportation. Students may contact Security and then wait at a SafeWalk station for an escort, or meet at a pre-arranged location. To request a SafeWalk, call the security cell phone:

Chilliwack: 604-991-0225

Abbotsford: 604-768-0279

**STUDENT LIFE**

[www.ufv.ca/studentlife](http://www.ufv.ca/studentlife)

The Student Life Department focuses on out of class programming, activities and services that will provide opportunities for students to develop the skills and competencies to change, grow, and develop.

**STUDENT UNION SOCIETY (SUS)**

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

The UFV Student Union Society implements and manages programs and services for students on all UFV campuses, including the U-Pass, extended health and dental plan, emergency financial assistance through UFV Financial Aid, financial and governance support for UFV student organizations, assistance with academic and conduct appeals, the SUS Handbook, a student Ombudsman, live bands and entertainment, scholarships, and of course, Casey's student lounge.

**STUDENT UNION SOCIETY U-PASS PROGRAM**

[www.ufvsus.ca/upass](http://www.ufvsus.ca/upass)

The SUS U-Pass provides unlimited access to local transit in Abbotsford, Mission and Chilliwack, access to municipal recreation facilities in those three communities, enrolment in the MySafeRideHome program and a variety of discounts at local goods and service establishments. Dedicated registration for U-Pass occurs in the first month of each semester and is handled by the SUS in Abbotsford, Chilliwack and on scheduled days at the TTC and Mission campuses. Watch for signage and at [ufvSUS.ca](http://ufvSUS.ca) about the deployment of the U-Pass.

**STUDY SKILLS**

[www.ufv.ca/counselling/study](http://www.ufv.ca/counselling/study)

Having trouble studying with effectiveness or managing time? Need to understand memory, concentration, and motivation? Contact Student Services and sign up for Success Workshops.

**UNEXPECTED DIFFICULTIES**

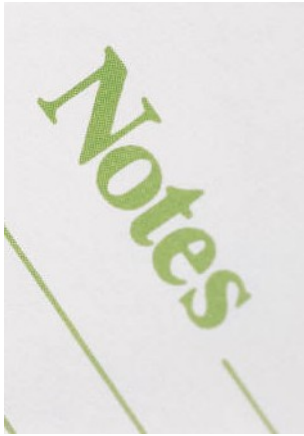
The Director of Student Services supervises the Student Services area. Students may come to the Director's Office for assistance in resolving a wide range of problems or unexpected difficulties. Contact the Director of Student Services at: 604-557-4092.

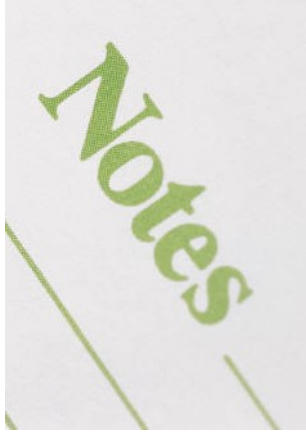
**WRITING CENTRE**

[www.ufv.ca/writing\\_centre](http://www.ufv.ca/writing_centre)

The Writing Centre provides services to help all students improve their writing in a variety of contexts.

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For more information,  
please contact:

**UFV Student Life**

University House  
(Building F) Abbotsford Campus  
[www.ufv.ca/StudentLife](http://www.ufv.ca/StudentLife)



Discover opportunities available for you  
to get involved, to get connected  
and to make a difference!

*Thank you for attending!*