

Referrals and Resources

Blackburn Hall

Office of the Registrar

What: Registration, timetables, records, transcripts, admissions, convocation, withdrawal

How they benefit students: This office assists students: obtaining transcripts; verifying enrolment; applying to graduate; taking courses at other institutions.

How students access this service: Blackburn Hall, Suite 101 or registrar@trentu.ca or 705-748-1215

Financial Aid

What: Scholarships, bursaries, student loans

How they benefit students: Bursary and scholarship applications, OSAP appeals

How students access this service: Blackburn Hall, Suite 101 or financialaid@trentu.ca or 705-748-1524

Recruitment and Campus Tours

What: Campus tours, information for prospective students, open house events

How they benefit students: Organize events to inform prospective student about Trent programs, provide daily tours

How students access this service: Blackburn Hall, Suite 105 or 1-888-739-8885

Card Office

What: TrentU card, transit passes

How they benefit students: The TrentU card allows students to make purchases from one account from vendors on campus and even select vendors in the community. It also provides access to services on campus including residence, athletic complex, the Student Wellness Centre, exams. The card office can help students replace lost or stolen cards.

How students access this service: Blackburn Hall, Suite 104 or campuscard@trentu.ca or 705-748-1011 ext 7431; add funds at www.trentu.ca/trentucard

Parking & Security

What: Parking permits & ticket payment, safety, responding to emergencies, lost & found

How they benefit students: Trent security is available 24/7/365 to the Trent community. Trent Security works with community partners to ensure the safety of people and property within the Trent University environment.

How student access this services: Blackburn Hall, Suite 103 or phone 705-748-1328. For emergencies: 705-748-1333 or the yellow phones around campus.

Housing

What: Residence, off-campus housing, Living Learning Communities, College Residence Life Coordinators (CRLCs)

How they benefit students: Built on the college system, Trent's residences allow students to live in smaller communities (1 of 5 colleges) on campus. Trent also offers housing across from the Symons campus on Water St. for students. The Housing website offers listings of off-campus housing available to Trent students.

How students access this service: Blackburn Hall, Suite 129 or housing@trentu.ca or 705-748-1011 ext. 7127. Housing Service Centres are now available – see Colleges section under Lady Eaton College for details.

The Student Wellness Centre

The mission of the Student Wellness Centre is to provide confidential, integrated services to address the holistic needs of students studying at Trent. The Student Wellness Centre consists of: Student Accessibility Services, the Counselling Centre, and Student Health Services.

Student Accessibility Services

What: Provides academic accommodation plans and support for students with permanent and temporary disabilities

How they benefit students: The mission of Student Accessibility Services (SAS) is to support students with disabilities in Trent's academic environment, through individualized service and promotion of development of the individual. SAS provides several resources to students with disabilities including advising, coaching, and training in the use of adaptive technology.

How do students access this service: Students require documentation of a diagnosis to access services at SAS. To make an appointment, students can visit the office in person in Suite 132, Blackburn Hall or phone 705-748-1281

Counselling Services

What: Provides personal, confidential counselling to all registered students

How they benefit students: Counselling Services is comprised of social workers and psychotherapists who provide counselling and mental health support and referrals to students. Students seek counselling for a variety of issues including: adjustment issues, assertiveness, depression, loss & grief, motivation, relationship/family difficulties, self-esteem, sexuality & sexual orientation, stress & anxiety, substance use issues and weight preoccupation. Counselling Services also offers psychoeducational workshops, groups and online resources for students.

How do students access this service: Students can walk-in for their first consultation appointment (Blackburn Hall, Suite 113). Counselling services can be reach by phone at 705-748-1386. For walk-in hours, visit trentu.ca/counselling

Student Health Services

What: Trent Health Services is a medical clinic on campus.

How they benefit students: Students can access health services for: birth control counselling, emergency contraceptive pills, pregnancy testing, pap testing, STI testing, allergy injections, wound dressing, suture removal, sports injury referrals, migraines, immunizations, mental health assessments. Newer services: naturopathic medicine and dietician services are available at Health Services. These new services are fee for service but may be reimbursed through health coverage.

How do students access this service: Students book appointments; this is not a walk-in clinic. Visit Blackburn Hall Suite 111, or phone 705-748-1481 to book an appointment.

Student Accounts

What: Student financial statements

How they benefit students: Student Accounts tracks students' financial accounts and assesses student fees. They also distribute appropriate receipts and tax documents. Their website lists important financial deadlines for course refunds.

How do students access this service: Student Accounts is in Blackburn Hall, Suite 114 or by telephone at 705-748-1317

Trent Athletics Centre

Health in Motion

What: Provide health and physical rehabilitation to students, staff and Peterborough community.

How they benefit students: Services are available to students and most of the cost is covered by the TCSA health plan.

How do students access this service: Trent Health in Motion is located in the Athletics Centre and can be reached by phone at 705-741-4758 or by email at trent@leadtheway.ca.

Gym, Climbing Wall, Rowing-Paddling Tanks

What: A great opportunity for students to be active and learn new skills. State of the art equipment.

How they benefit students: Both are a great experience for students, a great way to challenge themselves, and be active.

How do students access this service: Both are in the Athletics Centre and can be booked at by phone at 705-748-1257.

Campus Recreation

What: A variety of sports programming offered to students during the academic year

How they benefit students: Offers a social way to be active.

How do students access this service: See online schedules or email campusrec@trentu.ca

Lady Eaton College

College Offices

What: Each College is a place where members of college, students and faculty alike, are able to access a network that can open doors to new opportunities and learning outside of the classroom and is a place to connect with friends and mentors. Each of the four Symons campus colleges house an academic advisor as well as a new addition, an academic skills instructor. Within the college offices, you can find: College heads, academic advisors, academic skills instructors, college cabinets, college student staff, and residence life professional staff.

How they benefit students: A home away from home, the College Offices support and connect students to resources and are a great place for students to reach out to when they have questions or concerns. Academic advisors help students plan their academic courses and degree requirements, as well as advise students with regard to dropping and adding courses, changing majors. They can also assist students with academic petitions.

Academic Skills instructors assist students with skills related to classroom learning, including lab reports, essays and assignments, time management and study skills

How students access this service: Each college office is near the entrance to the College itself. For more information on accessing specific College Offices, visit www.trentu.ca/colleges. For advising appointments or information about drop-in hours, visit trentu.ca/advising

For academic skills appointments, visit www.trentu.ca/sep

Housing Service Centres

What: Any residence inquiries including lockouts & maintenance requests.

How they benefit students: Housing Service Centres have been placed across campus to help students gain convenient access to resources to help them in residence. The Service Centres can help with residence lockouts, lost or stolen keys, maintenance questions and any other general inquiries.

How students access this service: Desks are located in Lady Eaton (LEC 211) Gzowski (GCS 212), Traill (WH 130) and Blackburn (Suite 129). Hours vary by location.

Multifaith Room

Who: Johanna Hart, Spiritual Affairs

What: Trent community members are welcome to use this space to practice their spiritual care needs

How students access this service: This space is open from 7:30 am to 10:00 pm. For more information, contact Johanna Hart at ext. 7229.

Food Services

What: Chartwells is the food service provider on campus and manages all four cafeterias, the Tim Hortons at Otonabee College, the Starbucks in the Student Centre and the food carousel in the bottom of Gzowski College.

How they benefit students: Chartwells works to meet the students' needs and provide healthy choices for meals.

How students access this service: The Chartwells Office is located in Lady Eaton College and can be reached by phone at 705-748-1512 or by email at chartwells@trentu.ca

Student Centre

TUEFRT (Trent University Emergency Response Team)

How they benefit students: TUEFRT responders (trained student volunteers) provide emergency medical response on campus. TUEFRT volunteers are on duty 24/7 between September and April on the Symons campus. Their response rate for calls on Symons campus is under 10 minutes.

How students access this service: For emergency response, phone 705-748-1333. For non-emergencies, contact TUEFRT at 705-748-1660.

Trent Central Student Association (TCSA)

Who: Trent student government

What: They are the campus student government made up of representatives from across the Colleges, and are separate from College Cabinets. The TCSA works hard to provide resources to students like health care plans and a great Trent Express Transit deal; plans campus events; funds clubs and groups on campus; and advocates for student rights and equality on campus.

How they benefit students: The TCSA is a support and resource for students on campus and because they have worked hard to obtain an inclusive health care plan and advocate for student rights on campus. The TCSA is a place for students to reach out when they have questions, comments or concerns about the goings-on at Trent.

How students access this service: The TCSA is located on the 2nd floor of the Student Centre, Suite 2.15 or can be accessed by phone at (705)748-1000 or by email at info@trentcentral.ca.

Peer Support

Who: Robyn Ocean, Sexual Violence Prevention & Peer Support Coordinator; Student Peer Supporters; volunteers

What: Peer drop-in support for a variety of student concerns including loneliness, break-ups, and transition to university

How students access this service: The peer support program is a drop-in service open during the academic year Monday to Friday 12:00 – 4:00 pm. Students can access this service to connect with a peer to listen in a confidential, non-judgmental space. Peer support is located on the third floor of the Student Centre, room 3.04.

Champlain College

Bookstore

What: Buy back/sell books and other academic materials and Trent merchandise.

How they benefit students: The books store recently started taking online book orders for the convenience of students.

How students access this service: The Bookstore is located inside the entrance to Champlain by the bus stop in front of Bata Library. The Bookstore can be accessed by phone at (705) 748-1111 or by email at bookstore@trentu.ca.

Office of Student Affairs

Orientation

What: Programming for incoming students including summer orientation, orientation week and Bring It On

How they benefit students: Orientation involves targeted programming to incoming students related to transition, academics and navigating campus

How students access this service: Rm 206 Champlain College, 705-748-1011 ext.7162

Retention Programming & the Rebound Program

What: Programming for First Generation students, transition and retention programming

How they benefit students: The Rebound program pairs first and second year students with upper year guides. Students may enroll in the program for assistance with goal setting, problem solving and accessing supports on campus.

How students access this service: email rebound@trentu.ca, or enroll online at www.trentu.ca/rebound

The Co-Curricular Record & Impact Leadership

What: The co-curricular record is an official Trent document that recognizes students' co-curricular involvement.

How they benefit students: Students add their involvement to their co-curricular record and print it off prior to graduation. This document can be helpful for students when writing resumes, to remind them of the events they participated in outside of the classroom.

How students access this service: Online at www.trentu.ca/sep or through mytrent

Spiritual Affairs

What: Spiritual affairs co-ordinator and multi-faith room

How they benefit students: Spiritual affairs is available to support students' religious and spiritual needs by connecting students with a network of people in the community from various faith traditions. The multi-faith room is available for students' spiritual needs and is open from 7:30 am – 10:00 pm

How students access this service: Johanna Hart is the contact for Spiritual Affairs, johannahart@trentu.ca 705-748-1011 ext 7229. The multi-faith room is located in Lady Eaton College 202.

Bata Library

Bata library is currently under construction. The current library service point is on the 3rd floor of the Student Centre.

Bata has an offsite service point for the archives, MaDGIC and Microforms at 225 Charlotte St. Access to this location is by appointment.

Study locations have been moved to various points around campus.

Printing stations are available in LEC 104, Champlain 201, and Otonabee College landing.

For information about library services' location updates visit:

https://www.trentu.ca/library/about/Bata_Service_Locations

Science Complex

Graduate Studies Office

What: Graduate studies admissions & financial aid

How they benefit students: The graduate studies office is a first stop for grad students for admissions, programs & finances.

How students access this service: Visit the office in the Science complex room 201, phone 705-748-1011 ext 7245 or email graduate@trentu.ca

Otonabee College

Centre For Human Rights, Equity And Accessibility

What: Human Rights, employment equity, ensuring accessibility on campus

How they benefit students: PACHREA and the Office of Human Rights, Equity and Accessibility review policies related to equity and accessibility. An accessible vehicle (MV1) provides transportation on campus for students, staff and faculty.

How students access this service: The office is located in Otonabee College 121-124 and can be reached by phone at 705-748-1011 ext. 7725 or by email at access@trentu.ca. To book MV1 transportation, visit <http://www.trentu.ca/ohrea/mv1.php> or phone 705-748-1011 ext. 1403

IT Service Desk

What: Technological issues involving mytrent, wireless connection, username/password

How they benefit students: The IT helpdesk is available to students on a drop-in basis for immediate technological assistance.

How do students access this service: The IT desk is located in OC 221.6 for the 2017-2018 academic year.

Gzowski College

First Peoples House of Learning (FPHL)

What: Indigenous student services, cultural programming

How they benefit students: FPHL brings indigenous culture to Trent through student services (mentoring, workshops, counselling), events, and cultural programs. They also provide space for student use, such as the gathering space and tipi. All students are welcome to use the services offered at FPHL.

How students access this service: FPHL offices are located in Gzowski College on the third floor. To contact FPHL by telephone, call (705)748-1011 ext. 7949

Traill College

Traill College houses a number of undergraduate departments (Canadian Studies, Cultural Studies, English Literature) and graduate departments as well as the Trent Graduate Student Association office.

The revitalization of Traill College also re-introduced undergraduate residences to Traill in September 2016.

Trent Graduate Students' Association (GSA)

What: The Trent GSA acts on behalf of Trent graduate students, much like the TCSA acts on behalf of undergraduates.

How they benefit students: The Trent GSA represents and advocates for graduate students at Trent. They also plan activities and events for students and provide resources such as financial support and the GSA Health Benefit Plan.

How students access this service: Find the office in-person in Wallis Hall room 223, reach them by phone at 705-748-1011 ext 6423, or email gsa@trentu.ca. For enquiries about the health plan, email gradhealth@trentu.ca