

# Academic & Student Support Services

## Academic Advising

[trentu.ca/advising](http://trentu.ca/advising)

Academic advisors help students clarify their academic goals, decide which courses to take, understand academic regulations, connect with the services they need and, ultimately, take charge of their own education. It is recommended that students meet with an academic advisor for assistance in planning their academic program. Students who find themselves in difficulty with the academic regulations and/or degree requirements of the University should consult an academic advisor for advice.

Academic advisors are available in each of the colleges on the Peterborough Symons and Trill campuses and at the Trent University Durham GTA campus. Advisors are available throughout the year, by appointment, and during drop-in hours. Information about booking appointments and drop-in hours can be found on the advising website. Students can also consult with departments concerning discipline-specific questions.

## Academic Skills

[trentu.ca/academicskills](http://trentu.ca/academicskills)

Academic Skills instructors teach writing and study skills to undergraduate and graduate students through individual and group instruction. In-person and online appointments give students the opportunity to discuss academic work in progress or to learn valuable skills such as critical reading and thinking, time management, clear writing and grammar, oral presentation strategies, research and citation, listening and note-taking, essay and lab writing, exam preparation techniques, and mathematics. An Academic Skills instructor is located in each college office and at the Durham GTA campus. In addition, Academic Skills offers extensive online resources and publications on its web page.

## Alumni Association

[trentu.ca/alumni](http://trentu.ca/alumni)

Studying at Trent University is an exciting and important time in a student's life, but it is just one phase in the lifelong relationship that the Alumni Association fosters and encourages. Trent's alumni remain informed, interested, and involved long after graduation day. Alumni House is a popular facility for many University events, as well as a destination for returning alumni, particularly on Homecoming Weekend each year. Chapters across Canada and overseas provide opportunities for Trent alumni to meet in their home communities, and recent graduates help represent the University to secondary school students. Alumni are eligible for discounts at the University Bookstore and Athletics Centre, given access to library services, and can receive special rates for home and auto insurance. Children of alumni may qualify for special scholarships to Trent.

Current students and recent graduates are encouraged to apply to the Life After Trent: Mentoring Program, for an opportunity to be matched with prominent alumni or Peterborough community leaders for mentoring sessions during the Winter term.

News, events, blogs, exciting new podcasts, and *TRENT Magazine* are all available online at [www.trentmagazine.ca](http://www.trentmagazine.ca).

## Athletics & Recreation Programs

### **Peterborough:** [trentu.ca/athletics](http://trentu.ca/athletics)

Sport, recreation, and wellness are at the heart of our university community. Trent has a unique advantage when it comes to our programs and facilities. Our Peterborough campus is set in an outdoor 1,400-acre playground with over 20 kilometres of nature trails and access to the Otonabee River right at our doorstep, as well as the Justin Chiu Stadium, complete with an artificial grass playing field, track, and stadium seating for 1,000 spectators. Moving indoors, the state-of-the-art Athletics Centre offers outstanding facilities, equipment and programs to meet the needs of our students.

Trent University has a rich and storied athletics history, with our student-athletes having competed in varsity sport for more than 40 years. Our teams have excelled at all levels of sport, while achieving outstanding academic success. As a student-athlete at Trent, you can become part of something bigger than yourself – you belong to a family that values hard work and a team mentality, while proudly wear the green and white of the Trent Excalibur. Whether you are a student athlete or a fan, you're part of the Trent Excalibur family.

Trent students who are looking to join a team and compete outside of varsity, can participate in our award-winning Campus Recreation programs. Several campus recreation leagues and one-day tournaments are offered each term, ranging from traditional sports like soccer, volleyball, basketball and hockey to fun and unique activities like inner-tube water polo, ultimate frisbee and futsal. Whatever your interest or ability, there is something for everyone. The ultimate goal of these leagues is fun through healthy, active participation. Student-athletes who are new to sport are always welcome.

As a Trent student at the Peterborough campus, you automatically become a member of our state-of-the-art Athletics Centre. If you're looking for general fitness opportunities, Trent Athletics has a range of facilities and programs available to get you started. As members, Trent students at the Peterborough campus have access to the 12,000 sq. ft. cardio loft and weight room, indoor climbing wall, rowing/paddling tank, 25-metre pool, double gymnasium, squash courts, sports medicine centre, warm therapy pool, and change rooms with saunas. For those times you need a break from the treadmill or an extra dose of motivation, the Athletics Centre offers a wide variety of dynamic group fitness classes and personal training. After your workout, meet up with your friends and get a healthy snack at the Planet Café, located inside the Athletics Centre.

### **Durham:** [trentu.ca/durham/athletics](http://trentu.ca/durham/athletics)

All Trent University Durham GTA students pay a compulsory fee for a fitness membership, providing access to a variety of recreational athletics programs and a range of other activities. An intramural athletic program runs throughout the week and includes sports like soccer, flag football, ultimate frisbee, volleyball, and dodgeball, as well as sporting events including annual tournaments, in which all students are invited to participate. Students also have the opportunity to try out for the competitive Co-ed Indoor Soccer extramural team, which competes in tournaments throughout the year against other universities and colleges. Please visit our website for more information.

## Bus Service

### **Peterborough:** [trentcentral.ca/transit](http://trentcentral.ca/transit)

Trent's Symons and Traill campuses are connected to each other, and to the city, by dedicated bus routes operated by the City of Peterborough. The Trent Express is operated specifically for students and other members of the Trent community throughout the year and is scheduled to coordinate with the University's academic timetable. A reduced Trent Express service is maintained throughout the summer months as well. The compulsory transportation fee is paid by students billed 1.5 or more credits in their starting term, and entitles students to a transit pass, which is honoured on all City of Peterborough bus routes, giving Trent students access to the entire city from late August to the

following September each academic year. Students billed less than 1.5 credits, graduate students, staff, and faculty may also purchase a transit pass. All students can purchase GO Transit bus and train tickets at the city bus terminal in downtown Peterborough.

**Durham:** [trentu.ca/durham/transit](https://trentu.ca/durham/transit)

All full-time Trent University Durham GTA students pay a compulsory fee which allows them to ride on any Durham Region Transit (DRT) bus and select GO Transit buses operating within the Durham Region during the academic year (beginning of September to end of May). Full-time Trent University Durham GTA students are issued a student identity card with a transit sticker that identifies them as DRT bus pass holders.

## Child Care Centre

[trentchildcare.com](https://trentchildcare.com)

Trent Child Care Inc. is a non-profit organization offering a wide range of programs within the County and City of Peterborough for children between the ages of 6 weeks and 12 years. Our campus site is licensed for 64 children from 6 weeks to 5 years of age. Trent Child Care is licensed by the Ministry of Education under the Child Care and Early Years Act. The organization offers care to all members of the community, and fee subsidies are available for those who qualify.

## Conference & Hospitality Services

[meetattrent.com](https://meetattrent.com)

Trent's Conference & Hospitality Services provide event services to internal and external clients hosting events on campus. Residences, classrooms, and dining halls are utilized outside of academic timeframes to generate revenue in support of the University's operating budget. Accommodation for visiting students and their families is available from May to August. Graduation gowns may be rented through this office for individual graduation photo sessions.

## Exam Centres

**Centre for Academic Testing:** [trentu.ca/cat](https://trentu.ca/cat)

**Durham Campus Exam Centre:** [trentu.ca/durham/exam-centre](https://trentu.ca/durham/exam-centre)

The exam centres at Trent University provide professional proctoring services for accommodated exams for students registered with Student Accessibility Services ([p. 522](#)). At the request of Trent course instructors, where feasible, the centres coordinate fee-for-service deferred exams for students who may have missed a test or exam due to extenuating circumstances, such as illness, family emergency, or travel during inclement weather. Additionally, the centres invigilate external exams, including exams for online courses from other colleges or universities, and professional exams.

## First Peoples House of Learning (Indigenous Student Services)

[trentu.ca/fphl](http://trentu.ca/fphl)

First Peoples House of Learning provides specialized academic, social and cultural supports, mentoring, and a home away from home for Indigenous students from all over the world.

Located in the Enweying building on Symons campus, FPHL is responsible for providing transition services, recruitment services, Indigenous knowledge sharing, culture-based student programs, and supporting academic and retention services.

It facilitates Indigenous initiatives and community-building for all Trent University students, staff, and faculty at both campuses. FPHL provides cultural gathering space for students in the Ska'nikhra/Benedict Gathering Place, the Nendimowin: Elders and Students Centre, and the Ceremonial Grounds, which include the Tipi and the Sweat Lodge.

### Cultural Counsellor (Advisor)

The counsellor provides culture-based personal counselling for all Trent University students, including issues regarding university life and academics, as well as personal problems that arise as a result of school or other life experiences. The cultural counsellor provides a variety of services to support contemporary and traditional Indigenous knowledge sharing within the University community.

### Student Success Coordinator

The Indigenous student success coordinator is available to provide retention and academic support services for all Trent University students. The coordinator helps to administer services including peer tutoring, peer mentoring, and the peer ambassadors within the Naadimaagewin program, and assists students with funding applications and some housing needs. Academic advising is also available for degree planning, petitions, and other requirements. Advocacy is available for any Indigenous student needing to connect with their professors or other University departments.

### Access for Indigenous Students

Trent University provides access and transition services for individuals of Indigenous heritage through the Foundations of Indigenous Learning Diploma (see [p. 445](#)). This program is offered through the First Peoples House of Learning. Contact our Indigenous enrolment advisor for more information.

### Foundations of Indigenous Learning Courses

Students interested in entering the Foundations of Indigenous Learning courses or Diploma program should contact the Student Success Coordinator. Indigenous students from all disciplines are welcome to take the Foundations of Indigenous Learning courses, which consist of INDG 1011H: Foundations of Indigenous Learning: Writing, and INDG 1012: Foundations of Indigenous Learning: Research (see Indigenous Studies, [p. 263](#)). These courses provide students with the basic skills for academic success. Throughout the courses, the coordinator facilitates students' learning development and provides the resources necessary for Indigenous students' success in the discipline of their choice. These courses are delivered within a holistic model—they provide students with opportunities to learn in a variety of ways that includes their emotional, mental, physical, and spiritual selves.

### Naadimaagewin Program

[trentu.ca/fphl](http://trentu.ca/fphl)

The Naadimaagewin program is a peer-learning and peer support program that offers a variety of group and individual academic supports for all students. Peer tutoring and skills workshops are provided on a schedule throughout the year on topics such as time management, essay writing, and exam preparation. Individual academic help is available through the student success coordinator, who can arrange for tutors from any of the departments on campus for students in need of specific

course support. The program also offers cultural knowledge sharing and skill-building workshops during the year.

### **Trent University Native Association (TUNA)**

[trentu.ca/indigenoustudies/TUNA.php](http://trentu.ca/indigenoustudies/TUNA.php)

Established in 1969, TUNA is an Indigenous student association bringing together Indigenous and non-Indigenous students throughout the University to share knowledge culture traditions and build community. It is a body organized by, for, and about Trent's Indigenous student population. All are welcome to join and participate in TUNA social events and intramural sports. TUNA organizes various cultural, social, and recreational events throughout the year and provides a forum to discuss and address issues affecting Indigenous peoples at Trent and in the broader community.

### **Celebrating Indigeneity and Indigenous Knowledge**

At the Annual Elders & Traditional Peoples Gathering, as well as frequent hands-on workshops, social gatherings, Sweat Lodge and Tipi, students learn about ceremony and culture from elders and traditional teachers. The Trent University Native Association also provides cultural awareness, peer supports, and supportive community connections.

## **Information Technology**

[trentu.ca/it](http://trentu.ca/it)

A wide variety of computing and media resources is available to members of the Trent community in support of their research, learning, teaching, and scholarship. These include wireless Internet access for registered and visiting students, RezNet (for students in residence), public labs providing Internet access, email, the myTrent student portal, the online LearningSystem, web print services, and audio-visual equipment rental.

All computing services are available from computer labs on campus, with many also accessible from other locations over the Internet. Instructional technology support services are provided to on-campus academic programs and to Trent Online programs. Reservations for multi-media equipment can be made online via the myTrent portal. For a complete list of services, see the Services tab on the IT web page. Usage of computing resources must be in accordance with published policies.

## Library & Archives

**Thomas J. Bata Library, Peterborough**

[trentu.ca/library](http://trentu.ca/library)

**Trent University Durham GTA Campus Library and Learning Centre**

[trentu.ca/library/durham](http://trentu.ca/library/durham)

**Trent University Archives**

[trentu.ca/library/archives](http://trentu.ca/library/archives)

**University Librarian**

**R. F. Clarke**, BA, MLS (McGill)

**Librarians and Archivists**

**J. Aoki**, BA, MA (Trent)

**D. Collins**, BA (Trent), MI (Toronto)

**J. Luyben**, BA, MLS (Western)

**E. Olsen-Lynch**, BSc (Brock), MLIS (Western)

**M. Scigliano**, BA (Toronto), MLS (Dalhousie), MA (Concordia)

**J. Watson**, BA (Carleton), BEd (Lakehead), MA (Laurentian), MLIS (Western)

**B. Znamirowski**, BA (Queen's), MLS (Dalhousie)

The Trent University Library & Archives maintains print and digital collections and provides access to scholarly information and services that support research, teaching, and learning. Bata Library's student-centred environment offers modern spaces for individual or collaborative study, a data visualization lab, a critical making studio, computer workstations, and WiFi access. The Trent University Durham GTA Campus Library and Learning Centre is a full service library where students have access to the entire collection of electronic resources as well as print materials, including those located in Bata Library. The Library and Archives website offers online library skills tutorials, subject guides, and other tools to guide students through the research process. General and specialized library instruction programs for groups and individuals are facilitated by librarians at both campuses.

The online library catalogue provides access to the library collection, which includes electronic scholarly resources (including e-books and electronic journals), print volumes, an extensive microform collection, government publications, maps, and air photos. The Library's collections are supplemented by a free interlibrary loan service (RACER) to enable borrowing from other university libraries.

Trent University Archives serves as a regional archive for Peterborough County and the surrounding area and holds the non-current records of the University. Its considerable holdings comprise textual records (family, business, association, and institutional papers) and more than 40,000 photographs, maps, and other graphic items. Additionally, the Archives house a number of special collections focusing on rare Canadiana.

The Maps, Data & Government Information Centre (MaDGIC; [trentu.ca/library/madgic](http://trentu.ca/library/madgic)) serves as the campus centre for geospatial and statistical data, offering technical support to students and researchers using Geographic Information Systems (GIS) technologies. MaDGIC provides support and training on ESRI software and coordinates data partnerships with the public and private sectors. MaDGIC participates in university research partnerships and coordinates the Regional Environmental History Atlas (REHA) project. It also serves as a regional depository for government publications, maps, aerial photography, and imagery published by the government of Canada and the government of Ontario. The Centre's historic collections date back to Confederation and include parliamentary papers, debates, bills, statutes, budget information, and censuses of population and agriculture.



## Office of the Associate Vice-President Students

**Peterborough:** [trentu.ca/studentaffairs](http://trentu.ca/studentaffairs)

**Durham:** [trentu.ca/durham/student-life](http://trentu.ca/durham/student-life)

The Office of the Associate Vice-President Students provides administrative and programming support to the various departments that coordinate student services and activities on all campuses. Working collaboratively with students and student associations, it anticipates and addresses concerns, and makes recommendations that will benefit the students and the University.

In Peterborough, these services include the Student Wellness Centre (Counselling, Health, Student Accessibility Services and the Centre for Academic Testing), Housing and Food Services, Spiritual Affairs, First Peoples House of Learning, and student crisis response. The Office of the AVP Students coordinates student-based committees to help raise awareness, address concerns, and assess student event risks.

The Office of Student Affairs also facilitates multiple opportunities to get engaged and build transferable skills on campus, including Orientation Week, the Impact Leadership program, and the Co-Curricular Record. The Co-Curricular Record is an official Trent document acknowledging student accomplishments that occur outside the classroom and are not for academic degree credit. Student leadership positions, awards, workshops, and other events can be considered for recognition on the Co-Curricular Record. The Rebound Program offers upper-year peer guidance to students in their first or second year at Trent who are struggling with the transition to Trent.

In Durham, the director of Student Affairs coordinates services that include the Academic Skills Centre, Career Services, Personal Counselling, Student Accessibility Services, Food Services, the Durham Regional Transit bus pass, athletics, health and wellness education, student leadership programming, new student programming, and New Student Orientation. Durham Student Affairs works with student government leaders of the Trent Durham Student Association (TDSA) and other campus groups to engage with the Durham Region community.

## Print & Post

[trentu.ca/printshop](http://trentu.ca/printshop)

Print & Post provides print and postal services to the Trent community. Print services available include colour copies, transparencies, posters, brochures, photocopies, binding, folding and finishing services, large format printing, paper sales, business cards, and more. Please refer to the website to submit orders through the online system, and for details on services and business hours. Purchases can be made by cash, cheque, debit, Visa, and Mastercard. The Mail Room provides a centralized system for Trent University mail and complies with the laws, regulations, and rates of Canada Post. Mail is collected and delivered throughout the campus once per day. All postal rates are subject to the Federal Goods and Services Tax (GST). Along with mail services, the department also provides courier services (UPS).

## Student Associations

### Trent Central Student Association (TCSA)

[trentcentral.ca](http://trentcentral.ca)

The Trent Central Student Association (TCSA) is the student union that represents all undergraduate students at Trent University in Peterborough. As a member of the Canadian Federation of Students (CFS), the TCSA is committed to bringing about necessary educational, administrative, and/or legislative changes in those areas affecting students by representing the interests of its members to all levels of government and university administration. The TCSA is governed by a Board of Directors made up of representatives from each college cabinet, as well as an executive committee and equity commissioners elected annually from the membership at large.

In addition to its advocacy and lobbying efforts, the TCSA also provides a variety of services for its members including a consignment used book service; a free student day planner; a student discount map; ATM machines; international student identity cards; administration of Trent Transit; and a comprehensive health and dental Student Benefits Plan. The TCSA also organizes social events, workshops, campaigns, and more. It supports and sponsors more than 100 student clubs, groups, and societies on campus, and it works continually to improve and expand the scope of its advocacy, activities, and programs. Students are encouraged to communicate ideas and opinions to their elected representatives on the Board of Directors, to participate and become involved in the activities of the TCSA, and to exercise their voting and membership privileges during yearly Elections, Board of Directors meetings, and more. Feel free to drop by the TCSA office in the Trent Student Centre with questions and/or feedback, and to explore the student study spaces.

### Trent Durham Student Association (TDSA)

[mytdsa.ca](http://mytdsa.ca)

The Trent Durham Student Association (TDSA) acts as the democratically elected government of the students attending Trent University Durham GTA. Governed by a Board of Directors and led by a team of student executives, the TDSA exists to serve the needs of the student body and advocates for student voices on a university, municipal and provincial level. The TDSA is a member of the Ontario Undergraduate Student Alliance (OUSA), a lobby group that develops policies based on research and consultation with the student body of its members to ultimately influence provincial legislation through professional government relations.

In addition, the TDSA administers a health and dental plan, a Walk-safe program, Trent University Durham clothing sales, locker rentals and a bookstore where students can resell their used textbooks on consignment. The TDSA supports and sponsors a variety of student clubs, student-run events, and committees that foster a safe and welcoming space for all students to connect and engage with campus life. Connect with us in room # 122 to inquire about the exciting paid opportunities for students to work in support of the TDSA's advocacy and event planning. We also encourage any student facing difficulties during their studies to reach out to us for support.



## Student Wellness Centre

[trentu.ca/wellness](http://trentu.ca/wellness)

The Student Wellness Centre's mission is to provide holistic and integrated support in meeting the bio-psycho-social needs of Trent University students. The interdisciplinary team supports student success and personal well-being through the provision of timely and effective interventions and accommodations. The Wellness Centre strives to provide an experience of care that is student-centred, respectful, compassionate, accessible, equitable, and safe.

### Counselling Services

**Peterborough:** [trentu.ca/counselling](http://trentu.ca/counselling)

**Durham:** [trentu.ca/durham/counselling](http://trentu.ca/durham/counselling)

The Counselling Centre provides individual, group, and crisis counselling to all full- and part-time students. Staff are committed to providing confidential services that respect the dignity and value of all people regardless of age, gender, ethnicity, physical qualities, sexual identity, and ability. Many students seek support for specific concerns related to anxiety, depression, grief, identity, and relationship challenges, while other students come with less defined difficulties like low motivation, poor self-image/esteem, stress, loneliness, and adjustment issues. Referrals within Peterborough or the Durham region can be arranged as appropriate. Limited psychiatric services are also available to Peterborough students.

### Student Accessibility Services

**Peterborough:** [trentu.ca/sas](http://trentu.ca/sas)

**Durham:** [trentu.ca/durham/accessibility](http://trentu.ca/durham/accessibility)

Trent University endeavours to ensure the accessibility of all of its campuses and programs to all students. The University has a committed team providing support and advocacy on behalf of students with documented physical, sensory, medical, psychological, or learning disabilities. Services provided include: assistance with obtaining note-takers, coordination of accommodated exams, training in adaptive technology, academic coaching and learning strategies, and liaison with faculty members and support agencies. Students with disabilities who are considering attending Trent are encouraged to contact SAS at the time of application.

### Student Health Services

[trentu.ca/healthservices](http://trentu.ca/healthservices)

Student Health Services provides primary health care to all current students. A full range of confidential medical services is available (see the website for hours and details on available services). All clinics require booked appointments. Health cards and student cards must be presented at every visit to Health Services. Ontario residents must have a current Ontario Health Insurance Plan (OHIP) card. For students from another province, that province's health insurance is accepted as equivalent. International students require University Health Insurance Plan (UHIP) coverage (or equivalent) and should contact Trent International for details.

## Trent Student Benefits Plan

[trentcentral.ca/benefits](http://trentcentral.ca/benefits)

The Trent Student Benefits Plan offers 12-month extended health and dental coverage to all eligible students; students that are billed for 1.5 credits or more are automatically enrolled and charged the Student Benefits Plan fee. Any undergraduate student in less than 1.5 credits may opt-in to the plan by visiting the TCSA office (located on the second floor of the Trent Student Centre), or [trentcentral.ca/benefits](http://trentcentral.ca/benefits). Deadlines apply. For reasons of personal information and privacy protection, the TCSA can only discuss information pertaining to an individual's status on the plan with the plan holder.

Students are encouraged to contact the TCSA and to visit the website to learn more about the Student Benefits Plan options and confirm opt-out or opt-in deadlines as soon as they arrive on campus. It is each student's responsibility to meet all deadlines associated with the Student Benefits Plan. Students are given an opportunity to waive (opt-out of) the Benefits Plan if they have existing comparable alternative coverage. In order to opt-out and be reimbursed the mandatory fee, eligible students must complete an online opt-out form before the deadline. This deadline is firm and will be posted each year on the TCSA website, in the TCSA Agenda, on the TCSA smartphone app, and emailed to all students. Full coverage details are also available in the TCSA office, and on the TCSA website.

Students who have opted-out of the Student Benefits Plan can opt back in if they lose their alternative coverage; students must opt-in to the plan within 30 days of losing alternative coverage. The Student Benefits Plan also offers students the option to add a spouse and/or dependents to their plan during the opt-out/opt-in periods each year. Coverage begins on September 1, 2019 and ends on August 31, 2020.

## Trent University Campus Store

[trentushop.ca](http://trentushop.ca)

The Trent University Campus Store is located in Champlain College on the Symons Campus, with a temporary bookstore set up twice per year at Trent University Durham GTA. The Campus Store accommodates a wide range of needs and interests for Trent students, faculty, and staff, and the Peterborough community in general. Along with textbooks and school supplies, it carries a variety of general-interest books, software, Trent University clothing, gifts, food and beverage items, and school rings. The Campus Store offers many options and programs to help students find the most affordable course materials possible. Used, rental and digital formats are available, and purchases can be made in-store during business hours (Monday to Friday, 8:30 am–4:30 pm), and online 24 hours per day. The Campus Store ensures that students always have access to course materials in a variety of formats. Please see the website for details on book buyback and return policies.