

Creative Industries

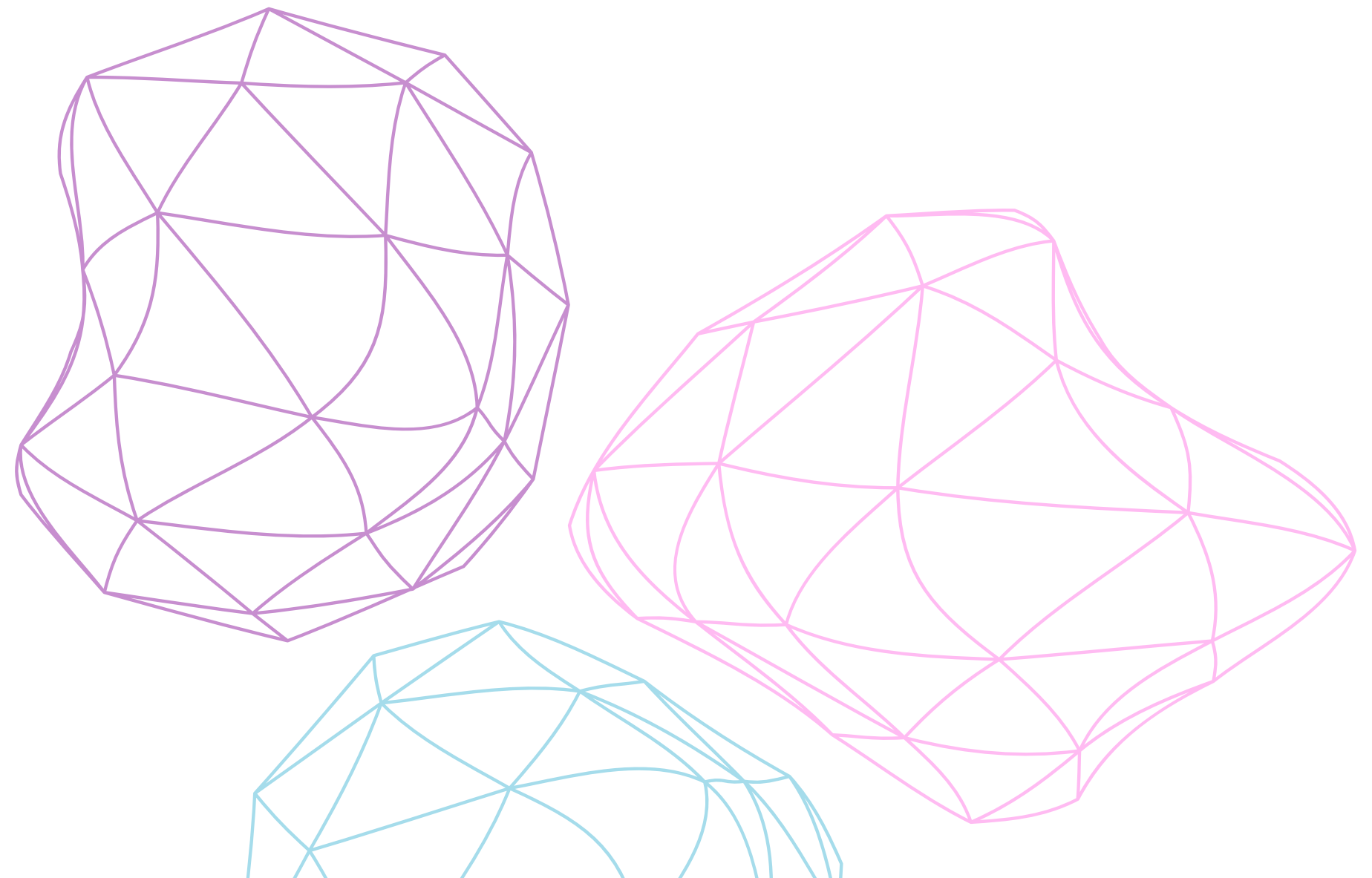
at The Creative School

Student Handbook
2024/2025



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>>> MESSAGE FROM THE CHAIR

Welcome to the School of Creative Industries, whether you're new or returning!

University life can be complex, which is why we've created this handbook to guide you through your four years here. It will help you navigate the policies and procedures of both the Creative Industries and the University, so I encourage you to refer to it often.

Your university education is a shared responsibility. As faculty and staff, we are dedicated to providing you with an excellent curriculum and supporting you throughout your studies. In return, it's important for you to take charge of your own education. Get to know how your Faculty, Program, and the University function. Manage your time wisely, check your email daily, communicate with us promptly, and meet your deadlines. Most importantly, seek extra support whenever you need it.

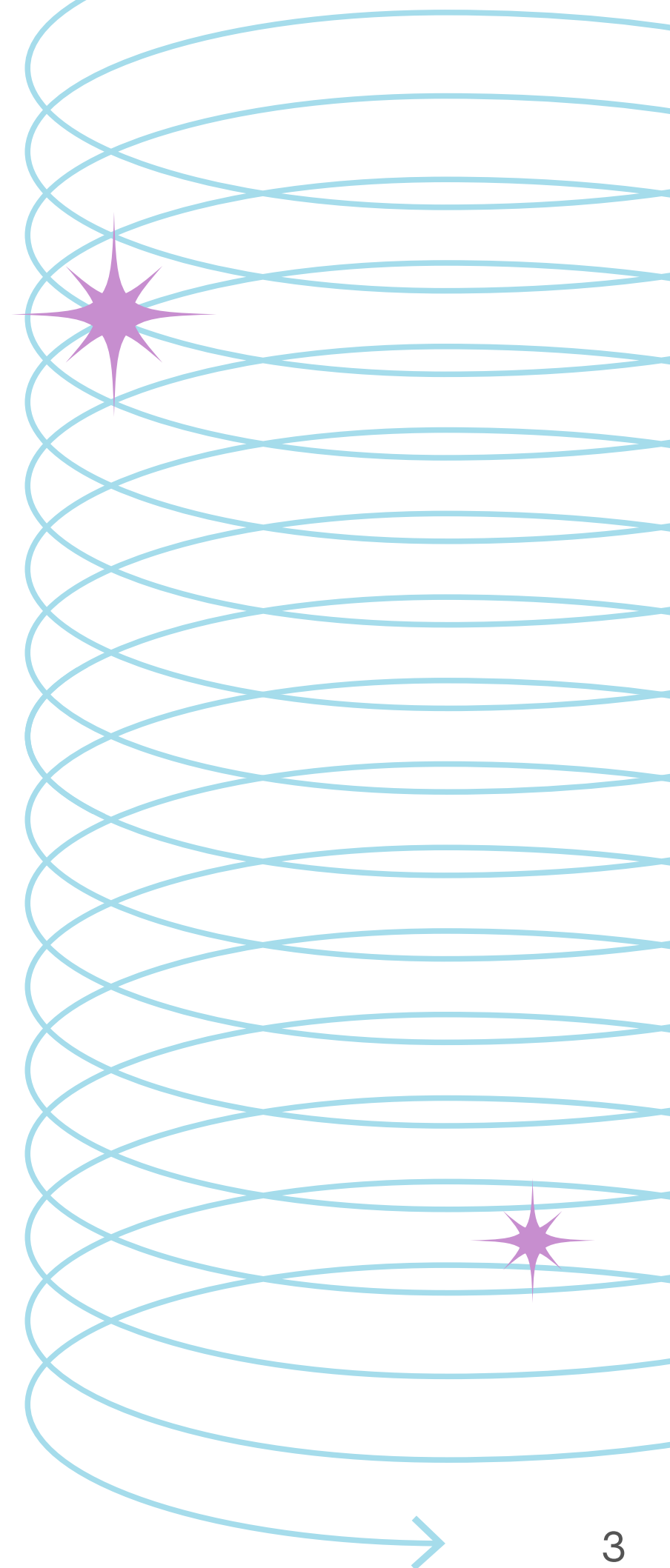
This is a time for intellectual exploration and personal growth. It will challenge you, and it won't always be easy or fun, but nothing worthwhile ever is. We are here to guide you and support you as you carve out your path in the Creative Industries.

As Chair, I also want to share this piece of advice: university is about more than just classes and grades. It's about balance. Take advantage of opportunities to engage with your School, Faculty, and the broader University community. Participate in activities, connect with your peers, and explore everything Toronto has to offer just steps from campus.

Enjoy this exciting adventure. I wish you a rewarding and fulfilling year ahead!

Dr. Esther Maier

Chair, The School of Creative Industries





>>> MESSAGE FROM THE DEAN'S OFFICE

DEAN'S MESSAGE

Welcome to Creative Industries at The Creative School, Toronto Metropolitan University! You should be exceptionally proud of yourself for taking this big step in your professional and academic growth. As a member of this creative community, you have unique transdisciplinary opportunities at your fingertips that are not available anywhere else. You have access to instructors, mentors, spaces, services, initiatives, and events that provide you with a unique, unparalleled educational experience.

I encourage you to explore The Creative School's seven Innovation Hubs: [The Enterprise Hub](#), [The Design + Technology Lab](#), [Red Bull Gaming Hub](#), [The Catalyst](#), [The Creative AI Hub](#), [Saagajiwe](#), and the newly launched [Chrysalis](#).

Integrate hands-on experiences into your learning by taking advantage of cross-disciplinary courses, [global opportunities](#), and industry collaborations and boost your skills and kickstart your career with support from the [Student Success Centre](#).

I encourage you to take full advantage of The Creative School and engage with the richness of our schools, programs, Innovation Hubs and international centres.

Follow @thecreativeschl on [Instagram](#) and [X \(Twitter\)](#) and @thecreativeschool on [TikTok](#) and bookmark torontomu.ca/the-creative-school to stay updated on our latest creative endeavours. [The Society of The Creative School](#) and numerous student-run clubs offer additional year-round opportunities for creative exploration, professional development and socializing.

You are at the centre of The Creative School and I am personally committed to your success. The future of our industry depends on this generation and I know you will be catalysts in igniting the positive change that The Creative School aims to inspire.

Charles Falzon

Dean, The Creative School

»» FACULTY & STAFF DIRECTORY

General Inquiries x553302, Fax: 416-979-5138

3rd floor, KHS 349, Kerr Hall South

350 Victoria Street

Email: creative.industries@torontomu.ca

For more information on our Faculty and Staff members, and our 2024-2025 instructors, please visit the [Creative Industries - People page](#).

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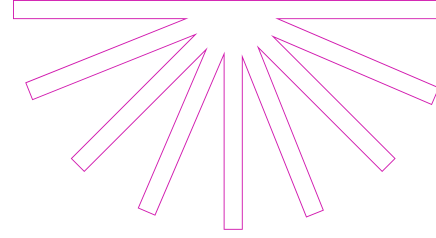
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>>> OFFICE SERVICES



Our **Academic Advisor, Kaitlyn Pontanilla**, will advise you on all academic matters, including degree and graduation requirements, academic standing issues, academic policy interpretation, curriculum advice, transfer credits, program withdrawals, Kaitlyn is supported in this role by **Lauren Awalt, Student Affairs Assistant**. You can reach Kaitlyn and Lauren via email CRIadvising@torontomu.ca, and on Instagram [@CreativeTMU](https://www.instagram.com/CreativeTMU).

The **Manager of Academics and Student Affairs for the School of Creative Industries and Professional Communication, Romina Ishani**, will support the review of academic appeals and other higher-level matters.

Our **Industry & Work Placement Specialist, Alex D'Arcy**, will guide students on all facets of the School's mandatory work placement program, including: Application process, Selection and acquisition of host enterprises, Educational outcomes of work placements, Troubleshooting placements.

Our **Administrative Coordinator, Emma Smith**, will assist you with general inquiries and guide you to the appropriate people and departments across the University, including: Appointments with the Chair, Internal events, Access to university tools and systems, University policies and Human Resources.

Our **School Chair, Dr. Esther Maier**, is responsible to the University for the operation of the School. Proposals for School and student initiatives should be brought to her attention. Appointments should be scheduled through Emma Smith.

>>> Request for Letters Confirming Registration, Attendance, & Forms

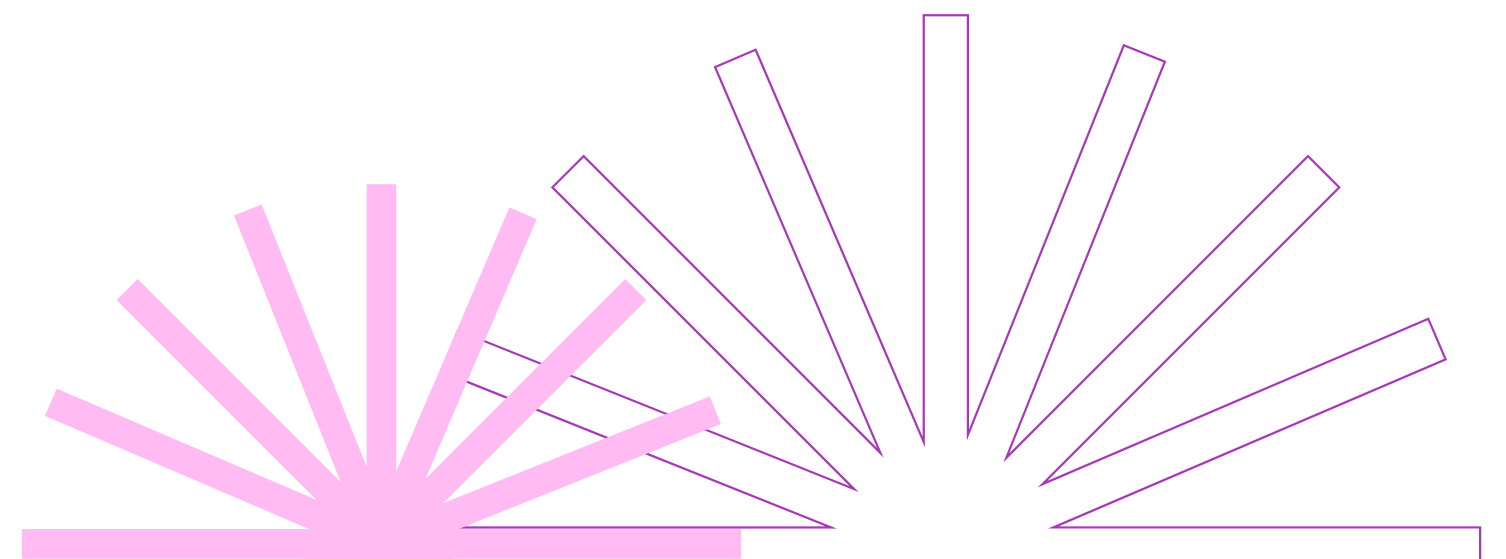
Letters confirming registration, attendance, admission, graduation, etc can only be requested from the Office of the Registrar, Enrolment Services & Student Records at torontomu.ca/myervicehub-support/students/academics/request-letter/.

>>> Forms

Students will need to submit forms for many purposes. For a full selection of forms and their uses, refer to torontomu.ca/current-students/documents-letters/.

>>> Lockers

A limited number of lockers are available for the year in the basement of the Rogers Communication Centre (RCC) and may be acquired on a first come, first served basis. If you're interested in obtaining one, please fill our Creative Industries Locker Registration form using your TMU email: forms.gle/QbHGnx5zPBPZGGLi7



»» WHAT IS CREATIVE INDUSTRIES?

Creative Industries cultivates students to become leaders in the discovery of creativity, business, and culture. Our interdisciplinary degree program is great for students interested in taking a leading role in creative industries such as communication, design, media, entertainment, arts and culture, and with the knowledge of the business or “behind the scenes” work.

»» Creative-Content Modules (Table II)

MODULE A	
MODULE A	MODULE B
MODULE A	MODULE B
MODULE A	MODULE B
MODULE A	MODULE B
	MODULE B

A **creative-content module** is a sequence of five (5) courses consisting of required and/or elective courses. They cover the basic historical, theoretical & production aspects of a creative field while examining how that field functions as a business.

MODULE A = Year 1 Fall to Year 3 Fall.

MODULE B = Year 2 Fall to Year 4 Fall.

Modules and their offerings are subject to change and availability. Please refer to the [2024-2025 Undergraduate Calendar](#).

»» Internships

In the summer after third year or during the fall semester of fourth year, students begin their **mandatory work placement** within a creative enterprise for a minimum of 240 work hours. They may be paid, unpaid, or honorarium-based. Our office helps students find placements through a professional development workshops and a robust Creative Industries job board. While we work hard to help, it is ultimately the students’ responsibility to apply, attend interviews and land a role. [Visit our CI - Internships page](#).



»» Significant Dates

Life in university is ruled by deadlines – for assignments, tests, and final exams, for courses to be added and dropped, for fees payment, and many more events. Dates and times for final exams are released by the Registrar’s Office towards the end of the term. Be sure not to make any travel plans for the end of terms before the exam schedule is available.

2024-2025 Significant Dates: torontomu.ca/calendar/2024-2025/dates/

Significant Date	Period
Official start of Fall 2024 term	September 3, 2024
Fall Study Week	October 15 to October 18, 2024
Fall examination period	December 4 to December 15, 2024
Official end of the Fall 2024 term	December 15, 2024
Mid-Winter Break	December 23 to January 5, 2025
Official start of the Winter 2025 term	January 10, 2025
Winter Study Week	February 18 to February 21, 2025
March Course Intentions Period	March 6 to March 12, 2025
Winter examination period	April 13 to April 27, 2025
Official end of the Winter 2025 term	April 27, 2025
May Course Intention Adjustment Period	May 7 to May 9, 2025

»» GETTING STARTED

»» Online Identity

Activate your online identity here: torontomu.ca/accounts/students/

All students are required to activate and maintain their online identity. Be sure to monitor and retrieve information issued to you by the University faculty/staff via TMU online systems on a frequent and consistent basis. Students have the responsibility to recognize that certain communications may be time-critical. For more information, please refer to Senate Policy #157 at torontomu.ca/senate/policies/. Access includes:

TMU email
Google Workspace
MyServiceHub
D2L Brightspace

TMU Wireless (WiFi)
Online Library resources
Computer labs and other services
Virtual applications

»» OneCard

Apply for your One Card here: torontomu.ca/onecard/get-your-onecard/students/apply-online/

Your TMU student card (TMU OneCard) is the official identification card for the University. It is required at all exams, and it serves as your service card for various campus services, discounts, secure building access, and more. Once you have activated your TMU online identity, you should apply for your OneCard. If you need access to a building or a room and your OneCard does not open the door, please see Emma Smith.

»» Two-Factor Authentication

Multi-factor authentication (MFA) is a security control that adds an additional layer of security to protect your online account. TMU students must set up two-factor authentication for both Google and Microsoft.

Microsoft Authentication:

torontomu.ca/ccs/services/software/microsoft/mfa/

Google Authentication:

torontomu.ca/ccs/services/ITSecurity/protecting-your-identity/two-factor-authentication/how-to-use-two-factor/

»» Microsoft Office & Adobe Creative Cloud

As a Creative Industries student, you will have access to both Microsoft Office 365 Education and Adobe Creative Cloud. Microsoft 2FA must be set up in order to start downloading applications.

Microsoft Office 365 Education: All TMU community members have access to Microsoft Office 365 Education services and applications. Learn more here: torontomu.ca/ccs/services/software/microsoft/#!accordion-1596627770044-office-365-education

Adobe Creative Cloud: All students, staff and faculty of The Creative School have access to Adobe Creative Cloud for their personal computers and while using the labs and suites on campus. Learn more here: torontomu.ca/the-creative-school-equipment-distribution-centre/adobe/

>>> ACADEMIC SUPPORT

>>> Full-time vs. Part-time Studies

TMU defines “full-time” study as four billing units per term (4 courses). This is also the course enrolment required for The Creative School Dean’s List, and the [renewable entrance scholarship](#), if applicable. On the other hand, [OSAP](#) defines “full-time” study as three billing units per term (3 courses). Three courses is also the minimum requirement for international students with study permits.

For any inquiries, please reach out to a member of the ServiceHub:
torontomu.ca/servicehub/contact/

>>> Academic Consideration Requests (ACR)

If you've missed an exam, assignment, or any other graded work due to illness or extenuating personal circumstances, you should request an academic consideration. Academic considerations should be submitted within 72 hours of the missed deadline and should be submitted online through the [Academic Consideration Request portal](#).

Academic consideration requests should only be submitted for graded work. Please note that instructors are not obligated to grant academic consideration requests. [Senate Policy #167](#), which governs Academic Consideration and Appeals, can also be found on the Senate website. As always if you have any questions, or require clarification, please email CRIadvising@torontomu.ca.

More on ACRs: torontomu.ca/senate/academic-consideration-requests/

>>> Academic Accommodation Support (AAS)

A part of Student Wellbeing, Academic Accommodation Support (AAS) supports students with disabilities. They work with students to create and implement individualized academic accommodation plans so students can more fully participate in their studies. AAS will work with any student enrolled at TMU who requires academic accommodation, regardless of program or course load. If you have a disability that can affect your academic performance, you should register at the Academic Accommodation Support unit. You should also consider contacting this unit if you suspect that you have an undiagnosed disability. **Visit the AAS website at torontomu.ca/accommodations/ or call 416-979-5290.**

>>> Academic Integrity

TMU and the School of Creative Industries view violations of academic integrity very seriously. It is imperative that students conduct themselves with integrity and understand what constitutes academic misconduct as described in the Student Code of Academic Conduct, which will result in penalties ranging from a failure on a plagiarized assignment plus a disciplinary notice to expulsion from the University. **For more information go to: [Senate Policy #60](#).**

You can avoid many problems by using proper citation in your essays. We recommend the format provided for CI courses (Page 12), but professors outside of CI may prefer a different format. Always be sure to ask. **Learn more about Academic Integrity: torontomu.ca/academicintegrity/**

>>> Course Enrolment

Students MUST familiarize themselves with module and degree requirements. It is **your** responsibility to select courses from the Creative Industries curriculum in the [Undergraduate Calendar](#). Individual progress toward completing degree requirements should be monitored through the [Advisement Report function](#) in MyServiceHub.

Information regarding courses, significant dates, degree requirements, and FAQs are posted on our website. Please bookmark our [CI Academic Advising site](#). You can also email CRIadvising@torontomu.ca, should you require information or clarification regarding your academic career.

Find all course descriptions in the TMU Undergraduate Calendar at [torontomu.ca/calendar/2024-2025/programs/fcad/creative industries/](https://torontomu.ca/calendar/2024-2025/programs/fcad/creative%20industries/).

There is no formal registration in a creative-content module. Students select and progress through each of their modules by virtue of their course selection. Students may switch their modules at any time. However, switching can sometimes entail some loss of credits toward their degree, which must be regained through course overloads, summer courses if available, or extending their undergraduate program beyond 4 years.

Enrolment dates are listed by the TMU Registrar's Office on MyServiceHub. Enrolment dates are issued by year & only allow you to register for courses designated for you to take in the year of your program you are going into.

>>> Course Intentions

[Course intentions](#) is the process where students indicate the courses they wish to take in the upcoming academic year. Course intentions are used to generate students' course schedules, which are released ahead of the start of the fall and winter terms.

The course intentions period occurs in March for the upcoming fall and winter terms. Course intention changes can be made during the course intention adjustment periods in the spring (May) and fall (August to September).

Participation in course intentions is mandatory for all undergraduate students in full-time programs. There are also many benefits to successfully completing your course intentions such as:

- Getting your preferred courses**
- Accessing priority enrolment**
- Receiving OSAP faster**
- Maintaining your scholarships**
- Confirming your enrolment**

While TMU makes every effort to enrol students into courses based on course intentions, there are occasions where a course intention selection cannot be accommodated. If your intentions are not scheduled, you will still be able to enrol into courses during your enrolment period.

Seeing a prohibited “⊘” icon on MyServiceHub means that you have a hold on your account. Visit the [Account Holds page](#) for more information. IMPORTANT: A hold restricts access to specific services like enrolling/intending in courses and viewing your grades.

»» Academic Standing

It is the student's responsibility to maintain a Clear academic standing in order to continue in the CI program from term to term without limitations. Your academic standing is determined at the end of each academic term based on your final course grades, and you must check your standing on MyServiceHub in a timely fashion as further action will be required on your part if you fail to maintain a Clear standing.

If your Academic Standing is Probationary - you **MUST** request an appointment with CRI Advising to clarify the basis on which your standing can become Clear. Also, you will be required to sign a Probationary Contract with restricted conditions for the following semester. It is important to note that you cannot continue in your degree on Probation without first establishing a Probationary Contract.

Failure to meet the terms of a probationary contract will result in a Required to Withdraw standing. Students with this standing are advised to attend a "Required to Withdraw Students Group Session" offered by the Centre for Student Development and Counselling. This workshop covers strategies to get reinstated and other educational options.

The following definitions are taken directly from the Full-time Undergraduate Calendar. Full information on the various academic standings can be found in that online document.

CLEAR - A cumulative grade point average (CGPA) of at least 1.67 (except where the student has violated an approved Department/School Standing variation or, while on Probation, the student has violated the terms of their Probationary Contract). Students with CLEAR Standing may continue their program studies with no restrictions except for the obligation to satisfy prerequisite requirements.

PROBATIONARY - A cumulative grade point average (CGPA) of 1.00 to 1.66. Students with Probationary standing are required to have a developmental Probationary Contract outlining a specific plan for studies and academic supports authorized by their program School or Department, and signed by the student. Students who fail to have such a Probationary Contract within five (5) working days of the first day of the semester will have their course registrations and course intention requests cancelled for the term in question. Students with a Probationary standing at the start of any semester will be eligible to continue their studies in a subsequent semester as long as they achieve a term grade point average (TGPA) of 1.67 or higher, meet the terms of their Probationary Contract, and do not violate approved Department/School standing variations.

REQUIRED TO WITHDRAW (RTW) - Students will be REQUIRED TO WITHDRAW from their program for one of the following reasons:

- i. **A CGPA of less than 1.00 (except students enrolled in their first semester);** or
- ii. **A term GPA below 1.67 while on PROBATION;** or
- iii. Violation of any approved Department/School Standing variation; or
- iv. Violation of a Probationary Contract (including unauthorized changes to the contract or failure to negotiate a Probationary Contract).

Note: No student in their first semester at TMU will be RTW in December. Students with a GPA of less than 1.00 in their 1st semester will be advised about their prospects for success and continue in their program for the subsequent Winter semester on PROBATION.

>>> Short-Term and Permanent Withdrawals

You may wish to temporarily withdraw from your program of studies for either the current academic term or for future academic terms due to financial, health, personal, academic or other reasons. In this case, you may request a [Short-Term Withdrawal](#) for up to 3 consecutive terms/12 months.

Alternatively, you may wish to voluntarily and permanently withdraw from your program studies due to financial, health, personal, academic or other reasons. You would request a [Permanent Withdrawal](#) in this case. Permanent withdrawal requests are final once processed. If you wish to re-enter the program at a later time, an application for re-admission must be submitted to [Undergraduate Admissions](#). Re-admission is not guaranteed.

>>> Proper Citation

Creative Industries students take courses from a variety of disciplines from across the university, as such students should be familiar with both APA and MLA citation styles.

It is up to the student to confirm with the instructor of each course which citation style they accept. To learn more about MLA and APA please consult the style guides in the Library. Basic style templates for both MLA and APA can be found on the TMU Library website here:

library.torontomu.ca/guides/style/

Most instructors include an example of the citation style they accept in the course outline, if you do not see one you should confirm with the instructor.

>>> Minors

The University defines a minor as an opportunity for a student to explore a secondary area of undergraduate study either for personal interest beyond a student's degree program, or as an area of specific expertise related to the student's degree program that will serve the student's career choice. To complete a minor, students must complete a sequence of 6 courses in one of the subject areas identified in the University Calendar at: torontomu.ca/calendar/2024-2025/minors/

A limited number of liberal studies electives, module course, and open electives may be applied to this goal, so students should consider this possibility at an early stage in their academic careers at TMU.

>>> Transfer Credits

Students who have completed courses at TMU or another postsecondary program may apply for transfer credits through the University's online system. Detailed information about the application process is found at torontomu.ca/transfer-credits/. We also recommend that transfer students email **CRIadvising@torontomu.ca** to identify as a transfer student so that we can review your remaining credits.

Please note that it is possible for credits to be ineligible for use in your Creative Industries degree. They will be found under the "Non-Applicable" section of your Advisement Report.



»» OPPORTUNITIES AND EXPERIENTIAL LEARNING

»» International Exchange (Study Abroad)

The School of Creative Industries offers a limited number of overseas studies opportunities for 3rd year students, through The Creative School's International Exchange Office. Typically these exchanges last one term and occur during the winter semester of third year. Students participating in the exchange program continue to be registered at TMU, pay regular TMU tuition fees and return to TMU to complete their degree. In most cases, classes are conducted in English and are taken at a normal course load. To be eligible to apply for exchange students must have a Clear academic standing and a minimum GPA of 2.5.

Creative Industries Exchange Partners for 2024/2025:

Amsterdam University of Applied Science (AUAS) – Netherlands
Auckland University of Technology (AUT) – New Zealand
Breda University – Netherlands
Curtin University – Australia, Mauritius, Singapore, Dubai
Danish School of Media and Journalism (DMJX) – Denmark
Edinburgh Napier University – Scotland
Hochschule der Medien (Stuttgart Media University) – Germany
KEA - Copenhagen School of Design & Technology – Denmark
Technological University Dublin – Ireland
University of Leeds – England

»» The Creative School Global Learning

The Creative School faculty has a number of global learning opportunities, both virtual and in-person.

Virtual: Global Campus Studio (GCS) is an internationally-focused course that provides students at TMU and partner institutions around the globe the opportunity to collaborate with diverse international teams on original creative projects.

In-person: Travel intensives are in-person immersive experiences that allow students from The Creative School to explore the creative industries in other parts of the world. They are often offered as part of a course credit, but also encompass non-curricular initiatives.

Note: Students interested in applying for these International opportunities must do so in 2nd year and should begin by consulting The Creative School's Exchange Office website at torontomu.ca/the-creative-school/international/exchanges/outbound/ and attending an exchange information session during the fall term.



>>> Creative Industries Awards

The Creative Industries Founder's Award is awarded to two students who demonstrate both entrepreneurial potential and a cross-disciplinary and collaborative approach to creative work.

The Rosemary Reid Memorial Award honours the memory of Rosemary Reid, and goes to a student that has completed an RTA module who brings kindness, consideration, warmth and enthusiasm to the program/cohort.

The Grace Jeong Award honor the memory and legacy of first year CI student, Grace Jeong, and goes to an exceptional first year Creative Industries students as they continue to strive for their highest potential.

The School of Creative Industries also has several awards open to our graduating students. They are presented at the spring graduation awards ceremony: **Highest Cumulative GPA Award, Outstanding Community Engagement Awards, and the Creative Industries Valedictorian Award.**

Award descriptions and how to apply for awards will be sent to all Creative Industries students at the beginning of the nomination period.

>>> The Creative School's Equipment Distribution Centre

The Equipment Distribution Centre (EDC) is the main access point for equipment and facilities usage within The Creative School. This includes audio, visual and computing equipment, and more required for academic projects and activities. They provide service for academic use for all Creative School students. **Learn more about the EDC:** torontomu.ca/the-creative-school-equipment-distribution-centre/

>>> Digital Media Experience (DME) Lab

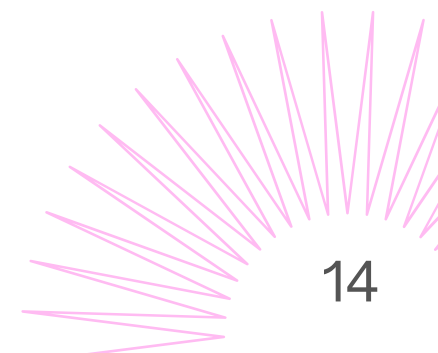
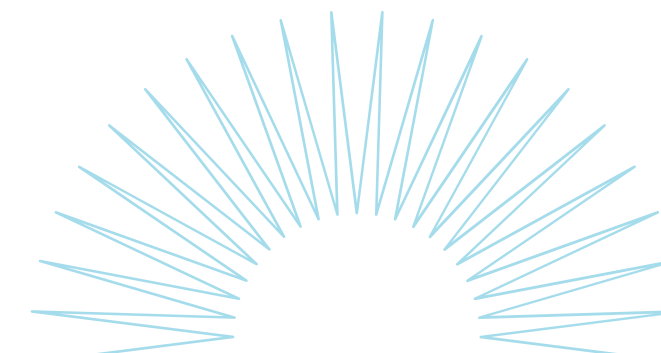
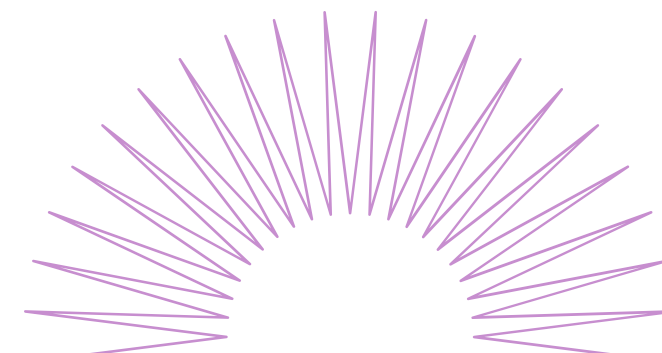
The DME is a place where TMU Libraries users come to create, collaborate and explore digital media tools. They offer 1-on-1 tutorials that teach TMU Libraries users how to create using emerging tech and Digital Media, including Virtual Reality, 3D Printing and the Adobe Suite. **Learn more about the DME:** library.torontomu.ca/dmelab/

>>> Open Space at The Innovation Studio

The Open Space at The Creative School Innovation Studio is a production facility available to Creative School students, faculty, staff, and Zone members to develop, create, fabricate, assemble and test multimedia projects, with the assistance and consultation of technical staff. It is accessible on a drop-in basis and for short-term projects. **Learn more about the Open Space:** torontomu.ca/innovation-studio/open-space/

>>> Zone Learning

Zone Learning is the network for innovation and entrepreneurial experiences at TMU. It is a new model of experiential learning built to allow students to apply their degree coursework to real world startups, causes, companies, projects or ventures. There are 10 zones on the downtown campus across all disciplines. There are several ways to participate, including credits that can be taken towards your degree. **Learn more about Zone Learning:** torontomu.ca/zone-learning/



»» STUDENT RESOURCES

»» ServiceHub

The ServiceHub is your front-line service centre for the Office of the Registrar, including support for undergraduate admissions, fees, financial assistance, MyServiceHub support, exams, class schedules, applying to graduate and more. **You can contact the ServiceHub by completing the [help form](#), calling 416-979-5036, or visiting them in-person at POD 150.**

»» Navigate TMU

[Navigate TMU](#) is designed to welcome you to TMU and help you discover the resources that will be beneficial to you during your degree. With over 100 services available to you at TMU, the [Student Success Navigator team](#) can connect you to the ones that you need to meet your goals. You can book a free appointment with a Student Success Navigator to learn more about what is available to you at TMU. The [Navigate TMU Program](#) was developed to support students in feeling more confident in their first year and more knowledgeable of the skills and resources to navigate university. In this program, you will have access to six online modules to explore who you are, what you need and want out of your university experience, and how you can accomplish your goals.

»» Student Life and Learning Support

[Student Life and Learning Support](#) (SLLS) provides opportunities for you to discover your talents, explore, skill-build, express your identities, create friendships and connections, and build your learning success toolkit. Learning Support offers both in-person and online appointments, tutoring, and programs. There is a wide variety of [study skills and transition support materials](#) available to you through SLLS. Additionally, you can develop your academic writing skills and your approach to the writing process through meaningful conversations about your writing in individual appointments, workshops, and writing groups with [Writing and Language Support](#).

»» Athletic and Recreation

TMU Athletics is home to our TMU Bold varsity sports teams, including hockey, basketball, soccer, volleyball, golf and more. As a student, you can watch varsity games for free. **Check out the TMU Bold site to see the game schedules: tmubold.ca/index.aspx**

[TMU Recreation](#) offers free drop-in programming, group fitness classes, sports clubs, intramural teams, women's only programming, mind-body activities, and more. You can access these services with your OneCard through the Recreation and Athletic Centre (RAC) and the Mattamy Athletic Centre (MAC).

>>> Student Wellbeing

Student Wellbeing encompasses a variety of health, wellbeing, and academic services such as [Academic Accommodation](#), [Counselling](#), [Health Promotion](#), the [Medical Centre](#), and [Thrive TMU](#). Health Promotion Programs is dedicated to promoting the health and wellbeing of students by working with students and staff to develop a healthy community. The Medical Centre aims to promote a healthy environment for work and study by offering quality health services to current students. ThriveTMU provides training and resources to students to teach the skills associated with resilience, well-being and thriving.

>>> Consent Comes First (CCF)

Consent Comes First (CCF) provides free, confidential, trauma-informed, healing-centred support to students affected by sexual violence and other forms of gender-based violence. CCF works with students to connect to services, help think through options for safety and healing as well as create a space on campus to take a breath. It doesn't matter when, with who or how the violence occurred, CCF is here to listen and support. You can contact CCF via osvse@torontomu.ca, (416) 979-5000 ext. 553596, or in-person at Kerr Hall West 279. **Learn more:** torontomu.ca/sexual-violence/

>>> Centre for Student Development & Counselling

TMU has excellent counselling services available to all TMU students: Centre for Student Development & Counselling:

[torontomu.ca/student-wellbeing/counselling/
csdc@torontomu.ca](https://torontomu.ca/student-wellbeing/counselling/csdc@torontomu.ca)

Jorgenson Hall JOR-07-C
Enquiries # 416-979-5195

If you require immediate assistance, contact the 24/7 Helpline for Ontario postsecondary students, at 1-866-925-5454 (good2talk.ca/)

>>> Tri-Mentoring Program

The Tri-Mentoring Program's goal is to mentor each student using their individual experience to find their sense of belonging on campus. Their mentoring programs include: Peer Mentoring, Group Mentoring, Career Mentoring, Flash Mentoring, Interfaith programming, Student Action programming, and the Black Student Experience. Sign up to join the Tri-Mentoring Program on their website: torontomu.peoplegrove.com

>>> Campus Eateries

There are many places to purchase food and beverages on campus. You can view the [campus map](#) to find the cafes and eateries at TMU. Some of the most popular spots are Oakham Cafe, the Hub Cafe, and the Met campus pub.



»» Attend Campus Events

ExploreTMU is a website that compiles all events from organizations on campus. This is a great tool to discover exciting opportunities on campus and to make new friends. **Find TMU events by accessing the site here: exploretmu.torontomu.ca.**

»» International Student Support (ISS)

International Student Support (ISS) fosters a sense of belonging and community for all students who are new to Canada. Their team of International Student Advisors can help through group immigration advising, drop-in hours and one-on-one personal development appointments. ISS can be emailed at issask@torontomu.ca. **More resources for international students can be found on our website: torontomu.ca/creativeindustries/international-students/**

»» Financial Aid

Student Financial Assistance can answer questions about:

- Government Student Aid**
- Scholarships & Bursaries**
- CareerBoost Student Employment**
- Budgeting Tips & Student Discounts**
- OSAP (Advisors available via phone through the [ServiceHub](#))**

Contact the Student Financial Assistance office at finaid@torontomu.ca, 416-979-5113, POD-59 or go online at torontomu.ca/student-financial-assistance/.

HOW DO I GET INVOLVED?

»» Creative Industries Course Union

The Creative Industries Course Union (CICU) represents the interests and opinions of Creative Industries students. They host a range of events throughout the year specifically designed for you. If you have questions about the CICU, please direct them to cicu@torontomu.ca. **To stay up to date with the CICU, follow their Instagram: [instagram.com/criunion/](https://www.instagram.com/criunion/)**

»» Society of the Creative School

The Society of the Creative School (SCS) is a student-led society that represents all full-time undergraduate students within The Creative School. They support students by funding projects, providing guidance on policies, connecting you to industry professionals, and sharing your work. **Learn more about the SCS: societyofthecreativeschool.ca**

»» Toronto Metropolitan Students' Union

The Toronto Metropolitan Students' Union empowers students and builds community on campus by advocating for student rights, supporting student groups, events and initiatives, and providing discounted services. The TMSU governs many student groups across campus and houses the TMU equity centres. **Find a list of the student groups and equity centres on their website: yourtmsu.ca**

»» HOW TO PROBLEM SOLVE

We want you to have a successful academic experience at TMU. When problems arise, it is important that you deal with them proactively and in a timely fashion. **We can't help you come up with a solution if we don't know about it.** Need advice? Email CRIadvising@torontomu.ca. Here are some common problems, and suggestions on how to resolve them:

»» I'm experiencing academic difficulties with a course

The first thing you should do is make arrangements to discuss your progress with your instructor, either through their office hours or via email. Assess how you are doing in the course overall, review what is left to be completed in the course, and ask for suggestions that may help you be successful. If you would like further guidance, you can always reach out to Kaitlyn or Lauren via CRIadvising@torontomu.ca, and they can provide advice.

»» I'm having academic challenges in general

All sorts of things can negatively impact academic performance. Your starting point for dealing with them should always be the School's Academic Advising team. Kaitlyn and Lauren can offer guidance on the issues involved or refer you to the TMU department who are best able to provide assistance.

»» Personal and emotional issues are impacting my studies.

There are various ways of dealing with stress. These can range from academic adjustments to personal counselling to crisis intervention. Your first step should be to contact Academic Advising (Kaitlyn & Lauren), who can explore some of the options with you and/or direct you to the appropriate support services on campus. You can also contact the Centre for Student Development & Counselling (CSDC) directly at 416-979-5195 / torontomu.ca/healthandwellness/counselling/

»» I just know I'm going to fail a course. What can I do?

Speak to Kaitlyn or Lauren via CRIadvising@torontomu.ca as soon as possible. Sometimes, the best decision is to drop a course (prior to the academic drop deadline for the term), as a failing grade will, in most cases, have a negative impact on your CGPA (cumulative grade point average).

»» What happens if I drop a course?

Provided you drop the course prior to the academic drop deadline for that semester, it will simply disappear from your record. However, it is important to note that financial drop deadlines and academic drop deadlines differ, and you should refer to the **Significant Dates** page of the [2024/25 Undergraduate Course Calendar](#) for both sets of dates.

»» I can't seem to figure out MyServiceHub.

MyServiceHub is an important tool, worth spending time to learn how to use it. Visit MyServiceHub support at torontomu.ca/myervicehub-support/.

»» I'm uncomfortable about the way someone on campus treats me.

TMU promotes a civil, respectful atmosphere conducive to learning by everyone in its community. If you are experiencing discrimination or harassment, you are advised to contact the Human Rights services: torontomu.ca/humanrights/. As always, if you want or need to review options or get advice you can always contact the Academic Advising team.

>>> IMPORTANT RULES AND POLICIES

>>> Course Management

The University's [Senate Policy #166: Course Management](#) stipulates the information that must be provided to students enrolled in each course, including course objectives, evaluation scheme, attendance requirements, schedule of topics, reading lists, teaching methods and assignments. This information is provided by either hard or electronic copy in a course outline that serves, in essence, as a contract between the professor and the individual student. The content of course outlines will vary from course to course and from School to School. Students are expected to be familiar with the requirements itemized in each course outline and to conduct themselves accordingly. We recommend that you download and keep a copy of your course syllabi.

>>> Assignments

Details of due dates and penalties for missing them are contained in the individual course outlines. Projects and/or assignments may be submitted on or before the given due date. Late submissions, if accepted at all, are likely to have grade penalties as stated in the course outlines. At the instructor's discretion, late assignments will not be accepted without proper medical documentation.

Only the original copy of an assignment is acceptable. Students must keep a copy of each assignment on file until the original has been marked and returned. Submission of all assignments will occur within assigned class times unless otherwise stated in the course outline.

>>> Student Behaviour

In order for all students to have a positive experience in their classes we must all demonstrate respect for each other and professionalism. This means, for starters, the exercise of common courtesy. Students are expected to familiarize themselves and to conduct themselves in accordance with the University's **Discrimination and Harassment Prevention Policy and the Student Code of Non-Academic Conduct**. This code includes the following statement:

You have the RESPONSIBILITY to refrain from behaviour which you know, or ought reasonably to know, obstructs teaching and learning...

Violations of this Code are serious and could affect a student's continuance at the TMU. Refer to [Senate Policy #61: Student Code of Non-academic Conduct](#).

»» Making Course Arrangements with an AAS Accommodation Plan

All Creative Industries courses are conducted in accordance with [Senate Policy #159: Academic Accommodation of Students with Disabilities](#).

Once registered, the student must activate the sending of an accommodation letter via the online system to each of their instructors outlining their approved accommodation(s) for each course. This should be done prior to a graded assignment, test or exam.

In some cases, arrangements related to a student's accommodation needs may be made by the student's Academic Accommodation Support Facilitator on behalf of the student. Students are not required to provide their personal health information or seek accommodation directly from their professors, course instructors or teaching assistants as it pertains to academic accommodation for disabilities.

Still need to get registered? Refer to page 9 of the Student Handbook for more information about Academic Accommodation Support.

»» Academic Consideration for Religious, Aboriginal and Spiritual Observances

If a student is requesting accommodation due to a religious, Aboriginal and/or spiritual observance, they must submit their complete request form via the online [Academic Consideration Request \(ACR\) system](#) within the first two weeks of the class or, for a final examination, within two weeks of the posting of the examination schedule. If the required absence occurs within the first two weeks of classes, or the dates are not known well in advance as they are linked to other conditions, these requests should be submitted with as much lead time as possible in advance of the required absence. More information can be found in [Senate Policy #150: Accommodation of Student Religious, Aboriginal, and Spiritual Observance](#).

Requests for accommodation can be made informally or formally to the course instructor. Informal requests will be made verbally through private discussion or through an email between the student and instructor. For formal requests, student must submit a clear explanation of the observance and requested accommodation along with a copy of the Accommodation of Student Religious, Aboriginal and Spiritual Observance form.

Instructors will confirm accommodations (if possible), in writing, within 5 days of receiving the request.

Forms are available on the Senate website: torontomu.ca/content/dam/senate/forms/reobservforminstr.pdf

»» Grade & Standing Appeals

As a TMU student you have the right to review how your final grade has been calculated. You also have the right to initiate an informal or formal appeal of a grade in a specific course or your overall academic standing. These rights and the procedures to be followed are explicated in the University's Undergraduate Academic Consideration and Appeals policies: [Senate Policy #167: Academic Consideration](#) and [Senate Policy #168: Grade and Standing Appeals](#).

Note: Grade appeals are submitted to the teaching School or Department in accordance with its procedures; only appeals of CRI courses and appeals of academic standing are submitted to our School's Academic Manager. The decision-maker for Level 1 appeals to the School of Creative Industries is the Chair; the decision-maker for Level 2 appeals is the Associate Dean for Faculty & Student Affairs, The Creative School.

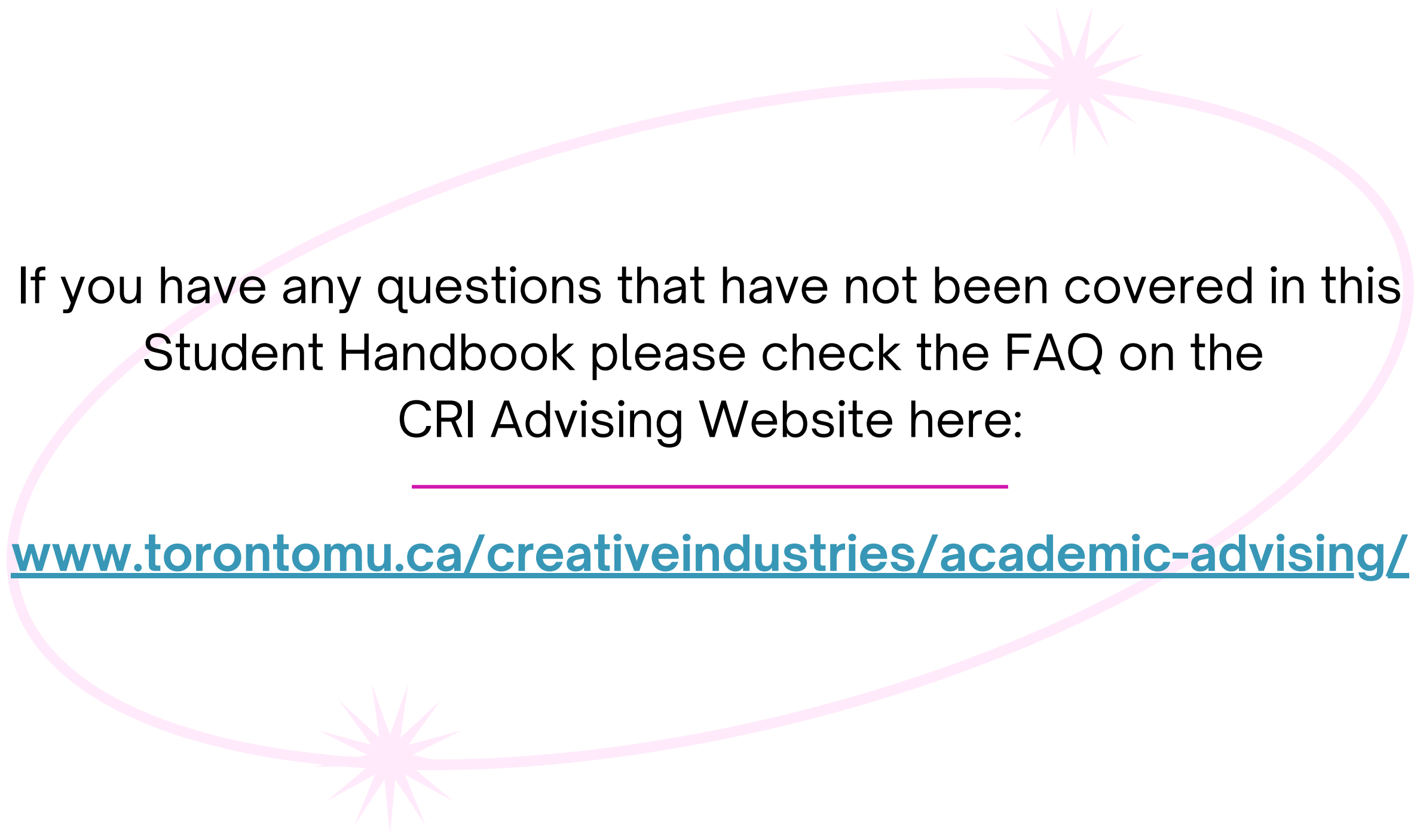
Students should refer to University publications (the Calendars, the Student Guide, and the above-stated appeals policy) for detailed information on acceptable grounds for appeals, appeals forms and procedural instructions. Students are responsible for reviewing all pertinent information prior to the submission of a formal academic appeal. Incomplete appeals will not be accepted. Students are responsible to ensure that a formal appeal is submitted by the deadline dates published in the Calendar and must adhere to timelines established in the policy.

»» Timespan

In order to graduate, a student must complete their program's curriculum and graduation requirements within a specified number of years. This is known as the timespan. **Students in the Creative Industries program have eight (8) years to complete their undergraduate degree.**

If you plan to take courses out of sequence, it is your responsibility to ensure that you have completed all the required courses for your degree. Please note that some mandatory core courses are prerequisites for upper-year courses so taking them out of sequence may result in scheduling and enrolment complications.

If you do not enrol in and/or complete courses for a period of time, you will lose access to enrol in classes and you will eventually be discontinued from your program. **Students that go three (3) consecutive terms with no course enrolments (Spring/Summer terms are included) will be assigned Inactive Enrolment Status.** They are unable to enrol into courses, and must contact program department to request reactivation of your record. **Students that go six (6) consecutive terms with no completed courses will be discontinued from their program of study.** To return to studies after discontinuation, students must apply for readmission into the program using the [TMU Application](#) (Note that readmission is not guaranteed), and contact the [ServiceHub](#) for assistance.



If you have any questions that have not been covered in this Student Handbook please check the FAQ on the CRI Advising Website here:

www.torontomu.ca/creativeindustries/academic-advising/