

# STUDENT LIFE PROGRAMS AND SERVICES

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# STUDENT LIFE PROGRAMS AND SERVICES

## Student Life

As a rule, academic institutions of quality seek to offer a wide range of services that assist students in making their experience positive. Trinity Western is no exception to the rule. Good customer service is important.

However, Trinity Western University goes beyond simply providing for good customer service. Trinity Western engages students where they live. At Trinity Western, we believe the provision of student programs and services creates windows of opportunity to involve students in educationally enriching experiences. These learning-focused opportunities are integral to their development as “godly Christian leaders: positive, goal oriented university graduates with thoroughly Christian minds, growing disciples of Jesus Christ who glorify God through fulfilling the Great Commission, serving God and people in the various marketplaces of the world” (TWU Mission Statement).

## Student Life Division

Trinity Western University is divided into major divisions. Student Life is responsible to assist in creating a learning, life-changing environment.

Student Life provides a variety of student services and programs. In part, Student Life’s educational mandate is to challenge and assist students in exploring and developing all God has created them to be. By intention, Student Life’s classroom is the day-to-day life experiences of the student.

The Student Life staff are committed to this focus. Their vision for student experience is evident in their mission statement.

## Mission

In support of TWU’s mission, Student Life seeks to “...develop unmistakable disciples of Jesus Christ, students with integrity, who are prepared to influence their world as servant leaders, able to model healthy relationships and lifestyle, ready to demonstrate commitment to the Scriptures, and eager to participate in lifelong learning.”

## Beliefs

Student Life staff recognize and believe:

- In the mission of Student Life. This means that the staff place value in this mission and are dedicated to its accomplishment.
- That pursuing an education involves more than getting a degree. It includes developing character, personal discipline, and leadership skills. It means learning how to maintain healthy relationships and work as a member of a team. It involves identifying a life calling and preparing for it. Student Life helps students receive an education in this broader sense.
- That the educational process involves acquiring information, having meaningful experi-

ences, and taking the opportunity to reflect on the significance of both. Student Life creates opportunities for students to learn through experience and reflection.

- In the power of relationships to transform lives. “As iron sharpens iron, so one person sharpens another” (Proverbs 27:17). Student Life encourages students to develop personal relationships with other students, staff, and faculty, for it is through these relationships their lives will be changed forever, for the better. The Student Life staff is made up of people who, along with all of the other University faculty and staff, welcome such relationships.

## Process

For Student Life, having a mission and knowing what it believes are important, but without an understanding of the process involved, these noble aspirations remain on paper and unrealized in the lives of students. In “developing godly Christian leaders” who will be “unmistakable disciples of Jesus Christ,” the Student Life staff have chosen a process with five elements.

Student Life staff seeks to expose every student to:

- **Life Opportunities.** Involvement in Student Life programs will develop invaluable skills for the work place and community. Students are challenged to be godly leaders with thoughtful Christian perspectives on what it means to lead through serving others.
- **Life Examples.** Students encounter genuine role models of the Christian faith in TWU staff, faculty, and guest speakers—people who understand and demonstrate God’s grace.
- **Life Emotions.** Students are free to explore their emotions, faith, and hopes, sharing who they are with others whether it be in small groups, in the classroom, or just one on one.
- **Life Messages.** Interaction with faculty, chapel speakers, and staff provides students with a better understanding of who God is, what it means to be a disciple, what it means to be a leader, and what it means to have a sense of one’s life calling.
- **Life Solutions.** Students are encouraged to approach life situations with a solution-focused orientation. They are challenged to understand problems from the perspective of solutions rather than simply analyzing the factors that led to the situation.

To accomplish its mission, Student Life employs this five-fold process through several educational functions.

## Educational Functions of Student Life

Student Life actively engages in:

**Discipleship development**—pursuit of godly character

**Leadership development**—making a difference in your world through service

**Career development**—life path preparation

**Living in community**—“being” and “doing” with others

**Personal wellness**—sound body, sound mind

**Equity of access**—promoting access for all

**Research and evaluation**—assessing and improving student experience

**Transition and retention**—adjusting to and succeeding at TWU

## STUDENT LIFE DEPARTMENTS AND SERVICES

The services of the Student Life division address a wide range of needs. Some services focus on the provision of information, others target educational opportunities, while still others focus on remedial assistance to those who desire to grow or are facing personal challenges. Frequently, a Student Life department will offer services that cover all of these areas. For example, The Career Centre provides:

Information (Student work opportunities)

Education (Resume writing workshops)

Remedial (Career exploration)

Inquiries about Student Life departments and services may be made directly to the related office or to the Office of the Vice-President for Student Life.

Hours: 8:30 a.m. to 5:00 p.m.,

Monday - Friday

Reimer Student Centre

Tel: 604.513.2025

Fax: 604.513.2013

E-mail: [studentlife@twu.ca](mailto:studentlife@twu.ca)

Web site: [www.twu.ca/life](http://www.twu.ca/life)

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## Community Life

*Sheldon Loepky, Director*

Connecting with a disciple-making, personally challenging, academic community significantly enhances a student's education. Research indicates that students who invest in the campus community have greater social confidence, better connection with faculty and staff, higher persistence in accomplishing educational goals, increased grade point averages, and fonder reflections of their university experience. Community Life's goal is to create environments and opportunities where students can find belonging, have influence, develop relationships, and serve one another. Through community, students learn more about themselves, their relationship to God and others, and their purpose in life.

In conjunction with other departments of Student Life, Community Life staff equip and develop approximately 100 student leaders to pilot many commuter, residential, and international student programs. Trinity Western has a history of developing students through experiential learning opportunities, many of them being outside the classroom.

### Commuter Programs

Students who live off campus are encouraged to become involved in the University community. All

student programs and services at Trinity Western are available to commuting students.

The Collegium Project is an exciting new adventure for commuters at TWU. Collegium commuter facilities are a 'home away from home' for more than 500 commuter students; each collegium focused around academic disciplines or designated student classes. A collegium is a relaxing refuge before, between, and after classes and is a great place to connect with other students, staff, and faculty. Collegium Project Assistants (CPAs) support commuter students in their transition to and development at Trinity Western University. These intentional communities come fully equipped with kitchens, lounge areas, and space for eating, studying, and accessing reference materials. CPAs also help organize events in the collegium throughout the year. For Collegium Project membership, see Student Life for a Collegium Project enrolment card.

Other special services and facilities for commuter students include:

- Student leadership opportunities and experiences; contact the Student Life Office.
- Small Groups – Commuter students can become a member of a discipleship (D-Group) or personal support group (Freedom to Grow) that focus on a variety of topics (e.g., eating disorders, depression, low self-esteem, relationships, career goals, study skills, etc.).
- Lower Café – Has comfortable furniture, a pool table, microwaves, and big screen TV; located in lower Douglas Centre.
- Carpool Ride Board – Connects students with others living near their home; located beside the University Bookstore in the Reimer Student Centre.
- Carpool Parking Passes – For preferred parking spots on campus, contact Parking Services in Facility Services Building.
- Lockers – Are free of charge as available. Register with The Front Desk Office in Reimer Student Centre, faculty secretary's office, Neufeld Science Centre, or through the Collegium Project.
- Rental Properties information and listing of places for rent in the Fraser Valley; contact The Front Desk Office in Reimer Student Centre or [www.twu.ca/housing](http://www.twu.ca/housing).

### Resident Programs

Each residence hall is divided into small groups of 14 to 22 students, peer led by a Resident Assistant (RA). Resident Directors (RDs), professional staff living on campus, work with student leaders and resident students to foster a living-learning environment that promotes individual and group development. The residences at Trinity Western are not just a place to sleep at night, but are viewed as an important location to develop students in the fulfilment of the University's mission. Through daily interaction, Community Life staff encourage students to reflect on what they are learning about themselves through their university experience. Time management, conflict resolution, accountability, and tolerance and respect for differences are but a few learning outcomes gained from living in community.

Specific residence hall programs include:

- Student leadership opportunities and experiences; contact the Student Life Office.
- Dorm Meetings – RAs and resident students lead weekly small group meetings focusing on social, spiritual, relational, accountability, and academic issues.
- Small Groups – Besides dorm meetings, resident students can become a member of a discipleship (D-Group) or personal support (Freedom to Grow) group, which focuses on a variety of topics (e.g., eating disorders, depression, low self-esteem, relationships, career goals, study skills, etc.).
- Social Outings and Activities – Resident students regularly enjoy outings and activities with other dorms and students through “dorm dates”, “all stars”, and other grassroots social activities both on and off campus.
- All Campus Meetings – Every few weeks, invited guest speakers share their life experiences with resident students, often connected to other programs at the University.

### International Programs

Nearly 30 countries are represented in the student body. International students are found throughout the University community, in the English as a Second Language (ESL) program, and at both the undergraduate and graduate levels. International and ESL students contribute to the diversity of the community, helping enrich every student’s education.

International Student Ministries (ISM) serves as a voice for the international student population. The ISM office provides orientation and support to International students, assisting them to make the transition to living in Canada. This bridge between North American and International students serves to heighten campus awareness by advocating for equity where differences and tensions may arise. ISM provides activities and a “home away from home” atmosphere for international and multicultural students as well as missionary students who face transition challenges returning to North American culture. ESL dorms, made up of 50 per cent ESL students and 50 per cent North American students, provide an opportunity for intentional interaction between students from differing cultures. An established language partner program provides ESL students the opportunity to practice English. In addition, there are many programs, formal and informal, which provide for cross-cultural exchange and that increases global awareness. At present, there are four international Fellowship Groups available to students who wish to study the Bible and fellowship in their native tongue (Mandarin, Cantonese, Korean, and Japanese). ISM House and the International Student Lounge (Patio Apartments, MacMillan Hall) are gathering points for great cross-cultural integration and interaction.

For information regarding community policies and expectations, please refer to the Trinity Western University Student Handbook on the TWU web site at [www.twu.ca/studenthandbook](http://www.twu.ca/studenthandbook).

Director of Community Life Office:  
*Reimer Student Centre, Student Life*

Community Life Auxiliary Offices:

Assistant Director of Community Life (Resident Programs)

Assistant Director of Community Life (Commuter Programs)

Assistant Director of Community Life (International Programs)

Resident Directors  
*Douglas Centre, Mezzanine Level*

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## First Year Experience Office

*Cathy Chapplow, Director*

Trinity Western acknowledges the imperative nature of good beginnings. A well-informed start leads to greater satisfaction in the experience and an enhanced likelihood of personal success. A healthy start can also lead to persistence through the challenges that may arise. For these reasons the University places a high priority on its orientation programs.

New students are not only heartily welcomed as members of a learning community, but they are also given an array of opportunities to appreciate this time of adjustment in their lives. They are encouraged to adopt a mindset where ownership of the community and its core values are embraced. TWU desires to see each student begin his or her university experience in a positive way.

The first week of the fall semester is known as “Orientation Week” (O-Week). Coordinated by the Director of Orientation Programs, a team of more than 65 staff and student leaders implement the various aspects of the week. Students check in, confirm their initial semester classes, gain insights on campus services and layout, participate in several small group settings, attend workshops on relevant topics, and gain a general introduction to the characteristics of our community.

*Connections* is an extended orientation program that allows students in a small group setting to form meaningful relationships with others in their major. *Connections* groups meet several times early in the semester and enable students to explore in depth the value-added benefits of a Trinity Western education.

The newest component of orientation at TWU is the *First Year Experience* class, UNIV 101. This one credit hour course provides new students with the opportunity to explore topics such as: How to succeed in university? How to clarify life pursuits? How to prepare for leadership involvement? The lab portion of this class is accomplished through the *Connections* groups so students can advance efficiently through their total orientation experience.

First Year Experience Office

*Douglas Centre*

Tel: 604.513.2025

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## Student Ministries

*Rob Rhea, Director*

Student Ministries provides opportunities for students to grow in faith and to express their faith in acts of service. It also strives to provide opportunities for those who are not Christians to be exposed to the truth of Jesus' teachings in a clear and compelling way.

Student Ministries seeks to influence students toward becoming godly Christian leaders through initiatives in five primary areas: chapel, discipleship, global projects, outreach/evangelism/service, and prayer.

### Chapel

Trinity Western chapels are a vibrant part of campus life. Every weekday, hundreds of students, faculty, and staff are encouraged in their relationship with Jesus and challenged by the needs of our world through music, drama, dance, multimedia, teaching, prayer, and testimonies.

The mission of TWU's chapel program, as enabled by the Holy Spirit, is to lead people, personally and corporately, into a fresh awareness of God's greatness and goodness (revelation), where they can express their praise and thanks to him (response) and be transformed into the people he desires them to be (renewal). Four core values drive the chapel program: being Christ-centred, fostering discipleship, being community-oriented, and being culturally relevant in how we communicate the truth of God.

Chapel is an opportunity for Christians of all backgrounds to unite in praise. The community includes worshippers from liturgical and charismatic backgrounds, new believers and lifelong disciples, Baby-boomers and Generation X-ers, as well as those from local and international cultures.

TWU's chapel program is also voluntary. The University does not require student attendance at chapel. Instead, students are encouraged to choose to make chapel an important part of their spiritual growth as they attend. This approach brings a powerful energy to the chapels, because the students who attend truly desire to be there.

For many students, chapel is also a significant opportunity for leadership development. Students participate through music, drama, dance teams, or set-up and sound crews. Worship team auditions are held during the preceding spring (returning students) and in the fall for new students.

Chapel also includes Sunday Night Alive—an extended student-led worship time held every second Sunday evening. The hour-long service includes worship through music, corporate and individual prayer, testimonies, Scripture readings, and other creative elements.

### Discipleship

Discipleship is a cornerstone of Trinity Western University and, in particular, of Student Ministries. In its simplest form, a disciple is a learner or follower—a student of a teacher or mentor. At TWU, students are taught and encouraged to be followers

of Jesus Christ, in obedience to his teachings and the Scriptures.

Praying, teaching, and listening are key elements in discipleship. In TWU discipleship programs, students pray for students (James 5:16), students teach students (2 Timothy 4:2), and students listen to students (Job 4:4).

There are more than 30 discipleship groups on campus. A student leader cares for each group, and each leader is, in turn, mentored by a discipleship coordinator. In TWU's program, men disciple men and women disciple women.

### Global Projects

Short-term missionary service provides members of TWU's community with opportunities to see firsthand the urgent needs of people in the world and to play a part in meeting some of those needs. For many, it is a life-changing experience as they step outside their comfort zones and trust in God to minister in and through them to others. Each year, during Reading Break and the month of May, teams led by students, staff, and faculty are sent throughout the world in obedience to Jesus' command to make disciples of all nations. Teams go to serve and learn. They learn about other cultures, about loving each other, about leading peers, and about wholeheartedly loving and following Jesus.

On campus, a group of missions-minded students are led by two student missions coordinators. This group meets weekly to pray for the world. It invites speakers and organizations to address current trends and issues in world missions; it maintains a library of short and long-term missions opportunities; and it organizes and runs the Student Missions Conference. The week-long conference held every January includes seminars, lectures, keynote chapel speakers, and participation by more than 50 missions agencies.

### Outreach/Evangelism/Service

Outreach and evangelism programs provide students with a practical outlet to share their faith and demonstrate Christ's love to others. Involvement in these programs provides a platform from which students can mature in the spiritual disciplines of love and compassion. Outreach and evangelism groups challenge students to "learn to maintain good works, to meet urgent needs, that they may not be unfruitful" (Titus 3:14). They share their faith through creative and innovative approaches. Such practical opportunities can be pivotal in developing a student's ability to positively integrate Christianity into today's culture.

Outreach and evangelism opportunities also enhance community living. By bringing together people who share common interests and concerns, these programs allow students to build friendships based upon service, fellowship, accountability, and support (Eph. 4:16).

A variety of campus and off-campus volunteer opportunities are available. Students serve with organizations such as Union Gospel Mission (street evangelism in Vancouver), YDI (youth crisis telephone), Pro Life Society, Valley Therapeutic Equestrian Centre (helping disabled children ride horses), Langley Lodge (visiting the elderly), Prison Ministries, and Campus Crusade for Christ. There are also several on-campus groups that attend to the needs of the university community.

## Prayer

Prayer was at the heart of Jesus' ministry during his time on earth. His life was characterized by continual communion with his Father through prayer. By his example, Christians are compelled to strive toward this unity of heart and mind with God. One of the primary messages of the Scriptures is that God desires us to seek him in prayer. As we do, he will reveal himself and his will to us. With so many directions being set during the university years, it is crucial that students be given many opportunities to grow in their understanding of prayer. Armed with a knowledge of prayer and its power, students will be equipped for the present work of God in their lives and for the path they select after Trinity Western.

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## The Career Centre

### Life planning for the 21st Century

*Mary Ellen Kuehl, Associate Director*

Students come to the University to acquire an education. They innately recognize that there must be a connection between their academic studies and their future career, although few students truly understand the nature of the relationship. Many students believe the relationship is magical, something that is experienced over time rather than understood. As a result, too many students leave their academic and career decisions to time, circumstance, the good "advice" of others, external forces, and ignorance.

Academic planning and career planning are related. To make well-informed academic decisions, students need to develop a strategic personal career plan. The Career Centre helps students learn how to transform their time at the University into opportunities for their future. Academic planning and career planning are not the same, however. Education complements a career; it is not the direct route to it. The Career Centre provides resources which help students: 1) understand the relationship between their present academic choices and their future career; 2) develop a strategic career life-plan that will prepare them for making informed academic choices.

Career planning allows students get the most for their academic dollar.

Hours: 8:30 a.m. to 4:30 p.m.,  
 Monday - Friday  
 Reimer Student Centre  
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 Fax: 604.513.2061  
 E-mail: career@twu.ca  
 Web site: www.twu.ca/career

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## TWU Wellness Centre

*Kurt Lundberg, Director*

In keeping with one of its core educational functions, the Student Life division has combined a number of services to form an integrated department called the TWU Wellness Centre. Wellness is a proactive, positive approach to life and health that seeks to maximize one's God-given potential. It involves the "whole" person being cared for in a "whole" manner. At the TWU Wellness Centre, students can receive assistance for concerns in the emotional, physical, social, intellectual, and spiritual dimensions of their experience.

### Counselling Services

Students at university may encounter a variety of challenges. Personal issues, obstacles to learning, and past experiences may hinder academic success and individual growth. Students may face times of need for intervention by a counsellor. Trinity Western recognizes this need and maintains a counselling centre where any student can seek assistance from a qualified counsellor.

The Counselling Centre is committed to providing services that can aid all students in their personal growth and development. For those interested, individual, couple, and pre-marital counselling are available for a nominal fee per appointment. An initial inquiry may be made without charge.

Students are also given opportunity to participate in a variety of small groups that seek to foster personal growth. This growth is encouraged through self-exploration, openness about life issues and experiences, giving and receiving feedback, and setting and working towards personal goals and healing. These small groups are coordinated through the Freedom to Grow program, which is a cooperative venture between the Counselling Centre, Health Services, the Student Ministries Department, and The Career Centre.

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 Web site: www.twu.ca/wellness

### Equity of Access Office

TWU offers a broad range of educational programs inside and outside the classroom. Students are encouraged to make use of these programs and actively participate in the life of the campus for their personal development.

The Equity of Access Office promotes equitable access to educational programs for students. In particular, the Equity of Access Office is concerned with equitable access for:

- commuter students,
- visible minorities,
- students with disabilities, and
- students at risk academically.

Should a student encounter a barrier to participation, the Equity of Access Office will help the student address these difficulties using a self-advocacy model.

## Students with a Disability

Students with a disability who need assistance are encouraged to contact the Equity of Access Office upon admission to TWU to discuss their specific needs. All disabilities must be recently documented by an appropriately certified professional and include the educational impact of the disability along with recommended accommodations.

The Equity of Access Office can also assist Canadian students with a disability to explore access to Canada Study Grants.

## Procedure to Provide Equitable Access for Students with a Disability

### Step 1 – Information gathering

Students with a disability should contact the Equity of Access Office as soon as they are admitted to TWU. The Director of the Equity of Access Office will consult with each student and verify his or her disability using documentation that has been provided. This documentation must be current, complete, signed by an appropriately certified professional, and include the educational impact of the disability along with recommended accommodations.

### Step 2 – Requesting accommodations

Once a disability is verified, each student will request accommodations that will allow for his or her equitable access to the living-learning environment and which are in keeping with the limitations of their disability. After consultation with the student, the Director of the Equity of Access Office will provide a letter to the student and his or her professors to verify that the student has a documented disability and to identify accommodations that will assist the student in accessing the campus living-learning environment. The Equity of Access Office will provide each student with a hard copy of the letter of documentation and will send a copy via email to the student's professors at the beginning of each semester. If a student adds or drops classes, the student must show professors the letter of documentation or request that the Equity of Access Office email a copy to the professor.

### Step 3 – Agreement between parties

Within the first two weeks of the semester, students must meet with their professors to agree on accommodations appropriate to each class. This agreement should be recorded in writing and professors should send a copy of the contract to the Equity of Access Office and to the Disability Liaison person in the Academic Dean's office.

Accommodations that are not academic in nature will be dealt with on a case-by-case basis.

At TWU, the responsibility for provision of appropriate accommodations is decentralized. For example, if an accommodation requires a change to a facility, the student would talk to the office responsible for that facility. If it is an academic accommodation, the student should speak to the professor.

### Step 4 – If agreement cannot be reached

If a student is unhappy with the response of the University, the Director of the Equity of Access Office may refer the matter to the Committee to Accommodate Equity of Access. This Committee will review relevant information and recommend

appropriate action.

Douglas Student Centre

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## Health Services

Wellness plays a significant role in the success of the university student. Health gives a student the freedom to concentrate on their fullest potential. Maintaining optimum health is important, but learning to realize and access help when needed is also a key element of wellness.

Health Services seeks to promote “whole-person” health by providing quality health care that is accessible, competent, and appropriate to a university setting. Health Services maintains a medical clinic that is staffed by a full-time physician, nurse, and office personnel.

The on campus walk-in medical clinic provides services in a variety of ways:

- Clinical functions including assessment and treatment of injury and illness
- Blood and lab sample services
- Educational functions that address a variety of wellness, prevention, and lifestyle topics
- Pamphlets and audio-visual aids
- Peer Wellness Promoters (PWPs): student leaders who create and provide a wide range of health education and activities
- Support for students to manage personal health and lifestyle changes, appropriate referral resources, and advice in matters of adequate health care insurance coverage

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Web site: [www.twu.ca/wellness](http://www.twu.ca/wellness)

## Learning Resource Services

In keeping with our desire to see all students succeed in their personal and academic pursuits, the Learning Resource Centre provides both remedial and preventative educational assistance. The services of the Learning Resource Centre include study skills training and tutoring assistance as well as referral to other educational resources both on and off campus. The Learning Resource Centre maintains a small reference library which contains helpful resources on successful study habits.

Students may also benefit from participation in workshops offered through the Learning Resource Centre. Some of the topics include time management, procrastination, effective note taking, and overcoming text anxiety.

Douglas Centre

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Web site: [www.twu.ca/wellness](http://www.twu.ca/wellness)

## Recreation Services

A person's overall wellness will be positively affected by recreational involvement. Whether participating in a high-spirited basketball game or taking a reflective walk around the campus, students' total experience will be enriched because of the attention given to their physical condition.

Recreation Services staff organize and administer a comprehensive intramural and recreational program. The primary purpose of this program is to encourage an atmosphere that emphasizes participation regardless of athletic ability. Some of the activities include tennis, badminton, volleyball, basketball, curling, flag football, and softball. Wellness activities such as aerobics, boxercise, and other fitness classes are also available. Year round, students can use the fitness trail that encircles the campus.

Recreation Services Assistants (RSAs) are student leaders who organize most of the leagues and tournaments for the University community. RSAs learn the practical side of implementing and evaluating recreational programs. Other leadership opportunities in Recreation Services include referees for intramural leagues and tournaments, instructors for aerobics and boxercise, gymnasium supervisors, and sport representatives (captains for intramural teams).

Recreation Services Office  
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*Note: All services of the Wellness Centre are open 9:00 a.m. - 12:00 p.m., 1:00 - 4:30 p.m., Monday - Friday. Closed on holidays and weekends.*