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UNIVERSITY SERVICES AND DEPARTMENTS

The following is a brief listing of some university services and departments students may interact with on a regular basis during their time at Trinity Western University. Hours of operation, telephone, and email addresses are listed following each department description. Please note that the hours of operation were current at the time of printing. For up-to-date information, contact the department.

Alumni Department

Dave Swan, Director of Alumni

The TWU Alumni Department serves as the University's official representative of its graduates. The department acts as a bridge between TWU and its alumni, positively communicating the needs of each group to one another and encouraging active participation.

The Alumni Department works with a number of stakeholders throughout campus, including alumni, current students, the University, and the department's affinity partners. During the year, alumni are informed about campus happenings via *Trinity Western* magazine, e-newsletter, alumni web site and on- and off-campus events.

TWU alumni membership has its privileges. Discounts have been negotiated at our bookstore, cafeteria, and library. Off-campus savings include long-distance calling as well as home, auto, life, and small business insurance discounts. New affinity partners are considered regularly to provide our alumni with first-class savings.

During the year, the Alumni Department hosts numerous on-campus and regional events for its members including reunions, regional events, and a special reception for graduands and their families during Graduation Weekend.

The University is thankful for the investment that TWU alumni continue to make in Trinity Western. Some invest their time as guest lecturers or committee advisors. Others act as online mentors or host students at their place of employment. Many invest financially through bursaries, scholarships, and campus improvements. Through these relationships, students observe faith-applied learning in the marketplace.

*Hours: 8:30 a.m. to 4:30 p.m.,
Monday - Friday*

Reimer Student Centre

Tel: 604.513.2049

Alumni Toll Free: 1.800.463.5419

Fax: 604.513.2061

Email: alumni@twu.ca

Web site: www.twu.ca/alumni

Development Department

Dwight Johnston, Director

Trinity Western University's success in accomplishing its mission of developing Christian leaders for the marketplace is clearly reflected in the growth, development, and education of each student. To continue providing the quality of education and student life that has been the Trinity Western tradition, the University relies on fundraising to generate the necessary revenue to bridge the gap between the income from student tuition and the cost of running and growing the University. Additional funding is raised for student scholarships, capital initiatives, and operational funds. TWU acknowledges that there has, and continues to be, a strong commitment on the part of alumni, individuals, churches, businesses, and corporations to give generously to the University.

Hours: 8:30 a.m. to 5 p.m., Monday - Friday

Reimer Student Centre

Tel: 604.888.7511, ext. 3326

Fax: 604.513.2061

Web site: www.twu.ca

E-mail: development@twu.ca

Dining Services

*Brad Wallbank, Director,
Housing and Conference Services*

All students, faculty, staff, and guests are welcome at all campus food outlets. The main dining room is located in the Reimer Student Centre. The Douglas Centre's food outlet is the Lower Caf, which provides snacks and lighter fare. The Cog is located in the Northwest Building and has a variety of coffees, teas, and snacks. All resident students living in dorm-style housing have access to the Reimer Student Centre Dining Room, Lower Caf, and The Cog through their meal plan or cash. Commuters and those not living in dorm-style housing may purchase meal plan value through Enrolment Services or pay cash.

Meal Plan

The Meal Plan is accessed conveniently through the student ID card. The Meal Plan is the board portion of the semester room and board fee for living on campus. The ID card is activated with the predetermined value at the beginning of each academic semester and can be used at all dining facilities within the University. Every time the ID card is used, the choice value is deducted from the total semester value in the individual's food account. The entire value amount must be used during the semester of purchase, with roll-over privileges from the fall to spring semester, provided that dorm residency is continued. A statement of account transactions is supplied three times per semester.

Being on the room and board Meal Plan means eating "à la carte," offering students the opportunity to eat what they wish, when they wish, and where they want to eat on campus. The Canadian government has made a provision for the University

to provide the Residence Meal Plan value free of Goods and Services Tax, which is a savings of seven per cent on each transaction. Students may request the brochure entitled "Questions about the TWU Meal Plan" for more details.

Reimer Student Centre

Tel: 604.513.2032

Fax: 604.513.2013

Email: frontdesk@twu.ca

Web site: www.twu.ca/housing

Human Resources

Kristen Corrigan, Executive Director

The mission of Human Resources, as providers of professional human resource services, is to support the people of the TWU community in fulfilling God's call in their lives.

Human Resources does this by:

- offering supportive programs for employees and their families;
- recognizing the value and contribution of each individual;
- equipping TWU's people to serve with excellence;
- fostering a meaningful and productive work environment.

Hours: 8 a.m. to 5 p.m., Monday - Friday

Reimer Student Centre

Tel: 604.888.7511

Fax: 604.513.2061

Web site: www.twu.ca/hr

E-mail: hr@twu.ca

Information Technology

Steve Morris, Executive Director

Trinity Western University provides its community with a campus wireless network. The service is provided to all residents for a modest fee. (This fee is included in the resident housing package. Consult the student portal <https://students.twu.ca> for prices and information.) Students living on campus may also connect their personal computers via the University's wired network using a provided ethernet connection in each of the dorm rooms. All network connections, wired or wireless, access the University's 30 Mb internet feed. Students without a personal computer or for students who live off campus and do not bring a computer to campus can access the University's computer labs for tasks such as word processing, research, and checking email.

All students, upon arrival, are issued a username and password, or TWUpass, for access to student related technology offerings such as the student information portal (<https://students.twu.ca>), student email, access to the University computer labs, and other technology resources. Students are encouraged to keep their TWUpass information secure to ensure their personal information remains private. The use of the TWU network and its related services is regulated by an

acceptable use policy located on the student portal.

The Technology Help Desks, located in the Northwest and Mattson buildings, assist students with technology-related questions such as lost or forgotten passwords, loss of network connectivity, and technology service offerings. At present, the Technology Help Desks do not offer hardware or software repair services for student-owned computers. See the section below entitled "Personal Computer Troubles" for repair options.

Personal Computers in Residence Rooms

TWU students may bring any type of computer with any available operating system. However, the University recommends computers with Apple OS X 10.4, Microsoft Windows XP SP2, or a recent release of any Linux distribution. It also recommends using a current productivity suite such as Microsoft Office 2003, Microsoft Office 2004 for OS X, or OpenOffice. Also, current and updated Anti-Virus software is essential. To connect a computer in resident rooms, students must have a 10/100baseT network card and provide an Ethernet RJ45 patch cable (minimum 6 ft.). These are available at any electronics store. For wireless service, students need an 802.11b adapter card.

Personal Computer Troubles

For resolving computer troubles, students can contact the help ministry called SHOUT. This student volunteer group can verify room connections and help with many computer issues. For more serious computer troubles, students may need to contact their computer manufacturer for support. SHOUT volunteers can be reached by calling 604.888.7511 ext. 3777 or by visiting them in Douglas Centre.

Computer Labs

NEU Drop-in Lab

Neufeld Science Centre Rm 9

This lab is equipped with 40 Pentium IV PCs running Windows XP Pro with Office 2003 and 5 G5 Macs with Office 2004 running OSX 10.4. These computers also run other course-related software. For more information on software in this lab, speak to the lab supervisor.

Harvest Centre

Drop-in/Instructional Lab

CanIL Harvest Centre Rm 115

This lab is equipped with 34 Pentium IV PCs running Windows XP Pro with Office 2003. The computers in this lab are available to all students for general assignments weekday afternoons. These computers also run other course-related software. For more information on software in this lab, speak to the lab supervisor.

NEU Instructional Computer Lab

Neufeld Science Centre Rm 12

This lab is equipped with 34 Pentium IV PCs running Windows XP Pro with Office 2003. These computers also run other course-related software. This lab is specifically used for instructor-guided classes/sessions.

**Douglas Hall Learning Resource Centre
Upper Douglas Hall**

This lab is equipped with 5 Pentium IV PCs running Windows XP Pro with Office 2003. The function of this lab is to assist students in the preparation of papers. The facility is staffed by writing assistants who are available by appointment.

Geography Computer Lab

Robert N. Thompson Building Rm 224

Access to this lab is restricted to Geography majors and minors who are working on Geography projects that require specific software only available in this lab. This lab is equipped with 10 Pentium IV PCs running Windows XP with Office 2003.

**Graduate Computing Lab in Psychology
Northwest Building Rm 107**

Access to this lab is restricted to graduate students in Psychology to do research and/or type papers. The lab is equipped with 6 Pentium IV PCs running Windows XP Pro with Office 2003 and SPSS.

Modern Languages Computer Lab

Robert N. Thompson Building Rm 233

This lab is equipped with 24 Pentium IV PCs running Windows XP Pro with Office 2003. This lab is specifically used for instructor-guided classes/sessions in Modern Languages.

Multimedia Lab

Neufeld Science Centre Rm 15

The POD has 1 IBM and 8 Apple computers equipped with a full range of graphics, web, and multimedia production software and associated production equipment including 11 x 17" colour printer, 4000 DPI production scanner, audio equipment, and video decks. This lab is restricted to students in specific Professional Studies and Performing Arts courses. See lab supervisor for more information.

Senior Computing Lab

Neufeld Science Centre Rm 20

Access to this lab is restricted to third and fourth year Math and Computing Science students. This lab is equipped with 10 Pentium IV PCs running Windows XP Pro with Office 2003 and 1 G5 Mac with Office 2004 running OSX 10.4. These computers are loaded with many programming languages and software to accommodate student projects and assignments.

**Vernon Strombeck Education
Computer Lab**

Vernon Strombeck Education Office

Access to this lab is restricted to Education majors and minors. This lab is equipped with 8 Mac G5 computers running OSX 10.4 with Office 2004. In addition, this lab has education specific software.

Library Computing Resources

The Library has 18 public access terminals that can search the catalogues of the Norma Marion Alloway Library, two Internet research stations for web-based research, and eight on-line resource stations.

Information Technology

Mattson Centre

Tel: 604.888.7511, ext. 2148

Fax: 604.513.2038

Web site: <http://www.twu.ca/campus/services/technology>

E-mail: support@twu.ca

**Mail Services
(Mail Centre)**

Dick Sather, Manager

Mail and courier services include sales of Canadian and U.S. stamps, couriers at discounted rates, printing, laminating, and fax sending and receiving.

A mailbox is assigned and keys are issued to a student upon enrolment and registration and usually remain with the student for the duration of his or her enrolment (there are some exceptions). Upon conclusion of enrolment, the student is responsible to return his or her mailbox key to the Mail Centre. The Mail Centre CANNOT forward mail.

**Student Mailing Address
(Canadian):**

(Student Name)

TWU # (Your TWU mailbox number)

PO Box 900

Langley BC V3A 8R7

**Student Mailing Address
(U.S. Lettermail Only):**

(Student Name)

TWU # (Your TWU mailbox number)

PO Box 1409

Blaine WA 98231-1409

U.S. Mail Service

There is lettermail service only to and from the U.S. on Tuesdays and Fridays.

Parcels and Customs Issues

Due to Canada Customs regulations, TWU is not allowed to bring parcels and magazines across the U.S. border. Therefore, parcels and magazines from the U.S. must be addressed to the student's Canadian address (listed above).

To reduce problems in receiving parcels from the U.S., parcels should be sent via the U.S. Postal Service to the Langley address. A Customs declaration (available at any U.S. post office) must be affixed to the parcel. Gifts that are \$60 (CDN) in value or less are duty and GST free.

Note: Parcels sent via courier will be subject to brokerage charges and may be subject to duty and GST depending on value.

*Hours: 9 a.m. to 5 p.m., Monday - Friday
(Sept. - April)*

Douglas Centre

Tel: 604.513.2140
Fax: 604.513.2011
Web site: www.twu.ca
E-mail: mailcentre@twu.ca

Norma Marion Alloway Library

Ted Goshulak, University Librarian

The Norma Marion Alloway Library plays a key role in students' educational experience. It serves as an extension of the classroom by providing resources and services for research projects, term papers, presentations, and personal growth.

The Library, providing nearly 39,000 square feet of floor space, is located near the centre of campus. It seats more than 350 students and houses a collection of more than 200,000 print volumes, 8,000 ebooks, 3000 videos and DVDs, and 51,000 microform volume equivalents.

The Library provides a variety of resources, including books, electronic books, journals, documents, microforms, audio-visual materials, and a curriculum materials centre. University Archives and Special Collections, also housed in the Library, are available for research. Students and faculty also have electronic access to full text data bases, article indexes, reference sources, and catalogues of other libraries. To help students make more effective use of its collections, the Library provides the following facilities and services: research assistance, bibliographic instruction, interlibrary loans, 30 public computers, access to the Internet, electronic databases, listening/viewing stations, photocopiers, and individual/group study rooms.

COPPUL membership allows graduate and undergraduate students borrowing privileges at most Canadian university libraries. Other libraries in the Lower Mainland such as Regent College, Columbia Bible College, and Summit Pacific College have reciprocal borrowing privileges. The Norma Marion Alloway Library is open to the public. Arrangements can be made for external borrowing privileges.

The University Archives are located on the upper level of the Norma Marion Alloway Library and online at <http://archives.twu.ca.8080/>. The mandate of the University Archives is to preserve and provide access to the unique institutional history of the University. To this end, the Archives acquires, organizes, and preserves archival materials which document the mission, characteristics, decisions, and activities of the TWU community. At present, the Archives' holdings consist of more than 100 metres of unpublished archival records, 20 metres of published materials, more than 20,000 photographs and slides, as well as video and audio cassettes and numerous artifacts.

The archivist also acquires materials of archival value accumulated by individuals and corporate bodies whose relationship to the University is significant. The Robert N. Thompson Fonds and Mel Smith Papers are two such collections.

Library hours:
www.twu.ca/library/libhrs.html
Tel: 604.513.2023
Fax: 604.513.2063
Web site: www.twu.ca/library
E-mail: library@twu.ca

Parking Services

All campus parking is by permit, daily dispenser tickets, or by short-term metered parking. Campus parking regulations are found in the General University Policies section of the Calendar and at www.twu.ca/parking and are enforced campus-wide 24 hours a day, seven days a week, 365 days of the year. Resident and commuter students who bring vehicles onto campus are encouraged to purchase an "Academic Year Permit" (in effect from September to April). All parking lots on campus have been designated by campus signage to correspond with the "R" Resident permit, the "C" Commuter permit and the "S" staff/faculty permit. Summer permits, which are in effect from May through to September, are available for students taking classes during the summer months. To purchase a permit, vehicle license plate details, make, model, and colour, must be accurately submitted or the permit will be invalid. The RCMP, in cooperation with Parking Services, enforces the BC Motor Vehicle Act on the TWU campus.

Welcome Centre Building

Tel: 604.513.2121 ext. 3843 or ext. 3518
Fax: 604.513.2165

E-mail: parking@twu.ca

Security

The focus of Campus Security is the protection of people and property. Security seeks to protect and safeguard all areas of campus by establishing a strong visual presence by patrolling buildings, recreation areas, and parking lots. Certain areas of campus are kept under the watchful eye of video surveillance; these measures assist in securing any evidence and they provide a deterrent to wrongdoers.

Located in the Welcome Centre, many of the Security personnel are trained in Occupational First Aid and are available 24 hours a day to attend to a medical emergency. Students should contact Security at 604.513.2099 when assistance is required.

Although Trinity Western is a Christian campus, it is not immune to crime or criminals. Students should remember to empty and immobilize their vehicle upon leaving it. Resident buildings can also be a target for thieves and it is important for all students to maintain residential security by locking their doors and windows when they leave.

Students can play an important role by being extra eyes and ears in the TWU community. Students should report any incidents of a suspicious nature immediately.

Welcome Centre Building

Tel: 604.513.2099
Email: security@twu.ca

Kim Martens
Security and Parking Supervisor

Tel: 604.888.7511 ext. 3843
Cell: 604.617.5226
Fax: 604.513.2165

E-mail: kim.martens@twu.ca

Telecom Services

Peter Sylvester, Manager

Each residence room is equipped with one local telephone line and phone number with voice mail service. Students are required to provide their own telephone set. An outside carrier, chosen by the University, will provide service for students' long distance requirements. Students may apply with the carrier to receive a personal phone card once they have been assigned their room number. With the exception of community residents living in apartment-style accommodations, the cost for basic phone service is included in the housing fees; however, each student is responsible for his or her long distance charges. Please see the Telecom website for more information on services offered, usage policy, and long distance applications.

Hours: 8 a.m. to 4 p.m., Monday - Friday

Mattson Centre

Tel: 604.513.2111

Fax: 604.513.2095

Web site: www.twu.ca/telecom

E-mail: telecom@twu.ca

The Front Desk (Housing)

*Brad Wallbank, Director,
Housing and Conference Services*

The Front Desk wants to contribute to a living and learning environment that promotes individual growth and development, encourages the development of godly Christian leaders, and provides safe, secure, comfortable, and affordable housing for full-time students.

Most dormitory rooms house two students and are supplied with beds, mattresses, and other essential furnishings. No cooking equipment is allowed in the dormitory rooms. Students provide their own linens, towels, etc. Each residence building contains coin-operated laundry facilities.

Robson Hall provides selected third and fourth year full-time students with the option of living in a dorm-style environment, but with a community-style kitchen to prepare their own meals. The Fraser, Northwest and Douglas Halls provide a variety of dormitory styles to suit the various needs and demands of full-time students. Selected third and fourth year students also have the opportunity to live in independent apartments. These apartments are located in several buildings on campus including Fraser, McMillan, and Northwest.

Housing Policies

Accepted full-time students will receive a Residence Application which must be completed and returned to the Admissions Office with the required applicable deposit to reserve housing accommodations. All applications for student housing should be made as soon as possible after acceptance to the University. Priority for housing is given to those who submit a housing application and deposit first.

All full-time students under 21 years of age or who have not attained third year status (57 sem. hrs.) are required to live in residence unless living with their parents or legal guardian. Those students who, due to extenuating circumstances, desire to live off campus, but not with their parents, must appeal for special permission by submitting a written request to the Housing Appeals Committee no later than June 1 for the fall semester and October 1 for the spring semester. Appeals are to be filed at The Front Desk.

Specified hours have been established for co-ed visitation. Additional residential housing details are included in the Student Handbook, which is provided to students upon arrival.

Hours: 8 a.m. to 5 p.m., Monday - Friday*

**Adjusted seasonally*

Reimer Student Centre

Tel: 604.513.2032

Fax: 604.513.2013

Email: frontdesk@twu.ca

Web site: www.twu.ca/housing

Trinity Western University Student Association

The Trinity Western University Student Association (TWUSA) is the official organization of the students at Trinity Western University. The association is comprised of every student enrolled in an undergraduate program who pays student fees. It is governed by the Student Council. Council is the representative voice of the association and is responsible for its daily operations and business.

The mission of TWUSA is to promote a maturing and active commitment to Jesus Christ among association members; to challenge one another spiritually, socially, and intellectually; to provide individuals with opportunities for involvement; and to impact positively the life of the University as well as the community at large.

Student Council is made up of seven executive members, 10 representatives, and eight appointed positions. TWUSA elects 15 members to the Student Council, 14 of whom are elected in early spring to take office in April. The 15th elected member, the Freshman Class Representative, is elected in September.

The Student Council Executive is composed of the President, Executive Vice-President, Vice-President of Finance, Vice-President of Student Relations, Vice-President of Academic Affairs, Executive Director of Events, and Executive Assistant. Each member of the Executive is a department leader of non-Executive Council members.

The Executive Vice-President serves as chair of the Student Council business meetings, and the Executive Assistant is responsible for the minutes of all Student Council meetings. The Executive Director of Events is responsible for all TWUSA events. The 16 voting members on Student Council are the Executive, the Senior, Junior, Sophomore, and Freshman class representatives, and the six representatives from each of the faculties and schools: Humanities and Social

Sciences, Natural and Applied Sciences, Professional Studies and Performing Arts, the School of Business, the School of Education, and the School of Human Kinetics.

The council includes eight executive appointed positions that play specific roles in the council's day-to-day operations: Associate Director of Communications, Associate Director of Operations, Ground Level Coordinator, two Events Assistants, Associate Director of Services, Research Coordinator, and Website Developer. The Student Council Executive, along with the University administration, appoints the Editors-in-Chief of the *Mars' Hill* (student newspaper), *Pillar* (student yearbook), and *The Reel* (video yearbook).

New students are encouraged to run for Freshman Class Representative or to apply for one of the appointed positions that are intended for first year students. . As well, the association has opportunities for involvement with its media departments (*Mars' Hill*, *Pillar*, and *The Reel*).

The council advocates for student concerns to the University administration, conducts surveys and hosts forums on current campus issues, and communicates information on administrative decisions to the student body. The President presents students' concerns to Cabinet Forum, and the Vice-President of Academic Relations does likewise to the Undergraduate Academic Council. Various Student Council members serve on more than 10 University committees.

The association presents an array of events throughout the year, including the annual Banana Challenge, the Can/Am Hockey Game, Hootenanny, Harvestfest, Winter Formal, and the series of Faith at Work Week chapels. As a department of TWUSA events, Ground Level presents concerts for the entertainment and enjoyment of TWUSA members.

As well, the student association provides services to its members that include barbecue rentals, video equipment rentals, discounted photocopying, faxing, and various party supplies. Student Council also sets aside monies for TWUSA members in the Student Initiative Proposal Budget, which provides the opportunity for financing student initiatives as they are approved throughout the year by Student Council.

Student Council oversees and sponsors a variety of academic and social student clubs on campus and welcomes all students to become involved in student government. TWUSA presents an opportunity to glorify God by serving the campus community, being involved with the decisions of the University administration, and gaining incomparable leadership experience in the political and financial arenas. With the energy of a dedicated and talented team, the Student Council exists to help TWUSA and the University progress toward the fulfilment of their missions.

*Hours: 9 a.m. to 4 p.m., Monday – Friday
(Sept.– April)*

Douglas Centre, First Floor

*Tel: 604.888.7511, ext. 3419
Fax: 604.513.2014*

*Web site: www.twusa.ca
E-mail: twusa@agape.twu.ca*

University Bookstore

Trinity Western University Bookstore offers a warm, inviting shopping atmosphere and seeks to serve both the campus and surrounding community. All students' course-related needs are available at the bookstore, including new and used textbooks, specialized course materials, computer hardware, software and accessories, and a broad range of school supplies.

The general book department includes a wide selection of Bibles, classics, and academic reference titles. The bookstore's knowledgeable staff are happy to place a special order on items that may be hard to find or not in stock. Be sure to check out the store's TWU logo clothing section, unique gifts, and excellent assortment of greeting cards. Out-of-town customers can take advantage of the toll-free phone number or visit us at www.bookstore.twu.ca.

Hours (open year-round)

8:30 a.m. to 5 p.m., Monday, Wednesday - Friday

9:30 a.m. to 5 p.m., Tuesday

11 a.m. to 4 p.m., Saturday

*University Bookstore
Reimer Student Centre*

Tel: 604.513.2005

Toll free: 1.800.882.3188

Textbook: 604.513.2007

Fax: 604.513.2062

*Trinity Western University
7600 Glover Road
Langley, BC
V2Y 1Y1 Canada*

Web site: www.bookstore.twu.ca

E-mail: bookstore@twu.ca

Writing Centre

The Writing Centre is a service available to assist all students with their academic writing assignments in any subject. Trained tutors help students individually with writing tasks such as choosing a topic, formulating a thesis, generating ideas, organizing an outline, assessing paragraph development, and revising sentence structure, grammar, word choice, and punctuation.

Supervisors: Maryann Jantzen and Julie Moran

Appointment schedules are posted weekly beside the Writing Centre door.

During fall and spring semesters:

Douglas Centre, Second Floor

Tel: 604.513.2008 or ext. 2008

Fax: 604.513.2013

During summer semesters:

Summer Learning Commons,

Reimer Student Centre

Visit or telephone the reception desk in the Learning Commons

Web site: www.twu.ca

E-mail: moran@twu.ca, jantzen@twu.ca