

Trinity Western University

Student Handbook

2018-2019



Table of Contents

[Table of Contents](#)

[Welcome to Trinity Western University!](#)

[Our Mission](#)

[2018-2019 Campus Theme](#)

[The Trinity Western Community](#)

[Accepting the Invitation](#)

[Living in Community](#)

[Academic Advising Office](#)

[Account Information](#)

[Advertising, Soliciting, and Recruiting](#)

[Alcohol](#)

[Bicycles](#)

[Cannabis](#)

[Change Machines](#)

[Collegium Program](#)

[Dining Services](#)

[Ecosystem Study Area](#)

[Events](#)

[Excessive Noise](#)

[Explosives, Fireworks, etc.](#)

[Fire and Safety](#)

[Hazing; Initiations](#)

[Health Care](#)

[Identification Cards](#)

[Library Facilities](#)

[Lost and Found](#)

[Lounges](#)

[Mail and Courier Services](#)
[Musical Instruments](#)
[Off-Campus Housing](#)
[Office of the Registrar](#)
[Online Communities](#)
[Parking and Vehicle Guidelines](#)
[Parking Enforcement](#)
[Parking Options](#)
[Pets and Service Dogs](#)
[Photocopying](#)
[Posters and Notices](#)
[Pranks](#)
[Refunds for Vending and Laundry Machines](#)
[Rollerblades and Skateboards](#)
[Safety and Security](#)
[Self-Care](#)
[Sexual Propriety](#)
[Student Associations](#)
[Student Leadership](#)
[Summer Housing](#)
[Technology](#)
[Tobacco, E-cigarettes, and Vaporizers](#)
[Travel](#)
[TWUSA Ombudsman](#)
[Weapons](#)
[Withdrawals](#)

[Living in Campus Housing](#)
[Coed Visitation Hours](#)
[Damage Assessment](#)

[Fire Safety](#)

[Guests](#)

[Keys](#)

[Laundry](#)

[Lock-outs](#)

[Maintenance and Custodial Requests](#)

[Off-Campus Conduct](#)

[Posters, Notices, and Decorations](#)

[Room Assignments](#)

[Room Furnishings](#)

[Room Inspections](#)

[Room Modifications](#)

[Room or Roommate Changes](#)

[Single Rooms](#)

[Storage](#)

[Telephone Service](#)

[Vacuums](#)

[University Policies](#)

[Student Code of Conduct](#)

[Preamble/Intro](#)

[Scope](#)

[Jurisdiction](#)

[Prohibited Conduct](#)

[Accountability Process and Appeals](#)

[The Goal of the Accountability Process](#)

[Accountability Procedures](#)

[Informal Accountability Process \(Minor Incidents\)](#)

[Formal Accountability Process \(More Serious Incidents\)](#)

[The University's Accountability Committee](#)

[Emergency Temporary Suspension](#)

[Accountability Appeals](#)

[Potential Disciplinary Measures or Outcomes](#)

[Academic Misconduct](#)

[Definition of Terms](#)

[Procedures for Dealing with Acts of Academic Misconduct \(Undergraduate Students\)](#)

[Procedures for Dealing with Acts of Academic Misconduct \(Graduate Students\)](#)

[Protection of Privacy and Information](#)

[Bullying and Harassment Policy](#)

[Policies and Procedures](#)

[Preferred Action](#)

[Contact Person](#)

[Senior Harassment Officer](#)

[Investigation Team](#)

[Appeals Procedure](#)

[Discipline](#)

[Confidentiality](#)

[Sexualized Violence Policy](#)

[Communicable Disease Policy](#)

[Living on Campus Requirement](#)

[Class Cancellation Policy](#)

[For Your Information](#)

[Student Leadership Positions](#)

[Student Life](#)

[Trinity Western University Student Association \(TWUSA\)](#)

[Other](#)

[Contact Information](#)

[Hours of Operation](#)

[Emergency and Professional Assistance Numbers](#)

[All Serious Emergencies \(On or Off Campus\)](#)

[On-Campus Resource and Emergency Numbers](#)

[Off-Campus Resource and Emergency Numbers](#)

[Off-Campus Medical Clinics](#)

Welcome to Trinity Western University!

We are pleased to welcome you to our student body and look forward to joining with you in what we hope will be a life-changing educational experience. Our Student Handbook is here to help you understand who we are as a Christ-centred academic community and what standards we expect you to uphold during your studies.

Our Mission

Our mission, as an arm of the church, is to develop 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 life.

2018-2019 Campus Theme

Founded In Christ: Thankful, Prayerful, Peaceful

“Rejoice in the Lord always. I will say it again: Rejoice! Let your gentleness be evident to all. The Lord is near. Do not be anxious about anything, but in every situation, by prayer and petition, with thanksgiving, present your requests to God. And the peace of God, which transcends all understanding, will guard your hearts and your minds in Christ Jesus.” (Philippians 4:4-7)

The Trinity Western Community

Trinity Western is much more than an institution with classrooms, books, and exams. We are a passionate, Christ-centred academic community. Our faculty and staff are committed to preparing you for a career and equipping you to find and fulfil your purpose. We provide many opportunities to develop your gifts and skills both inside and outside of the classroom as you prepare to go out and positively impact the world.

Accepting the Invitation

We welcome all students who qualify for admission and choose to enrol, recognizing that not all affirm the theological views that are vital to the University's Christian identity. It is expected, however, that when you accept the invitation to study at TWU you will strive to achieve respectful and purposeful unity that aims for the advancement of all. Because we are a learning community with a unique, exciting mission, it is important to consider what it means to become part of our community.

It is important to note that you join our community by invitation. You are invited to be part of a university with an exciting history and to share—with fellow students, professors, and staff—our mission to positively impact society. We count it a privilege to have you join us.

Joining any community comes with certain expectations, responsibilities, and subsequent accountability. Accepting an invitation to join our community means you agree to foster a positive educational environment that reflects the values cherished by our community. You are called to maintain this positive environment by being accountable for your actions as they directly affect the other members of our community. We encourage you to take initiative to constructively contribute to campus life and have a positive influence on others.

Living in Community

Academic Advising Office

twu.ca/advising

advisingoffice@twu.ca

The Academic Advising Office is available to help students decide on a program of study, choose courses for each semester, and help with the adjustment to academic life.

You will be assigned an academic advisor by the Academic Advising Office. Your academic advisor is a faculty member from your chosen program, which means you will receive the best available guidance on career paths and graduate study options. At times, it may be necessary to change programs and/or advisors. The Academic Advising Office will facilitate those changes.

The Academic Advising Office collaborates with the Admissions Office, the Office of the Registrar, TWU Extension, Financial Aid, Student Life, and all Faculties and Schools.

Account Information

twu.ca/registrar

Account Statements can be viewed on the [Student Portal](#). To ask account-related questions or address payment concerns, please contact the Office of the Registrar. Visit the Financial Aid office for assistance with loans, bursaries, scholarships, or special awards.

Advertising, Soliciting, and Recruiting

twu.ca/life

studentlife@twu.ca

Outside agencies, groups, or business representatives are not permitted to sell, solicit, advertise, or recruit on TWU property or in campus housing unless invited by the University. Please report any solicitors to Security at ext. 2099.

Any requests for off-campus solicitation, advertising, and marketing to students on campus must be first vetted through the Student Life Office.

Alcohol

See Student Code of Conduct, Section 4.j.i, later in this handbook.

Bicycles

All bicycles must be stored in the designated storage under Robson Hall or on a bicycle rack. In either case, the use of a bicycle lock is recommended. (You must supply your own lock.) Bicycles stored under Robson Hall must be registered with the Student Life Office at the start of every fall semester and display a numbered sticker. The Robson Hall storage location uses a keyless entry system and requires a resident-style ID card for access. (Commuters can upgrade to a keyless entry card for \$6.) There is no charge for storing bicycles under Robson Hall. Be aware that bicycles are left at the owner's risk and the University will not be held responsible for locks that must be cut to access bicycles.

Cannabis

As of October 17, 2018, the federal government of Canada has created a legal framework to control the production, distribution, sale, and possession of cannabis in Canada through the Cannabis Act (S.C. 2018, c. 16). Prior to this date, cannabis remains an illegal drug and will be treated as such. The Student Code of Conduct contains provisions for the TWU community both before and after October 17, 2018.

See Student Code of Conduct, Sections 4.j.iii and 4.j.iv.

Change Machines

Loonies are available from change machines located in the lower level of Douglas Centre and in the Northwest Building laundry room. Change is also available at the University Bookstore.

Collegium Program

twu.ca/community-life/commuter-programs

Our collegiums provide networking communities and a “home away from home” for commuting and graduate students. To become a member, undergraduate commuters can register on the Student Portal. Graduate students can pick up an enrolment card from the Graduate Collegium in the Fosmark Building.

Hours of operation for the undergraduate collegiums are 7 a.m. to 7 p.m. Monday through Thursday and 7 a.m. to 5 p.m. on Fridays, and tours are available anytime during normal hours. Collegiums are closed on all major holidays and during Reading Week.

Dining Services

twu.sodexomyway.com/my-meal-plan

Sodexo is our food service provider.

The main dining commons is located in the Reimer Student Centre, plus there are three smaller food service options:

- The Lower Café, in the lower level of Douglas Centre
- The Cognoscenti (Cog), in the lobby of the Northwest Building
- The Bookstore Coffee Shop

You can pay individually for meals (cash, credit, or debit) or buy a meal plan in advance at the Student Life office.

Every year, a Food Services Committee is established to discuss food quality, quantity, value, options, and other food-related concerns. You can offer suggestions and feedback via the [dining services website](#).

Ecosystem Study Area

twu.ca/environmental-studies/ecosystem-study-area

Opened in 1998, our Ecosystem Study Area (ESA) is dedicated to the study, preservation, and proper management of the environment. We take the stewardship of this portion of the Salmon River Habitat seriously, believing it is entrusted to our care by God. The ESA functions as a “living creation laboratory” for students to learn about the local ecology and species of this area. Environmental Studies and Biology students regularly undertake exercises and research projects to study different parts of the ecosystem such as trees, soils, salmon, stream invertebrates, and the endangered Oregon Forest snail. The following guidelines are in place to care for, preserve, and protect our natural areas for future generations:

- Stay on designated trails
- Place all litter in designated containers
- Do not remove or disturb wildlife or vegetation
- No smoking, fires of any kind, or camping
- No bicycles, motorized vehicles, horses, or pets

For further information or to volunteer with the ESA, please contact the Ecosystem Study Area Manager at ext. 2979.

Events

Students from officially recognized clubs or organizations or in student leadership roles may plan events by submitting an event approval request online via the [Student Portal](#). Approval is required for all student events, whether on or off campus. Event approval forms should be submitted at least three days prior to the event, and approval must be received before advertising for the event.

An event is considered a TWU student event when one or more of the following apply:

- A TWU representative (employee, affiliate employee, TWUSA¹ or TWUGSA² member, or student leader) plans the event or activity to which TWU students are invited, ostensibly in fulfilment of their TWU leadership responsibilities
- The event is promoted as a TWU student event or as a TWU group, club, or team event
- TWU funds or student fees are being used to carry out the event

Excessive Noise

Please be considerate of your fellow students' need for study time and quality rest, in support of their pursuit of university education. Campus quiet hours are 11 p.m. to 7 a.m. daily. However, an individual's right to quiet study and sleep time always supersedes another's right to make unnecessary noise, 24 hours a day, seven days a week.

Explosives, Fireworks, etc.

See Student Code of Conduct, Section 4.h.ii.

¹ Trinity Western University Student Association

² Trinity Western University Graduate Student Association

Fire and Safety

Jeopardizing the safety of our community is a serious offence and will be dealt with through the Student Accountability Process. It is a criminal offence to pull a fire alarm as a prank. Disassembling, mishandling, covering, or tampering with smoke detectors, heat sensors, exit signs, fire extinguishers, hoses, valves, alarms, or sprinkler heads for any reason other than an emergency is prohibited.

When a fire alarm goes off, exit the building immediately. Do not re-enter the building until the fire department or an appropriate designate grants permission.

On-campus fires are not permitted due to municipal fire regulations and for the safety of our community.

See Student Code of Conduct, Section 4.c.iv.

Hazing; Initiations

See Student Code of Conduct, Section 4.b.viii.

Health Care

twu.ca/wellness-centre

Students are required by law to apply for provincial health insurance, or BC Medical Services Plan (MSP). Any applicable premiums are the responsibility of individual students. With a British Columbia Care Card, you can be treated at any clinic or hospital in British Columbia, including the medical clinic in TWU's Wellness Centre (2nd floor, Douglas Centre). For a list of nearby off-campus clinics, please refer to the For Your Information section at the end of this handbook.

New international or U.S. students will receive an interim Care Card for the first three months at TWU. Be sure to read the accompanying pamphlet you were given, which summarizes plan benefits and exclusions.

The Wellness Centre's medical clinic is available to address personal health concerns or insurance questions. You can make an appointment with a doctor or nurse by calling campus ext. 2024 or in person at the clinic. Clinic hours are Monday to Friday, 8:30 a.m. to 4:30 p.m (closed 12 to 1 for lunch).

For 24-hour on-campus first aid assistance, call Security at 604-513-2099. For emergency assistance, call 911.

If you require the use of syringes due to a medical condition, syringes must be safely disposed of in designated sharps containers for the safety of the campus community. These containers are available free of charge through the Wellness Centre.

Identification Cards

ID cards are issued for use for athletic events, meal plan purchases, library checkout, security verification, and campus housing access. Replacement cards are available in the Student Life office. (A fee will apply.) Security staff maintains the right to ask for student ID cards at their discretion. Students are expected to comply, at all times, with the requests of TWU's Safety and Security personnel.

Library Facilities

twu.ca/library

The Alloway Library provides over half a million resources on site or online as well as study rooms, internet workstations, listening/viewing facilities, and photocopiers. Professional librarians are ready to assist you in person or online. Fines or replacement charges will apply for late, damaged, or lost materials.

Lost and Found

The main campus Lost and Found is located at the Student Life Office in Reimer Student Centre. Lost-and-found services are also available at the library and in the gym for items found in those locations only.

Lounges

Most housing buildings have common area lounges that can be booked for group activities through the Student Life office. Removing furniture or furnishings from lounges is not permitted, and extra furnishings should not be added without permission.

The following coed common area lounges are open 24 hours a day, seven days a week:

- Douglas Hall (1st and 2nd floor main lounges)
- Fraser Hall (1st floor lounge)
- Northwest Hall (1st floor, The Cog lobby area)

- Skidmore Hall (1st floor lobby area)
- Jacobson Hall (all common area lounges and study rooms)

Mail and Courier Services

bookstore.twu.ca/

Telephone: 604-513-2005

Fax: 604-513-2062

Mail services are found in the University Bookstore, and are available Monday to Friday, 9:30 a.m. to 5 p.m. Here you can purchase Canadian stamps and send mail and parcels via Canada Post or couriers.

Students living on campus will be allocated a shared mailbox in Douglas Centre. Commuting students can sign up for a mailbox on a first-come, first-served basis.

Please have mail addressed to you as follows:

Student Name
(Box #)
7600 Glover Road
Langley, BC V2Y 1Y1

You will be notified if you receive a parcel, which can then be picked up at Shipping/Receiving in the Reimer Student Centre (ID is required for pickup). Please note that addressed “admail” is not accepted by TWU and will be recycled. TWU does not provide mail forwarding; thus, mail addressed to students no longer at TWU will be returned to sender.

Musical Instruments

Within campus housing, instrument amplifiers are not permitted and playing instruments is not encouraged. Music practise rooms designed for this purpose are available on campus. Campus quiet hours are 11 p.m. to 7 a.m. daily, although an individual's right to quiet study and sleep time always supersedes another's right to loud expression, 24 hours a day, seven days a week.

Off-Campus Housing

trinity.och101.com

The Off-Campus Housing 101 website is a free resource for finding off-campus accommodations. Listings are provided for landlords seeking TWU student renters and students looking for roommates. This site is not managed by TWU, and we accept no responsibility for off-campus housing.

Commuting students are strongly encouraged to apply for membership in a campus collegium as the best way to stay connected to the community. Undergraduate collegium applications can be accessed on the Student Portal.

Office of the Registrar

twu.ca/registrar

twu.ca/services

registrar@twu.ca

The Office of the Registrar can help with any registration or finance-related questions or concerns during enrolment and beyond. They can be found in Mattson Centre or online.

Online Communities

Participation in social networking and online communities, in proper balance with face-to-face relationships, can be enriching when certain precautions are taken. Consider the following:

- Limit the amount of personal information you provide and make use of the site's security and privacy settings to control access to your information. Others may share or use it in ways you do not intend.
- Behaviour that is inappropriate in person is also inappropriate online, including threats, harassment, discrimination, or acts of fraud. For our community, this also includes behaviour that is contrary to the Student Code of Conduct and policies and guidelines of the University. Inappropriate online behaviour may be investigated through TWU's Student Accountability Policy and Procedures.

Parking and Vehicle Guidelines

twu.ca/parking

Failure to comply with parking guidelines may result in a parking violation and/or fine.

Restrictions: Students may not park in any spaces that are reserved, including fire lanes, disabled person spaces, staff parking, Reimer underground, Mattson Centre, or any other unauthorized space.

You may use loading zones for short-term loading or unloading only after checking in with Parking Services, located in the Welcome Centre at the entrance to campus.

Uninsured vehicles are not permitted on campus and may be towed at the owner's expense. Other uninsured motorized vehicles, carts, or scooters (other than University service vehicles or those required for equity of access) are also not permitted on campus.

Except for authorized service vehicles, parking or driving on sidewalks or grass is strictly prohibited.

Posted speed limits must not be exceeded. Maximum speed in parking lots is 15 km/h.

Liability: The security and insurance coverage of a vehicle is the responsibility of its owner. Use of TWU roadways and parking lots is at your own risk. Please remove valuables from view and lock vehicles. The University assumes no responsibility for loss or damage through fire, theft, collision, or otherwise, to a vehicle or its contents.

Transfers and Refunds: Since parking permits are issued to a specific vehicle and operator, they are not transferable. If a vehicle is sold or traded, Parking Services must be notified immediately with new vehicle details and license plate information. (An administrative charge may apply.)

Permit refunds can be requested by notifying Parking Services in writing or in person. The refund will be prorated from the date when Parking Services is informed.

Changing status from Housing to Commuter, or vice versa, requires exchanging permits at Parking Services. It does not affect where vehicles can be parked, but does affect the price of the parking pass.

Refunds will be credited to student accounts per the withdrawal fee schedule.

Parking Enforcement

twu.ca/parking

Violations and Fines: Parking fines are \$75. However, if payment is received within seven (7) calendar days of issuance, the fine will be discounted to \$50.

Parking in a reserved spot will result in a \$75 non-appealable fine.

Any unpaid violations may be license-searched through the Motor Vehicle Branch and a subsequent charge of \$15 will be added to the owner's student account. Multiple unpaid fines may result in a wheel lock applied to the vehicle or tow and impound at the owner's expense. Vehicles will not be released until these expenses are paid.

Appeals: Violations may be challenged or appealed within seven (7) calendar days of issuance. Appeals will not be dealt with personally but must be put into writing on an appeal form located at Parking Services in the Welcome Centre. Cancellation of a violation will be at the discretion of Parking Services only. All decisions based on appeals are final.

Parking Options

twu.ca/divisions/parking

All parking is "Pay by License Plate." There is no need to display a pass in the vehicle, and parking is available in any student lot with the exception of the Robson Hall underground parking. (Robson Hall parking passes are offered on a first-come, first-served basis.)

Hourly, Daily, Weekly: Hourly, daily, and weekly parking can be purchased from dispensers at the following locations: the entrance to campus (flagpole), Fosmark Building, Northwest Building, Music Building parking lot, Vernon Strombeck parking lot, or the Reimer underground parkade. All parking permits can also be purchased at the Parking Services office. Daily permits cost \$7.50, and weekly (seven days) \$25.

Please note:

- The Reimer Student Centre underground parkade is hourly only; weekly permits are not valid in that lot.
- All vehicles parked in front of Mattson Centre must either have paid for hourly parking or display a complimentary pass (available from the receptionist at Mattson Centre).

Yearly Permits: Yearly permits can be purchased at the Parking Services office.

Temporary Permits: Temporary day permits are available free of charge from Parking Services when a registered vehicle is in for repairs. The temporary vehicle must be registered with Security to avoid a parking violation.

Disability Permits: Vehicles displaying a valid disabled person parking permit from any province or state may park in disabled person parking spaces or in convenient, non-reserved spaces throughout campus. Please register the vehicle with Parking Services. Temporary disabilities that merit special parking consideration are eligible for a temporary disabled person permit upon submission of a physician's certificate. Applicable parking fees apply.

Motorcycles: Motorcycles do not require a parking permit, but must be parked in designated areas.

Overflow Parking: Overflow parking is available in the Fosmark Building parking lot.

Pets and Service Dogs

twu.ca/wellness-centre/disabilities-and-equity-access/accommodations

Animals are prohibited in campus buildings, for health and sanitation reasons, as well as general consideration for others, unless specifically approved by University policy. The only exceptions are aquarium fish, with a maximum tank capacity of 10 litres, and service dogs, professionally trained to provide much-needed services for people with diagnosed disabilities. Service dogs must be registered with the TWU Equity of Access Office.

Photocopying

Copiers for general use are available in the library, Stanley Nelson Centre, and Douglas Centre. You can buy a copier card at the library for use with any general-use copier. Coin-op access is also available in the library. Free copying services are offered through the TWUSA office, located in Douglas Centre.

Posters and Notices

Posters and notices must be stamped and dated by Student Life or TWUSA before they are displayed. They should be posted on bulletin boards and may not be placed on glass doors or windows anywhere on campus. Municipal fire regulations prohibit posters and notices in housing lounges. Posters or notices without stamps or that are deemed offensive, excessive, or objectionable will be removed.

Pranks

Pranks can cause inconvenience, conflict, costly physical damage, and loss of personal dignity. Often starting as harmless pranks, situations can escalate so that subsequent pranks become progressively more destructive. Activities

that harm or have reasonable potential to harm individuals physically or emotionally, and activities that damage or have reasonable potential to damage personal or University property are prohibited.

See Student Code of Conduct, Sections 4.b through 4.e.

Refunds for Vending and Laundry Machines

Students who lose money in one of the beverage or laundry machines on campus should report it to the Student Life office for a refund. If an issue arises with one of the snack vending machines, please report it to a Sodexo employee.

Rollerblades and Skateboards

Sports activities, including skateboarding, rollerblading, hockey, etc., are not permitted in any parking areas or automobile roadways, in order to maintain a safe campus community. Failure to comply with these conditions may expose individuals to severe injury and property damage claims.

Safety and Security

twu.ca/campus-security

We desire to provide a safe, secure home for students, and part of that responsibility lies on your shoulders. Take reasonable precautions and an active role in ensuring a safe environment, including these basic guidelines:

- Do not prop open fire doors or any locked doors as this can endanger the lives and belongings of everyone in campus housing.
- Lock room doors and windows, and carry your keys with you. Keep valuable items in a safe place out of sight, engrave valuables, and record serial numbers. If you are locked out of your building or room, call Security at ext. 2099. An unlock charge of \$10 will be issued for this service.
- Do not walk alone on the campus perimeter during evening hours. Please call Security at ext. 2099 if you require an escort to your vehicle or to another campus building.
- Report thefts or suspicious persons or incidents to Security immediately.
- Do not climb on building roofs or out of windows.
- Use a lock on your computers and laptops to deter theft.
- Meet food delivery personnel in building lounges.

For any security concerns or suggestions, contact Security at ext. 2099.

Trinity Western University is not liable, directly or indirectly, for loss or theft of student personal property of any kind. This will also include, but not be limited to, damages from fire, water, or other causes. We advise you to obtain personal insurance against such losses—most will be able to obtain this kind of coverage through a rider on their family tenant or homeowner insurance policy.

Self-Care

Students must agree to care for themselves and behave in ways that will not cause problems for themselves or negatively impact the welfare, safety, and success of other community members. Examples include caring adequately for your physical and emotional health, dealing appropriately with life challenges, getting along with others, making adequate academic progress, and not causing or threatening harm to yourself. You are expected to seek out and accept professional assistance for any situations you are unable to resolve on your own.

If these self-care expectations are not met, students will be held accountable for their behaviour and its negative impact on the community. Accountability may include being asked to move out of campus housing and/or withdrawal or suspension from the University.

Students needing accommodation due to a documented disability or significant, ongoing medical condition must contact the Director, Equity of Access and Learning Resources, to discuss accessibility issues.

See Student Code of Conduct, Section 4.b.ii.

Sexual Propriety

As a matter of respect and consideration for TWU's Christian beliefs and values, students are expected to refrain from immodest public displays of affection and from sexual intimacy outside of marriage on campus. In campus housing, cohabitation by individuals who are engaging in a romantic relationship is not permitted.

See Student Code of Conduct, Section 4.b.v.

Student Associations

twusa.ca; twugsa.com/

Every student enrolled in at least four semester hours of courses is officially a member of the Trinity Western University Student Association (TWUSA). Every graduate student is officially a member of the Trinity Western University Graduate Student Association (TWUGSA).

Each year a new student government is elected for each association. These members approve and provide accountability for student-initiated events, activities, programs, and services on campus and work as liaisons between administration and students. To get involved, visit the TWUSA office in Douglas Centre.

Student Leadership

twu.ca/studentleadership

Student leadership is a great way to get involved, develop skills, and gain valuable experience. There are more than 250 official student leadership opportunities distributed among more than 50 unique roles. Role descriptions, applications, and reference forms are available on the Student Life website (www8.twu.ca/life).

Summer Housing

Summer housing is available on a limited basis for students in registered University programs. Availability is subject to minimum occupancy requirements. For inquiries, call the Student Life office at ext. 3401. See also “Off-Campus Housing.”

Technology

twu.ca/helpdesk

Free network access is available to all students. Students living on campus have access to both wired (by request) and wireless networking options, while commuting students can access our wireless network throughout campus.

Please note that the use of 2.4GHz cordless phones, wireless speakers, and wireless hubs is prohibited as they directly interfere with the wireless network, disabling access for all users in that area.

The University understands that materials accessed through the network are generally used for academic purposes and also recognizes the recreational value of the network. All community members are prohibited from viewing pornography, hate literature, and any other material in opposition to the Student Code of Conduct or policies and guidelines of the University. Use of the University’s network constitutes acceptance of the [University’s full network use policy](#).

Assistance is available for networking, email, and other electronic services through the [web-based helpdesk](#) or by calling ext. 4357 (on campus) or 604-882-4357 (off campus).

Tobacco, E-cigarettes, and Vaporizers

See Student Code of Conduct, Section 4.j.ii.

Travel

Airports within driving distance to campus include Vancouver (YVR), Abbotsford (YXX), Bellingham (BLI), and Seattle/Sea-Tac (SEA). Bus service between campus and Vancouver International Airport is available from Airport Link Shuttle (airportlinkshuttle.com or 1-855-591-5622). Bus service to the Abbotsford Airport is available with Valley Airporter (valleyairporter.ca or 1-877-604-6688). Bus service in the Langley community and surrounding area is available via Translink (translink.ca or 604-953-3333).

TWUSA Ombudsman

twusa.ca

Students can contact the Ombudsman for information, resources, and support in dealing with conflicts with the University. If you have a problem and are not sure where to turn, the Ombudsman can point you in the right direction. The Ombudsman is a valuable resource, and can help with areas such as student accountability, academic appeals, the Registrar's Office, Financial Aid, and Parking/Security.

Weapons

See Student Code of Conduct, Section 4.h.i.

Withdrawals

Any student wishing to withdraw from the University after registration should request a withdrawal form at the Student Life Office and obtain the necessary signed approvals and releases from the indicated departments. The date when the completed form is submitted to the Student Life Office will be used by the Office of the Registrar to calculate refunds of tuition, housing fees, and any other applicable fees. Housing keys, mailbox keys, and Student ID cards must be returned upon withdrawing.

Living in Campus Housing

Coed Visitation Hours

To balance the desire for student freedom with the need for personal privacy and safety, coed visitation hours (hours when visiting living areas of the opposite gender are permitted) are limited to **12 p.m. to 9 p.m. daily**. This applies to all students and guests and all living areas, including Douglas Hall, Fraser Hall, Northwest Hall, Skidmore Hall, and Robson Hall.

For propriety with respect to the Student Code of Conduct, bedroom doors are to remain propped open when a guest with whom the host is engaging in a romantic relationship is present within.

See "Guests" below.

Damage Assessment

Trinity Western University reserves the right to perform periodic maintenance and safety checks of all rooms within campus housing as necessary and may assess related fines if damages or violations to policies are discovered. If required, occupants will be billed for damage and/or cleaning costs once assessed. Roommates will bear equal responsibility for damages unless a degree of responsibility can be individually assigned. Students causing excessive or willful damage to University property are subject to eviction.

Fire Safety

In compliance with municipal fire regulations, no cooking appliances, with or without exposed heat elements, are to be used in dorm rooms or lounges. In Robson and the apartments, use of cooking appliances should be confined to kitchen areas. Rooms and hallways must be kept orderly and clean, maintaining clear and unobstructed exit options for all community members. Halogen lamps, candles, incense, or open flames of any kind are prohibited in campus housing. Natural Christmas trees are also prohibited. Occupants should ensure nothing comes into contact with fire suppression sprinkler heads or their protective covers in rooms or lounges to prevent accidental discharge and accompanying water damage. Occupants should ensure they are aware of exit plans and fire safety equipment for their building.

Guests

As a matter of courtesy and respect, students should seek permission from roommates prior to hosting overnight guests. An individual guest may only stay on campus for a maximum of three nights per semester. In exceptional circumstances, Resident Directors may grant extensions and a rooming charge may be assessed.

Student hosts are responsible at all times for their guests and their guests' behaviour, and will be held accountable proportionately to the offence in the event that their guest violates the Student Code of Conduct, housing policies, or other University policies.

Consistent with Coed Visitation Hours, overnight guests of the opposite gender are not permitted in University housing, to preserve the personal privacy and safety of all students.

See also "Sexual Propriety" under Living in Community.

Keys

Campus housing keys are distributed at registration. Replacement keys can be obtained at the Student Life office for a charge, which may include re-keying of the door lock. All keys must be returned when students check out of housing (normally at the end of the Spring semester). Fines will be assessed for keys not returned at this time, a portion of which will be refunded if keys are returned at a later date. Unauthorized possession or copying of keys is viewed as a serious offence and is prohibited.

Laundry

Coin-operated laundry machines are located in or near all housing buildings. Money lost in these machines can be reimbursed at the Student Life office in exchange for the machine number and location. Any maintenance needed in the laundry rooms should be requested through the [Maintenance Request procedures](#).

Lock-outs

Security is available to assist students who are locked out of their room by calling ext. 2099. A \$10 fee is charged for this service.

Maintenance and Custodial Requests

twu.ca/helpdesk

General maintenance and custodial services are included within annual housing fees. As needed, maintenance will fix toilets, unclog shower drains, and repair broken furniture, windows, sinks and shower taps, appliances, lights, door locks, etc.

To submit a request for maintenance or custodial assistance, contact the [Facility Services Helpdesk](#) or call ext. 3515 and follow the prompts.

For emergency maintenance or urgent custodial requests, call Security at ext. 2099.

Off-Campus Conduct

Students are expected to foster a positive educational environment, recognizing their actions have a direct effect on other members of the community. This is not limited to actions that occur on campus. Therefore, students may be held accountable in cases where their off-campus conduct may reasonably be seen to:

- Adversely affect the security of other community members on campus
- Adversely affect the ability of other community members to participate in the learning environment
- Clearly promote activities incongruent with the Student Code of Conduct

Posters, Notices, and Decorations

In compliance with municipal fire regulations, room walls and ceilings in campus housing may have a maximum coverage of 20%, including bookcases, closets, posters, papers, and pictures. Use staples or pins to hang posters and pictures. Tape and Plasti-Tak are not permitted. Posters or decorations deemed offensive, objectionable, or excessive will be removed.

Posters, notices, and decorations are prohibited in all lounges, exit corridors, and stairways.

Room Assignments

Room assignments are managed by Student Life staff. The University reserves the right to have staff allocate room and building assignments at their discretion to build communities that will promote the mission of the University and maximize efficiency. This may include making temporary room arrangements, changing room assignments, reassigning roommates, or consolidating vacancies as needed.

Whenever possible, roommates are selected on the basis of compatibility from information provided on housing applications. Specific roommate requests can be made on the housing application. When they are received well in advance of the start of the semester, mutual roommate requests can usually be accommodated.

Room Furnishings

You are responsible for the cleanliness of your own room and must maintain a minimum standard for health and safety reasons.

You will be provided with a single bed, mattress, desk, desk chair, dresser or drawers, bookshelf, and wastebasket. These furnishings are the property of the University and may not be remodeled, removed, or stored outside the room. Unless provided for by the University, sofas of any size are not permitted in individual rooms. If you are missing any of the standard furniture, contact the Student Life office.

Microwaves, hot plates, and other small electrical appliances are considered a fire hazard and are not allowed in rooms.

If you wish to bring a mini fridge, you must request permission from your Resident Director. Only a limited number of these requests can be granted due to electrical load requirements.

Replacement light bulbs for rooms in housing are available at no charge from the Student Life office.

Room Inspections

The University reserves the right to have authorized personnel enter any unit or room for inspection, repairs, or other official business. Authorized personnel may also enter rooms for investigation when they have reasonable grounds to believe that the occupants' well-being or safety is in jeopardy or a serious violation of University policy has occurred.

During vacation periods, University personnel may make safety inspections. Unsafe conditions will be corrected at the occupant's expense. Prohibited items found will be removed and disposed of, and occupants may be subject to disciplinary action for items or conditions discovered.

Room Modifications

Rooms must not be modified in any way that will cause permanent damage or create any obstruction to exit, including alterations to the existing walls, floor, ceiling, or furniture. Beds are bunked in some areas and not in others, and they

must stay in the same condition in which they are found. Students may not modify beds nor will maintenance staff be available to do so. If modifications take place that are prohibited or found unsafe, you will be billed for returning rooms to their original condition.

Room or Roommate Changes

While resolving conflicts is preferred to avoiding them, sometimes extenuating circumstances may necessitate a room or roommate change. Room change requests must be presented to your Resident Director, and all room changes must be approved by an RD prior to moving. Unreported moves are prohibited. Room change requests will not be approved during the first two weeks of each semester.

Single Rooms

All campus housing rooms are established as double or, in some cases, triple occupancy. Single rooms can be requested on the housing application, but are available only as space permits and cannot be guaranteed in advance. A charge will apply to students who have requested and been granted single rooms.

Storage

Campus housing occupants can temporarily store personal items on a limited basis. Access to the storage rooms is through the Student Life Office or the student leader for your living area (RA or RD). All items are stored at your own risk and must be in boxes, bags, or suitcases clearly labelled with your name and the date of storage. Furniture storage is not permitted anywhere on campus. Unclaimed, unmarked, or unapproved items will be removed and sent to a local charity.

Telephone Service

support@twu.ca

Each room is equipped with a phone line that is activated for local calling and voicemail. Instructions for setup are posted in each room.

Vacuums

Vacuums are available in campus housing for student use, and may be requested from the Building Service Worker in each area. Vacuums must be signed out and returned as soon as possible.

University Policies

Student Code of Conduct

The Student Code of Conduct sets out the standards of conduct expected of students at Trinity Western University (“TWU”). It holds individuals and groups responsible for the consequences of their actions. Failure to fulfil these responsibilities may result in the withdrawal of privileges or the imposition of sanctions under the Accountability Process.

1. Preamble/Intro

TWU is a Christian university of the liberal arts, sciences, and professional studies with a vision for developing people of high competence and exemplary character who distinguish themselves as leaders in the marketplaces of life. Within the TWU community, students, faculty, and staff join together to pursue truth and excellence with grace and diligence, treat people and ideas with charity and respect, think critically and constructively about complex issues, and willingly respond to the world’s most profound needs and greatest opportunities.

The Student Code of Conduct is intended to promote the formation of a distinctive community that acknowledges and respects the Christian values of TWU, believing that this will optimize the learning environment and maximize the University’s capacity to fulfil its mission and achieve its aspirations. These values include love, joy, peace, patience, kindness, goodness, faithfulness, gentleness, self-control, compassion, humility, forgiveness, peacemaking, mercy, and justice. All members of this community are expected to conduct themselves in a manner that contributes positively to an environment in which respect, civility, diversity, opportunity, and inclusiveness are valued. While recognizing that not all students will necessarily affirm the theological views that are central to the University’s Christian identity, it is expected that the Christian beliefs and practices on which TWU is founded will be treated with respect.

2. Scope

This Student Code of Conduct applies to all students enrolled in a TWU course including, to the extent reasonably applicable, online courses.

3. Jurisdiction

The Student Code of Conduct applies on TWU's campus and extension sites.

It also applies elsewhere during or in the context of:

- a) University sponsored programs or activities (such as University travel studies, University field trips, and travelling athletic teams);
- b) A student representing the University or any TWU student club or organization off campus;
- c) A relationship between the student and a third party that involves the student's status as a TWU student; or
- d) The student acting as a representative of the University.

TWU may also invoke the Code of Conduct and the Accountability Process in other circumstances arising from off-campus actions of students that will have a substantial negative impact on TWU, such as a criminal offence committed by a student.

For students living on campus, please reference the Living in Campus Housing section of the Student Handbook for more specific guidelines.

4. Prohibited Conduct

- a. Academic Misconduct (see "[Academic Misconduct](#)" section)
- b. Misconduct Involving Persons
 - i. Assaulting, intimidating, threatening, or harassing another individual person or group including but not limited to physically aggressive behaviour and coercion;
 - ii. Conduct endangering or negatively impacting the health, safety, or success of oneself or others (see "Self-Care" under Living in Community);
 - iii. Sexualized violence ([see Sexualized Violence Policy](#));
 - iv. Bullying and harassment ([see Bullying and Harassment Policy](#));
 - v. Sexual impropriety – As a matter of respect and consideration for TWU's Christian beliefs and values, students are expected to refrain from immodest public displays of affection and from sexual intimacy on campus;

- vi. Use, viewing, display, or possession of materials that are degrading, dehumanizing, intentionally demeaning, exploitive, hateful, or gratuitously violent, including but not limited to pornography;
 - vii. Communication that is destructive to community life and interpersonal relationships, including gossip, slander, vulgar/obscene language, and prejudice;
 - viii. Hazing as defined by but not limited to: An act which endangers the mental or physical health, well-being, or safety of a student for the purposes of initiation or admission into, affiliation with, or as a condition for continued membership in a group, organization, dorm, or team;
 - ix. Engaging in a course of vexatious or malicious conduct that is directed at one or more specific individuals, and that is based on the race, ancestry, place of origin, colour, ethnic origin, citizenship, sex, sexual orientation, creed, age, marital status, family status, disability, receipt of public assistance, or record of offences of that individual or those individuals, and that is known to be unwelcome, and that exceeds the bounds of freedom of expression or academic freedom as they are understood in University policies and accepted practices.
- c. Misconduct Involving Property
- i. Theft;
 - ii. Possession or use of physical or intellectual property owned by others without appropriate consent or authority;
 - iii. Misusing, destroying, defacing, or damaging University property or property belonging to someone else;
 - iv. Conduct endangering or creating a condition that endangers persons or the property of others, including but not limited to:
 1. Pulling a fire alarm as a prank, which is a criminal offence;
 2. Disassembling, mishandling, or tampering with exit signs, fire extinguishers, hoses, valves, alarms, sprinkler heads, heat sensors, or smoke detectors for any reason other than an emergency;
 3. On-campus fires of any size, which are not permitted due to applicable fire regulations and for the safety of our community.
- d. Unauthorized Entry, Presence in, or Use of University Facilities, Services, or Equipment
- i. No student shall use any University computing equipment, facility, network, or system for any disruptive or unauthorized purpose, or in a manner that violates any law, University regulation, policy, or procedure (see [IT Acceptable Use Policy](#));

- ii. No student shall use any facility, equipment, or service of the University, or enter or remain on any premises to which they do not have authorized and legitimate access, or contrary to the expressed instruction of authorized persons. No unauthorized accessing of roofs or buildings, or scaling the sides of buildings;
 - iii. No student shall destroy, misplace, misfile, or render inoperable any stored information such as books, film, data files, or programs from a University or personal library, computer, or other information storage, processing, or retrieval system.
- e. Fraud, Misuse, or Impersonation
 - i. Submitting forged documents or documents with a forged signature;
 - ii. Impersonating another person;
 - iii. Actions that lack honesty, civility, truthfulness, and integrity.
- f. False Charges
 - i. No student shall intentionally or maliciously bring a false charge against any person under this Code of Conduct or any University policy.
- g. Disruption of University or Learning Activities
 - i. No student shall, by action, threat, or otherwise, disrupt any activity organized by the University or by any of its faculties, schools, or departments, or the right of other persons to carry on their legitimate activities, to speak or to associate with others;
 - ii. Students are responsible to conduct themselves in a manner that enhances and does not disrupt an environment of learning in the classroom (or other learning venues, e.g., labs). Disruptive behaviour includes that which (a) prevents an instructor from teaching or making progress towards course objectives, and/or (b) can reasonably be determined to create an impediment to the learning of other students.
- h. Possession or Use of Weapons or Dangerous Materials
 - i. Weapons of any kind, including but not limited to, firearms, ammunition, replica firearms, slingshots, hunting knives or other large blades, BB or pellet guns, airsoft guns, or paintball guns are strictly prohibited on campus and at University-sponsored activities. Students participating in theatre classes or productions in which prop weapons are used must be careful to follow all SAMC or other applicable policies regarding use and transportation of these props;
 - ii. Dangerous materials, including but not limited to: fireworks, explosives, chemicals, gasoline, or propane (or other compressed gas) tanks are strictly prohibited on campus and at

University-sponsored activities, except as expressly permitted or authorized by an appropriate University official.

i. Illegal Activity

- i. Students must comply with all applicable municipal, provincial, and federal laws. Students must not commit a criminal offence whether on or off campus.

j. Alcohol, Tobacco, Cannabis, and Illegal or Intoxicating Drugs

- i. Alcohol: Trinity Western University is an alcohol free campus. Consumption of alcohol, alcohol intoxication, and possession of alcohol or empty alcohol containers on TWU property (including extension sites or facilities), at any TWU-sponsored event, on a TWU-sponsored trip, or in any other circumstance in which the Code of Conduct applies is prohibited. Consumption or possession of alcohol by minors and providing alcohol to those under the local legal drinking age are illegal.
- ii. Tobacco, e-cigarettes and vaporizers: Trinity Western University is a smoke, tobacco, and vape free campus. Use of tobacco, e-cigarettes, or other sorts of non-medicinal vaporizers in any form on TWU property, at any TWU-sponsored event, on a TWU-sponsored trip, or in any other circumstance in which the Code of Conduct applies is prohibited. Purchase of tobacco by minors and providing tobacco to those under the age of 19 are also prohibited.
- iii. Cannabis: (*This policy will come into force on the date that cannabis becomes legal to use in Canada for non-medicinal purposes. Prior to this date cannabis remains an illegal drug and will continue to be treated as such [see section 4.j.iv].*) Trinity Western University is a cannabis (THC) free campus, in any of its forms and derivatives. The following are prohibited at all times on TWU property (including extension sites and facilities), at any TWU-sponsored event, on a TWU-sponsored trip, or in any other circumstance in which the Code of Conduct applies:
 1. Use of cannabis or cannabis impairment;
 2. Possession of cannabis or cannabis paraphernalia;
 3. Distribution of cannabis;
 4. Use of cannabis by minors and providing cannabis to minors, which are both illegal.

Exceptions will be considered for students able to provide proof of a valid prescription for medicinal use of cannabis. TWU reserves the right to designate appropriate locations for medicinal use of cannabis and storage of medicinal cannabis on campus.

- iv. Illegal Drugs: Possession and/or use of illegal or intoxicating drugs or controlled substances without a valid prescription is prohibited. Distribution of illegal drugs or other controlled substances is prohibited.
- k. Non-compliance with Other University Policies
 - I. Non-compliance with Disciplinary Measures or Sanctions
 - m. Non-compliance with the Directions of a University Representative in the Performance of Their Duties
 - n. Encouraging, Aiding, or Conspiring in Any Prohibited Conduct
 - o. Submission of False, Frivolous, or Vexatious Allegations

5. Accountability Process and Appeals

If a student fails to abide by the Student Code of Conduct and/or policies and guidelines of the University as outlined in the Student Handbook, Academic Calendar, and TWU website, the student can expect a fair and reasonable response from the University under these accountability procedures, with the goal of bringing the student back into positive relationship with the community while contributing to the student's personal and spiritual growth.

Initial and/or minor violations may be dealt with through a discussion process normally facilitated by Student Life staff. Subsequent and/or more serious breaches of the Student Code of Conduct or other policies or guidelines may be dealt with in a formal process overseen by the Director of Community Life or VP of Student Life. Such cases may be referred to the University's Accountability Committee, consisting of faculty, staff, and students, for determination and resolution. Allegations of Sexualized Violence or Bullying and Harassment have their own accountability procedures due to the complex and sensitive nature of these situations, and these processes can be found in the [Sexualized Violence Policy](#) and [Bullying and Harassment Policy](#).

The Goal of the Accountability Process

The goal of the accountability process is to contribute to both the student's personal and spiritual growth. The objectives of the process are:

- To prayerfully and objectively assess what has occurred and indicate to the student what violation(s) has/have been committed;
- To demonstrate care and acceptance for the individual even if behaviour may be unacceptable;

- To educate the student, explaining the reasons for the Student Code of Conduct and/or policies and guidelines of the University;
- For the student to decide that their future behaviour will be in keeping with the Student Code of Conduct and policies and guidelines of the University;
- For the student to accept accountability for his or her behaviour;
- To balance the needs of an individual along with the needs of the greater community.

Experience holding individuals accountable to their word has shown that repeated violations of the Student Code of Conduct and/or policies and guidelines of the University are often indicators of larger issues in the life of a student. It is hoped, therefore, that the accountability process may ultimately challenge the pursuit of change, godliness, and character development within individuals.

Accountability Procedures

In Christian love, respect, and responsibility, students are encouraged to seek resolution when tension, misunderstanding, conflict, failure, or disagreements have fractured a relationship. It is expected that as adult learners, members of our community will seek mutual solution to problems that arise within the context of daily living together. Persisting through personal shortfalls is essential and foundational to successful community living. At a grassroots level, it is expected and encouraged that students, staff, and faculty will sensitively hold one another accountable to the values and ideals of the University out of sincere concern for one another. Disregard for community responsibility and accountability is considered inappropriate behaviour, as it may jeopardize the effectiveness of the learning environment and mission of the University. Students are encouraged to reflect upon their own goals and values to ensure that they are not in conflict with the educational environment they have chosen at TWU.

The student accountability process may be initiated as a result of a complaint against a student brought to Student Life by another member of the community or as a result of concerns from the community regarding a student's conduct.

Informal Accountability Process (Minor Incidents)

In minor incidents, a designated Student Life staff member will follow up on the allegation or incident. This involves discussing the allegation or incident with the student(s) and determining an appropriate response (verbal or official warning, community service, suitable apologies, counselling, fine or appropriate restitution).

Decisions of a Student Life staff member may be appealed, by the student and in writing, to the Director of Community Life within one week of being informed of the decision. A \$100 administration fee is required prior

to consideration and will be refunded if the appeal is granted. Until an appeal is granted the original decision remains in effect.

Community members in leadership roles working directly with students may be informed of violations or incidents involving a student within their care, as appropriate.

Formal Accountability Process (More Serious Incidents)

In more serious cases, the formal accountability process will be enacted. The formal accountability process often begins when a community member becomes aware of an alleged violation of the Student Code of Conduct and/or policies and guidelines of the University either through firsthand knowledge or on report of an incident. It may also begin when the seriousness of an allegation warrants immediately moving to the formal accountability process or if a problem persists and cannot be solved through the informal accountability process.

Stage One

Any Assistant Director of Community Life or appropriate designate may make the decision to move a case from informal accountability to the formal accountability process. When this decision is made, the student(s) who has/have been named in the allegation of misconduct will be informed that the allegation is being investigated. Pertinent information is collected to determine if there is sufficient cause for accountability action.

It is the responsibility of Assistant Directors of Community Life to receive complaints and investigate possible violations of the Student Code of Conduct and/or policies and guidelines of the University. In the event that an Assistant Director of Community Life, at his/her sole discretion, believes that additional action is required, he/she will schedule an interview with the student. An Assistant Director of Community Life is responsible to arrange and conduct an interview with the student and other parties affected by, involved in, or with knowledge of the incident. Written confirmation of the date and time of the interview will be sent to the student's University email address prior to the scheduled appointment. Students are responsible for all communication that is sent to their University email address. At the same time the student will be informed of the availability of a counsellor, who may be seen in confidence and at no cost for personal support through the accountability process. Additionally, the student may contact the TWUSA Ombudsman, who will be a resource to the student through the process and provide support as needed. This service is free and completely confidential.

Once investigated and interviewed, the Assistant Director of Community Life will refer the matter to the Director of Community Life or appropriate designate with all relevant information and evidence assembled. The Director of Community Life may, at his/her sole discretion, render a decision or submit the matter to the VP of Student Life under Stage Two.

If the Director of Community Life renders a decision, it may be appealed by the student in writing to the VP of Student Life within one week of being informed of the decision. A \$100 administration fee is required prior to consideration and will be refunded if the appeal is upheld. The original decision will remain in effect pending the outcome of the appeal process.

Stage Two

The Director of Community Life or appropriate designate, at his/her sole discretion, may refer the matter to the VP of Student Life (e.g., in the case of repeated or multiple offences; if the student has made deceptive or dishonest statements at the interview; or due to the grievous nature of the violation). The VP of Student Life, at his/her sole discretion, will either render a decision or refer the matter to the University's Accountability Committee.

If referred to the University's Accountability Committee, the VP of Student Life will schedule a meeting and notify the student in writing of its date and time, and of the student's rights and responsibilities.

Decisions of the VP of Student Life or the University's Accountability Committee may be appealed by the student in writing to the Office of the President within one week of being informed of the decision. A \$100 administration fee is required prior to consideration and will be refunded if the appeal is upheld. The original decision will remain in effect pending the outcome of the appeal process.

Community members working directly with students in leadership or representative roles may be notified of violations or incidents involving a student within their care.

The University's Accountability Committee

If the matter is delegated to the University's Accountability Committee, the student will have the right to appear at the meeting, the right to invite one support person (a friend or relative), and the right to knowledge of the evidence upon which the allegations are based. The chair of the University's Accountability Committee will provide information to the student regarding the procedures to be followed in the meeting. The meeting will be closed to the public, except for the designated support person, provided that the support person commits to maintaining strict confidentiality over all evidence and proceedings. Formal rules of evidence will

not apply nor will harmless procedural errors invalidate a decision. Failure to appear will result in a decision being made in the absence of the student. Final decisions of the University's Accountability Committee will be by majority vote of the members present and voting. The VP of Student Life or designate, on behalf of the University's Accountability Committee, will notify the student in writing of relevant decisions and the committee's rationale for each.

The Accountability Committee includes seven members. Appointments to the committee are made as follows: two faculty members appointed by the Provost; two staff members appointed by the VP of Student Life; and three students, two appointed by the TWUSA Executive and one Resident Assistant appointed by the Director of Community Life upon approval from the VP of Student Life. Four members shall constitute a quorum. The VP of Student Life or designate serves as chair and deciding vote in the event of tie. Minutes of the committee's meetings are kept confidential.

Emergency Temporary Suspension

In exceptional circumstances, the VP of Student Life or designate may issue an immediate, temporary suspension of a student prior to the completion of the Formal Accountability Process. This action will be taken when it is reasonable to conclude that serious misconduct may have occurred and/or that a student's continued presence on campus presents an unreasonable risk to the safety of him/herself or others. Students receiving this suspension must leave the campus immediately. The Formal Accountability Process will proceed without prejudice to the student in question, and the emergency temporary suspension will be replaced by the decision rendered at the conclusion of this process.

Accountability Appeals

Prior to appealing accountability decisions within the Student Accountability Process, students should ensure that one or more of the following apply:

- New information has become available that would have altered the original decision;
- The original decision is significantly disproportionate to the offence; and/or
- A substantive violation in the process calls into question the fairness of the process and/or initial decision.

6. Potential Disciplinary Measures or Outcomes

Disciplinary measures which may be imposed, singularly or in combination, for violations to the Student Code of Conduct include, but are not limited to, the following:

- a. Verbal Warning or Reprimand/Informal Resolution;
- b. Official Warning or Reprimand – A written warning or reprimand to the student;
- c. Apology – Requirement that the student issue a statement, apology, or retraction in an appropriate form in public or in private;
- d. Discretionary Sanctions – Imposition of community service, work assignments, service to the University, or other such discretionary assignments that are considered appropriate and punitive, compensatory, restorative, educational, or deterrent in nature, provided that any such work or service is available and not prohibited by labour or other service agreements;
- e. Restitution – Assessment of charges for cost recovery for loss, cleaning, damage, or injury, which may be monetary or in the form of appropriate service or material replacement;
- f. Fines – Monetary penalties as follows:
 - i. Violations for which minor fines may be assessed include, but are not limited to: parking violations; library fines; burning candles or incense; pranks causing damage to property or inconvenience to community members; propping open fire doors; residence hall visitation violations; storing bikes in campus buildings; inappropriate or excessive decorations; prohibited furniture or appliances; unauthorized roommate or room changes; unauthorized pets; and excessive noise levels;
 - ii. Violations for which major fines may be assessed include, but are not limited to: intentionally or accidentally pulling a fire alarm; tampering with fire or safety equipment; remaining in buildings during fire alarms or drills; setting off a fire alarm due to a policy violation (e.g., smoking, vaping, burning candles); possession of alcohol or other prohibited substances on campus; unauthorized access to campus buildings or areas (including all roofs); rappelling from windows or buildings; and possessing weapons of any kind. Repeat violations may result in fine increases and/or further accountability.
- g. Partial or Full Loss of Fees or University Financial Aid – Forfeiture or loss of payments, fees, or refunds;
- h. Relocation or Removal from University Housing – Relocation from a residence or exclusion of the student from residence permanently or for any specified period of time, which may or may not be made subject to the student complying with certain conditions;
- i. Restriction or Prohibition of Access or Use – A denial for a specified period of time of, or conditions imposed on, a student's right to access or use any part or all of the University's lands, equipment, facilities, services, activities, programs, meetings, or events or those held by, on, or in association with the University;

- j. Requirement of Mentorship or Accountability Relationship – A formal arrangement where the student must meet a specified number of times with a designated individual for the purpose of counselling and bringing the student back into a positive relationship with the University;
- k. Probation – A written reprimand and order for a designated probationary period during which a student must fulfil predetermined conditions, potentially forfeit privileges and/or financial aid, and maintain good conduct or otherwise be subject to the imposition of further or more severe disciplinary sanctions;
- l. Loss of Privileges – A denial of specified privileges for a specified period of time. Privileges are those activities that if restricted may affect full participation in campus life but not make it impossible to complete academic requirements (e.g., removal from or ineligibility for student leadership, varsity athletic teams, music teams, or theatre productions);
- m. Deregistration or Termination – Removal of the student from one or more courses for one or more terms (which may require reapplication for admission to a program or faculty and/or termination from any internship, practicum, or research project);
- n. Suspension (one week to more than one semester) – An involuntary separation of the student from the University for a specified period of time after which the student is eligible to return. Conditions for readmission may be imposed. Suspension will normally also result in deregistration and/or placement of an academic hold on the student's account. For the duration of the suspension, students are not allowed on campus without express permission and are not permitted to attend class or TWU events, either on or off campus;
- o. Expulsion – A permanent, involuntary separation of the student from the University.

Academic Misconduct

One of the core values of Trinity Western University is the integration of high standards of personal, moral, and spiritual integrity with academic excellence. As such, the University considers it a serious offence when an individual knowingly acts, or fails to act, in a manner to gain unearned academic credit. It is the student's responsibility to inform him or herself as to what constitutes academic misconduct, and to address any questions to the individual professors with whom he or she is dealing. It is the instructor's responsibility to confront any student who, in the instructor's judgment, has committed an act of academic misconduct. The penalty for an act of academic misconduct will be assigned according to procedures listed below. The University does not record acts of academic misconduct on student transcripts, but does keep a permanent record of such acts for internal purposes.

Definition of Terms

Academic Misconduct: To knowingly act in a manner in order to gain unearned academic credit. Examples of academic misconduct include, but are not limited to:

- Plagiarism (see below);
- Cheating on examinations, tests, etc.;
- Falsifying labs results;
- Impersonating another student in an examination, test, etc.;
- Falsifying or misrepresenting information on academic records or official documents;
- Submitting the same or substantially the same work for credit in more than one course without faculty permission (whether the earlier submission was at TWU or another institution);
- Aiding or abetting another student's academic dishonesty.

Plagiarism: "Plagiarism (from a Latin word for 'kidnapper') is the presentation of someone else's ideas or words as your own." (The Little, Brown Handbook, 2nd Can. Ed., 555.)

Knowingly: If the person knows or ought reasonably to have known.

Procedures for Dealing with Acts of Academic Misconduct (Undergraduate Students)

1. All allegations of misconduct in research, including those involving a research project or senior thesis, will be made directly to the Vice Provost, Research & Graduate Studies, as per the procedures outlined in the Integrity in Scholarship and Research policy.
2. For all other situations, if an instructor suspects that a student has committed an act of academic misconduct, the instructor shall determine if an offence has been committed by reviewing all relevant information and discussing the situation with the student.
3. If the instructor determines that an offence has been committed, the instructor shall query the Academic Misconduct database to see if the student in question has committed a prior offence, before assigning a penalty. (The instructor takes this step by contacting his/her Dean, or if he/she is not available, the Office of the Provost.)
4. If it is the student's first offence, the instructor will impose an appropriate penalty and note this on the form entitled Record of Academic Misconduct, copies of which are then given to the student by the instructor and submitted to the Office of the Provost. For a first offence, the penalty will normally range from redoing the assignment

to receiving a zero for the assignment/examination involved. Students may appeal the faculty member's decision to the Faculty/School Dean (or to the Vice Provost if the instructor is the Dean), whose decision is final.

5. If it is not the student's first offence, the instructor will consult with his/her Dean who will recommend an appropriate penalty to the Vice Provost, Teaching & Learning (or Vice Provost, TWU Extension for ADC programs), who will decide on the penalty. For a second offence, the penalty will normally range from receiving a zero on the assignment or examination to failing the course.

6. For a third or higher offence, the penalty will normally range from failing the course to being suspended or expelled from the University. The instructor shall complete the Record of Academic Misconduct and submit it to the Vice Provost, who will meet with the student. For penalties up to failing the course, students may appeal the Vice Provost's decision to the Provost, whose decision is final.

7. In cases involving a recommendation for suspension or expulsion, the Vice Provost shall forward the recommendation to the chair of the University Accountability Committee to begin stage two of the University's formal accountability process, as per the Student Handbook. Students are entitled to hearings and appeals set out by that Committee.

8. In all cases, every effort will be made to process the review/decision in a timely fashion.

Procedures for Dealing with Acts of Academic Misconduct (Graduate Students)

1. All allegations of misconduct in research, including those involving a research project, thesis, or dissertation, will be made directly to the Vice Provost, Research & Graduate Studies, as per the procedures outlined in the [Integrity in Scholarship and Research policy](#).

2. If an instructor suspects that a student has committed an act of academic misconduct on a course assignment or exam, he/she shall determine if an offence has been committed by reviewing all relevant information and discussing the situation with the student.

3. If the instructor determines that an offence has been committed, he/she shall query the Academic Misconduct database to see if the student in question has committed a prior offence, before assigning a penalty. (The instructor takes this step by contacting his/her Dean, or if he/she is not available, the Office of the Provost.)

4. If it is the student's first offence, the instructor will impose an appropriate penalty and note this on the form entitled Record of Academic Misconduct, copies of which are then given to the student by the instructor and submitted to the Office of the Provost. For a first offence, the penalty will normally range from redoing the assignment with or without a grade reduction, to receiving a zero for the assignment/examination involved. Students may appeal

the faculty member's decision to the Graduate Program Director (or the Faculty/School Dean if the Director is the course instructor), whose decision is final.

5. If it is not the student's first offence, the instructor will consult the Program Director and the Dean, who will recommend an appropriate penalty to the Vice Provost, Research & Graduate Studies, who will decide on the penalty. The penalty will normally range from failing the course to being suspended or expelled from the University. The instructor shall complete the Record of Academic Misconduct and submit it to the Vice Provost, Research & Graduate Studies, who will meet with the student. Students may appeal the Vice Provost's decision to the Provost, whose decision is final.

6. In all cases, every effort will be made to process the review/decision in a timely fashion.

Protection of Privacy and Information

twu.ca/governance/policies/privacy.html

The University gathers and maintains information used for the purposes of admission, registration, student assessment, grade records, and other activities related to being a member of the TWU community. The information provided by applicants and students will be used in compliance with the British Columbia Privacy Act. The University Registrar serves as the privacy officer for student-related matters. The TWU Privacy Policy can be found using the link provided above.

Bullying and Harassment Policy

twu.ca/sites/default/files/twu_bullying_harassment_policy_-2015.pdf

The University is committed to providing a community in which all individuals are treated with respect and dignity, free from bullying and harassment. The University considers bullying and harassment a serious offence and will not tolerate behaviour that may undermine the respect, dignity, self-esteem, or productivity of any student, faculty, staff, or administrative member.

Policies and Procedures

The Bullying and Harassment Policy document is available from the Student Life Office for students, from the Office of the Provost for faculty, and from Human Resources for staff. This document contains sections on policy, purposes, seriousness, retaliation, confidentiality, application of the policy, and definitions. The Procedures document is also

available from the same offices as stated above. It contains sections on roles and responsibilities, complaint procedure, investigation procedure, appeal process, results of investigations, and records of complaint. As well, appropriate appendices of lists and forms are included for use during the procedures.

Preferred Action

It is the University's desire to see any instances of possible bullying or harassment resolved quickly and in a Christian manner. Such an approach, when sincerely engaged through to resolution, is honouring to the Lord and brings a peace and contentment that will mature and grow the Christian faith. Therefore, the University encourages anyone with a possible bullying or harassment complaint to carefully consider the informal resolution process that is available as part of the policy. This can be accomplished through informal interaction with the contact person (see below) or by engaging the Mutual Resolution or Fast Track Process under points 3.3 and 3.4 of the Procedures document. This encouragement for use of the informal process should not be construed to suppress any individual's desire or decision to invoke a formal process of investigation and resolution. The formal process is always available.

Contact Person

If you have any concern about possible bullying or harassment, the Contact Person is your point of initial contact. There are six such individuals available on campus and all have been trained in dealing with bullying and harassment issues. The list of Contact Persons is posted on the main bulletin board in the Reimer Student Centre. Your initial discussion with a Contact Person is confidential. If a complaint of bullying or harassment is to proceed into a formal investigation, then the complaint must be put into written form.

As a complainant, you are encouraged to keep written records of consultation discussions. Contact Persons, however, will NOT keep records of the discussion unless they proceed to a formal investigation. Anonymous complaints will not be accepted or investigated. In the event a complaint is received regarding a Vice President or the President, the Senior Harassment Officer shall serve as the Contact Person and will initiate an investigation through an external investigator, notifying the Governance Committee of the Board of Governors.

Senior Harassment Officer

The Senior Harassment Officer is the person who has been appointed by the University to guide and manage the complaint and investigation process from beginning to end. Upon receipt of a formal complaint, the Contact Person will advise the Senior Harassment Officer who will follow the process outlined in the Procedures document.

Investigation Team

An Investigation Team will be appointed to conduct a full, fair, and impartial investigation of a formal complaint of bullying or harassment. The University expects the full cooperation of the complainant, the respondent, and any witnesses to the alleged incident(s). These individuals will be notified of the investigation and asked to attend the proceedings (noncompliance or refusal to attend will NOT stop the investigation). The team will make all reasonable efforts to complete the investigation and render its report within the timeframes outlined in the Procedures document.

Appeals Procedure

An appeals mechanism is also available as part of the Procedures. Appeals are accepted initially on the basis of a concern or disagreement on a point of fact or matter of law. Once a decision has been finalized, appeals regarding discipline will also be accepted. All appeals must be submitted in writing and include all grounds or reasons for the appeal.

Discipline

Discipline will be implemented through the Vice President for the area. Discipline will be guided by the processes established under the Staff, Faculty, and/or Student Handbooks and related materials, and by any predetermined consequences stated therein.

Notes:

1. The University's administration may take immediate action to stop bullying and harassment if deemed necessary. This action is not limited to the process described in the Procedures document. Immediate action is NOT discipline but is simply action that is intended to protect the campus community as a whole or an individual member.
2. Retaliation in any form is specifically prohibited and, if proven, will result in serious and immediate discipline. This may include expulsion or dismissal for cause.
3. Subject to 1 and 2 above, there will be NO initial discipline as a result of complaint information provided to Contact Persons that alleges infractions of the Bullying and Harassment Policy.
4. While each harassment complaint will be adjudicated individually, this does not preclude additional, appropriate discipline where there are repeat instances. The governing Vice President for the area will determine the need for and implementation of additional discipline consequences.

Confidentiality

Confidentiality shall be maintained to the greatest extent possible within the requirements of completing a reasonable investigation. Only those individuals with an immediate need to know will have knowledge of the incident or investigation. All materials and notes relating to the incident will be kept in a separate, private, and confidential file that is the property of the University. A complete description of TWU's Bullying and Harassment Policy and corresponding Procedures is located at twu.ca/governance/policies.

Sexualized Violence Policy

twu.ca/sexualized-violence-information-and-response/sexualized-violence-information-and-response

Sexualized violence (as defined in section 18 of the policy) is unacceptable and prohibited conduct at TWU, and abhorrent to the values of the TWU community. Sexualized violence is recognized as a significant and systemic issue for society, and higher education in particular, and TWU's Sexualized Violence Policy sets out the University's framework and strategy to address sexualized violence.

TWU is committed to addressing sexualized violence by:

1. Implementing and actively promoting trauma-informed education, awareness, prevention, and training programs, in various formats appropriate for diverse audiences;
2. Receiving disclosures and reports of sexualized violence;
3. Working to remove barriers to disclosures and reports of sexualized violence;
4. Communicating the support services and resources available to all members of the University community who may be directly or indirectly impacted by sexualized violence;
5. Supporting survivors and those impacted by sexualized violence, through academic and nonacademic supports as appropriate; and
6. Coordinating consistent, fair, and transparent responses to sexualized violence disclosures and reports.

Communicable Disease Policy

In accordance with BC Ministry of Health, BC Centre for Disease Control (BCCDC), and Fraser Health Authority (FHA), the University has adopted the following policies with respect to all communicable diseases and sexually transmitted diseases:

1. The University will endeavour to make available up-to-date educational materials and Public Health Unit bulletins to students, staff, and faculty concerning any communicable infection and disease.
2. The University is not responsible for spread or infection on campus caused by reportable or non-reportable infections and diseases (as defined by BCCDC). Nevertheless, staff and faculty in University departments where an accident involving blood has a higher possibility of occurrence (e.g., Health Services, Community Life and Physical Education/Athletics) will receive specific training and will support the maintenance of special guidelines designed to help protect students, staff, and faculty from possible infection. Universal precautions as prescribed by [BCCDC](#) will be followed in the treatment and care of any ill or injured students, staff, or faculty member.
3. The University will communicate to the FHA and/or BCCDC all reportable communicable infections and diseases per the following provisions:
 1. While the health status information of all student, staff, or faculty members is held in the strictest confidence, the University is required by law under the [BC Health Act](#) to report communicable infections and diseases;
 2. The University, in conjunction with the FHA, will give students, staff, and faculty appropriate information, as needed, on reportable communicable infections or diseases;
 3. The University will meet all legal requirements of the [FHA](#) and BCCDC for quarantine or isolation of any student, staff, or faculty infected with a contagious disease;
 4. In the event of an outbreak of a communicable disease, the University will adhere to protocols established by the [FHA](#) and/or BCCDC.
4. No student who contracts a contagious infection or disease while enrolled will be asked to leave campus or withdraw because of his/her illness UNLESS he/she poses a danger to campus community members as determined by the [FHA](#) and/or BCCDC.
5. In the event that testing for infection is required either by the Public Health Office or some other government body including Health Canada, it will be carried out only following consultation with a physician by the individual to be tested. If testing is required according to the Public Health Office or Health Canada, the need for such testing will be communicated confidentially to the individual by the University.

6. The University recognizes that those infected with a communicable disease may benefit from specific medical and counselling care. The University encourages anyone affected by these conditions to access services through their health care provider or the health services and mental health staff in the Wellness Centre on campus.

Living on Campus Requirement

Trinity Western University is committed to providing on-campus housing that assists students in personal growth. The University believes that living on campus significantly contributes to the development of the total person and his/her persistence in post-secondary studies. To enhance the accomplishment of its mission “to develop godly Christian leaders,” the University requires that all full-time (12 or more semester hours) students live on campus for their first two years or until third-year standing of at least 57 semester hours is achieved. Automatic exceptions to this policy will apply to anyone who is married, living with parent(s)/legal guardian(s), at least 21 years of age, or enrolled in part-time studies (11 semester hours or less).

Appeals for circumstances not mentioned in the previous exceptions may be submitted in writing to the Student Life Office in RSC no later than July 1 for the fall semester and November 1 for the spring semester. Until an appeal is granted by the University Housing Appeals Committee, the Living on Campus Requirement remains in effect.

Students found living outside the University's Living on Campus Requirement will be seen as not fulfilling the requirements of enrolment and may be required to deregister from the University.

Class Cancellation Policy

twu.ca/conditions/

In the event of extreme weather conditions or other emergency situations, please consider the TWU website the primary source of information, along with the TWU bulletin line (604-513-2147). The University will communicate information regarding the cancellation of classes to the following radio stations: KARI 550 AM, News Talk 980 CKNW, NEWS 1130 AM, PRAISE 106.5 FM, and Country 107.1 FM. Should there be conflicting reports regarding class cancellations, the TWU website and bulletin line are to be considered correct.

The first announcement regarding status of campus is made at 6:00 a.m. and covers the period up to 1:00 p.m. The second announcement is made at 10:00 a.m. that will cover afternoon classes. Students and faculty should assume that all night classes will continue to operate. A third announcement covering evening classes is made at 3:00 p.m.

For Your Information

Student Leadership Positions

Student Life

[TWU Student Leadership](#)

- Apartment Community Rep
- Chapel Media Coordinator
- Chapel Sound Coordinator
- Chapel Worship Program Assistant
- Chapel Worship Team Coordinator
- Commuter Collegium Assistant
- Commuter Community Life Assistant
- Community Facilitator*
- Discipleship Coordinator*
- Discipleship Leader*
- Graduate Collegium Assistant*
- Graduate Community Life Assistant
- Impact Dance Team Coordinator
- Intercultural Community Life Assistant*
- Intercultural Team Member*
- Mentor Coordinator
- Missions Week Coordinator
- OIL Activate Leader
- OIL Alpha Leader
- OIL DRIME Leader
- OIL Kids in Christ's Kingdom Leader
- OIL Langley Lodge Leader
- OIL Nightshift Leader
- OIL Rehab Ministry Leader
- OIL Students for Life Leader

- OIL Street Evangelism Coordinator
- OIL WORK Core
- OIL Youth Drop-in Centre Leader
- OIL Youth Extreme Leader
- Peer Instructor
- Prayer Coordinator
- Resident Assistant*
- River Coordinator
- Robson Community Rep*
- Sunday Night Alive Coordinator
- Student Orientation Assistant
- Student Orientation Staff*
- Student Orientation Staff (Transfer Student)*
- Transition Program Assistant

Trinity Western University Student Association (TWUSA)

[TWU Student Association Website](#)

- President
- Executive Vice President
- VP of Finance
- VP of Student Relations
- VP of Academic Affairs
- Executive Director of Events
- Director of Internal Relations
- Business Representative
- Education Representative
- Human Kinetics Representative
- Natural, Applied & Technical Sciences Representative
- Nursing Representative
- Professional Studies & Arts Representative
- Humanities Representative
- Social Sciences Representative
- Arts Media & Culture Representative

- Freshman Events Assistant
- Mars' Hill Editor-in-Chief
- Yearbook Editor-in-Chief
- Mars' Hill Visual Editor
- Mars' Hill Managing Editor
- Yearbook Design Editor
- Director of Communications
- Director of Operations & Services
- Events Assistant
- Senior Events Assistant
- Finance Assistant*
- Administrative Assistant

Other

- ASA — Admissions Student Assistant*
- Challenge Course Facilitator
- Gym Facility Supervisor*
- IT Student Liaison
- Recreation Programs Team Member
- Sports Club Team Captain
- Sports Club Team Discipleship Leader
- Teaching Assistant*
- Team Therapist*
- Varsity Student-Athlete Council Team Representative*
- Varsity Team Captain*
- Varsity Team Discipleship Leader*

Contact Information

Questions About:	Contact:	Location:	Phone:
Absences from Class	Your professors		
Absences Due to Illness	Wellness Centre, during illness	Douglas Centre	3624

Academic Advising	Advisor or Learning Commons	Reimer Student Centre	3627
Academic Probation Appeal	Office of the Registrar	Mattson Centre	2070
Academic Records	Office of the Registrar	Mattson Centre	2070
Academic Skills Assistance	Learning Commons	Reimer Student Centre	2017
Accountability Issues	Director of Community Life	Reimer Student Centre	3437
Add/Drop Courses	Office of the Registrar	Mattson Centre	2070
Address Change	Enrolment Services	Mattson Centre	2070
Advertising	Mars' Hill / TipOff	Douglas Centre / tipoff@twu.ca	2109
Athletics	Athletic Department	Gymnasium	2020
Audio Visual Equipment	Audio Visual Technician	Neufeld Science Centre	2107
Books and Supplies	University Bookstore	Reimer Student Centre	2005
Campus Closures		www.twu.ca/conditions	513-2147
Career Planning and Professional Development	Learning Commons	Reimer Student Centre	2017
Change of Major	Office of the Registrar	Mattson Centre	2070
Class Schedules	Office of the Registrar	Mattson Centre	2070
Clubs (Recreational)	Recreation Programs	twurecservices@gmail.com	
Collegium Project Facilities	Asst Director of Community Life	Douglas Centre	3402
Commuter Programs	Asst Director of Community Life	Douglas Centre	3402
Cooperative Education	Learning Commons	Reimer Student Centre	3406
Counselling	Wellness Centre	Douglas Centre	2100
Counselling Psychology MA	Director of MA Counselling	RNT Building	2034 / 3130
Disabilities	Director, Equity of Access	Reimer Student Centre	3404
Doctor	Wellness Centre	Douglas Centre	2024

Ecosystem Study Area	ESA Manager	Neufeld Science Centre	3162
Employment	HR Associate, Student Employment	Reimer Student Centre	3616
Enrolment	Office of the Registrar	Mattson Centre	2070
Financial Aid	Financial Aid	Mattson Centre	2031
Fitness Classes	Recreation Programs	twurecservices@gmail.com	
Grades	Office of the Registrar	Mattson Centre	2070
Graduation Requirements	Office of the Registrar	Mattson Centre	2070
Guests (Overnight)	Student Life Office	Reimer Student Centre	2032
Gym Hours	Gym Supervision Office	Gymnasium	2115
Harassment	Director of Human Resources	Reimer Student Centre	3040
Health Services	Wellness Centre	Douglas Centre	3622
Housing	Student Life Office	Reimer Student Centre	2032
Housing Appeal	Student Life Office	Reimer Student Centre	2032
ID Card Replacement	Student Life Office	Reimer Student Centre	2032
Intercultural Programs	Asst Director of Community Life	Reimer Student Centre	3420
Intramural Sports	Recreation Programs	twurecservices@gmail.com	3445
Keys – Rooms	Student Life Office	Reimer Student Centre	2032
Leadership Opportunities	www.twu.ca/studentleadership		3406
Library Hours and Info	www.twu.ca/library		2023
Locked Out?	Security	Welcome Centre	2099
Lockers	Student Life Office	Reimer Student Centre	2032
Lost and Found	Student Life Office	Reimer Student Centre	2032
Mail	University Bookstore	Reimer Student Centre	2005
Meals/Food	Sodexo	Reimer Student Centre	3019
Medical Insurance	Wellness Centre	Douglas Centre	2100

Nurse	Wellness Centre	Douglas Centre	3611
Orientation	Director of Transition Programs	Reimer Student Centre	3422
Parking Services	Security	Welcome Centre	3518
Payments and Fees	Office of the Registrar	Mattson Centre	2070
Publications	Mars' Hill / Pillar / Tip-Off	Douglas Centre / Douglas Centre / tipoff@twu.ca	3356 / 3340
Re-enrolment	Admissions	Mattson Centre	2019
Recreation Equipment	Recreation Programs	Gymnasium	2115
Refunds	Office of the Registrar	Mattson Centre	2070
Security/Safety Issues	Security Officer	Welcome Centre	2099
Spiritual Concerns	Director of Student Ministries	Reimer Student Centre	3823
Storage (Residents)	Resident Director for your hall	Your housing area	
Student Government	TWUSA	Douglas Centre	3419
Study Skills Instruction	Learning Commons	Reimer Student Centre	3404
Summer Employment	HR Resources Associate, Student Employment (on campus)	Reimer Student Centre	3606
Telephones	TWIT	Mattson Centre	2111
Theft	Security	Welcome Centre	2099
Transcripts	Office of the Registrar	Mattson Centre	2070
TWU Mission	President's Office	Reimer Student Centre	2021
Vacuum Use	Building Service Worker	Your housing area	
Weight Room Hours	Gym Supervision Office	Gymnasium	2115
Withdrawals	Student Life Office	Reimer Student Centre	3431

Hours of Operation

Admissions	Monday – Friday	8:30 a.m. – 4:30 p.m.
Bookstore	Monday – Friday	9:30 a.m. – 4:30 p.m.

Cafeteria	<p>Monday – Friday</p> <p>Breakfast Lunch Dinner</p> <p>Saturday – Sunday</p> <p>Brunch Dinner</p>	<p>7:00 a.m. – 10:30 a.m. 11:30 a.m. – 2:30 p.m. 4:30 p.m. – 7:00 p.m.</p> <p>9:00 a.m. – 2:00 p.m. 4:00 p.m. – 6:00 p.m.</p>
Collegium Facilities (Undergraduate Commuters, West Coast and Marlie Snider)	Monday – Thursday Friday	7:00 a.m. – 7:00 p.m. 7:00 a.m. – 5:00 p.m.
Collegium Facilities (Graduate Commuters, Fosmark Centre)	Monday – Thursday Friday	8:00 a.m. – 8:00 p.m. 8:00 a.m. – 5:00 p.m.
Counselling Services	Monday – Friday	9:00 a.m. – 4:30 p.m.
Doctor's Office	Monday – Friday	9:00 a.m. – 12:00 p.m. 1:00 p.m. – 4:30 p.m.
Finance	Monday – Friday	8:00 a.m. – 4:30 p.m.
Gymnasium and Fitness Centre	See posted days/hours	
Learning Commons	Monday – Friday	8:30 a.m. – 4:30 p.m.
Library	<p>Monday – Thursday</p> <p>Friday</p> <p>Saturday</p> <p>Sunday</p>	<p>7:45 a.m. – 11:00 p.m. 7:45 a.m. – 6:00 p.m. 10:00 a.m. – 6:00 p.m. 1:30 p.m. – 5:00 p.m.</p>
Lounges (main floor only): Fraser, Douglas, Northwest, Skidmore Halls	Daily	24 hours
Nurse's Office	Monday – Friday	9:00 a.m. – 4:30 p.m.
Office of the Registrar	<p>Monday – Tuesday</p> <p>Wednesday – Thursday</p> <p>Friday</p>	<p>8:30 a.m. – 4:00 p.m. 9:30 a.m. – 4:00 p.m. 8:30 a.m. – 4:00 p.m.</p>
Student Life Office	Monday – Friday	8:30 a.m. – 4:30 p.m.

Emergency and Professional Assistance Numbers

All Serious Emergencies (On or Off Campus)

Fire, Ambulance, Police	911
-------------------------	-----

Please send someone to meet emergency vehicles at University entrance.

On-Campus Resource and Emergency Numbers

24-Hour First Aid Attendant	604-513-2099
Clinic Nurse	ext. 3611
TWU Medical Clinic	604-513-2024
Community Life Emergency On-Call Mon – Fri, 4:30 p.m. – 8:30 a.m. Sat – Sun, 24 hours	604-307-4857
Security (fire alarms, lock-outs, and emergency cell)	604-513-2099
Maintenance Emergency – 24 Hours	ext. 3515

Off-Campus Resource and Emergency Numbers

HealthLink BC (health information and advice)	811
Langley Memorial Hospital 22051 Fraser Hwy	604-514-6000
Poison Control Centre	604-682-5050
Fraser Health Crisis Line (for persons in emotional crisis)	604-951-8855
Rape and Sexual Assault Crisis Line	604-255-6344

Off-Campus Medical Clinics

Glover Medical Clinic 101–5796 Glover Road Mon-Fri, 8-5 Weekends/Holidays, 9-5	604-530-3233
Viva Care Clinic 401-21183 88th Ave Mon-Fri, 8-4 (Weds, 8:30-4) Sat, 9-3 Sun, Closed	604-882-1250
SAFA Medical Clinic Unit 5–8948 202 Street, Langley Mon-Fri, 8:30-5 Sat, 9-3 Sun, 10-2	604-888-4472

Valley Centre Medical Clinic Located inside the Real Canadian Superstore at 19851 Willowbrook Dr. Mon & Wed, 8:30-6 Tues, Thurs, Fri & Sat, 9-6 Sun, 10-2	604-534-9284
Langley Travel Clinic (Travel Medicine & Vaccination Centre) 20255 Fraser Hwy Tues-Sat,	604-888-6434 1-888-288-8682