

# Services for Student Success

## Great information for your first year at VIU, Cowichan!

**COVID-19: Please be aware that COVID-19 restrictions means changes to some services and opening hours.**  
**Web: [Cowichan.viu.ca/campus-hours](http://Cowichan.viu.ca/campus-hours)**

### Admissions/Registration/ Records

250.746.3512

Mon - Fri 8:30 am - 3 pm

Email: [registration.cowichan@viu.ca](mailto:registration.cowichan@viu.ca)

Registration Services accepts applications for all VIU courses and programs, handles registration, fee assessments, requests for transcripts, and tax forms. We answer questions regarding fees, your academic record, adding/dropping classes.

- **Your online student record:** register for courses, check waitlists, claim seats, view and pay fees, check grades, order transcripts, print tax receipts, change address, re-set PIN/password, apply to graduate, complete scholarship/bursary/award profile, etc.
- **For information about paying fees:** visit [viu.ca/admissions/how-do-i-pay](http://viu.ca/admissions/how-do-i-pay)

### Cowichan Campus Store

Temporarily closed

Call 1.866.965.2665 or place an order online.

Web: [campus-store.viu.ca](http://campus-store.viu.ca)

### Co-Curricular Record

Email: [ccr@viu.ca](mailto:ccr@viu.ca)

Web: [services.viu.ca/co-curricular-record](http://services.viu.ca/co-curricular-record)

Download the app for 24/7 support and access to the VIU community, including events and resources. Access your Co-Curricular Dashboard and earn reward points and swag.

### Class Cancellations / Campus Closure for Weather

- Check your email prior to class
- [VIU Safety App](#)
- Twitter [@viunews](#)
- Instagram [@viucowichan](#)
- VIU's [Facebook page](#)
- JUICE.FM 89.7

### Computers, Wi-Fi, Printing

Access computers, Wi-Fi and pay-for-print services with your VIU Student Computer Account. You **MUST** have your student card in order to print and you will be asked to show it when requesting services.

**Two ways to create your computer account:**

- Log in to your student record and create computer account.
- Log on to a VIU student computer with username: *newaccount* and password: *newaccount*.

### Student Tech Support

1.888.920.2221 Ext. 6300

Email: [studenttechhelp@viu.ca](mailto:studenttechhelp@viu.ca)

Assistance with issues logging on, and connecting to internet on campus.

Web: [technology.viu.ca/help/free-office](http://technology.viu.ca/help/free-office)

Free download of MS Office 365

Web: [technology.viu.ca](http://technology.viu.ca)

Connecting to Wi-Fi, printing, and great tips on file management:

Web: [learn.viu.ca](http://learn.viu.ca)

Resources to help with VIULearn, cloud learning environment and web-based portfolios.

### Contact Instructors

- Check your Course Outline/Syllabus as instructors list contact information.
- Email your instructor when you are not going to be in class.

### Info Commons

Building 700

Mon - Fri 8 am - 4 pm

Use the West entrance ONLY

- Computers with Microsoft Office Suite (Word, Excel etc.), scanning, study rooms

Students have access using their VIU ID card at all card reader entrances:

Mon - Thurs 7 am - 9 pm

Fri 7 am - 7 pm

Sat 9 am - 5 pm

Sun no student access

### Library

250.746.3517

Mon - Fri 9 am to 2 pm

Email: [cowlibrary@viu.ca](mailto:cowlibrary@viu.ca)

- Available services, including research help, borrowing books, DVDs, and equipment are posted at [library.viu.ca](http://library.viu.ca)
- Use your VIU computer account password to log into your Library account or to access the Library's online resources.
- Student Photo ID cards: please upload photo to your Student Record. See directions at [library.viu.ca/student-id](http://library.viu.ca/student-id)

### Lockers

No new lockers will be assigned at this time. If you currently have a rented locker you may continue to use that locker until further notice at no additional fee.

### Parking

Free parking at the Cowichan campus. Please observe all posted signs, handicap, carpool, and tow away zones.

### Phones

Courtesy phone for local calls is located in the stair well, bottom floor, opposite Campus Store. You can call a taxi at the Code Blue Assistance pole at the totem entrance.

### Transit Information

[www.bctransit.com/cowichan-valley/home](http://www.bctransit.com/cowichan-valley/home)

Post-secondary students are eligible for reduced fare.

### Welcome Centre

250.746.3500

Email: [welcome.centre@viu.ca](mailto:welcome.centre@viu.ca)

Ask for directions or assistance from the Welcome Centre.

## Prepare for Online Learning at VIU

### Who can help me?

Taking online courses can be challenging the first time. Here are some resources to help you prepare yourself, and your computer.

**Your main support resource: YOU**

- update your computer, software, and internet browser regularly
- learn how to deal with big files
- VIULearn is the platform where you take most of your classes so take an orientation tour of it by visiting [learningmatters.viu.ca/taking-online-course](http://learningmatters.viu.ca/taking-online-course)
- keep your contact information up to date in your Student Record

**Your secondary support resource: VIU**

Contact **Centre for Innovation and Excellence in Learning (CIEL)** for questions about

- VIULearn—online courses
- VIUTube—videos and photos
- VIU Online Meeting Rooms
- VIU WordPress—website or blogs
- Zoom—video conferencing

1.888.920.2221 Ext. 6179

Email: [learnsupport@viu.ca](mailto:learnsupport@viu.ca)

Contact IT for questions about

- difficulties logging in
- issues with VIU computers assigned to you
- Connecting to internet on campus

1.888.920.2221 Ext. 6300

Email: [studenttechhelp@viu.ca](mailto:studenttechhelp@viu.ca)

## Student Affairs

During COVID-19 we will not be offering face-to-face service until further notice. Services are available by phone, email, and Zoom.

**Mon - Fri 8:30 am - 3:30 pm**

**Phone: 250.746.3509** - monitored for messages during office hours.

**Email: [advising.cowichan@viu.ca](mailto:advising.cowichan@viu.ca)** - one of our Educational Advisors/Counsellors can reply to your email with answers to your questions, as well as arrange with you to continue the conversation by phone or Zoom.

**Zoom:** we can set up an online meeting through the cloud based video conferencing program Zoom. It's free and easy to download from [www.zoom.us](http://www.zoom.us)

**Web: [cowichan.viu.ca/support-services](http://cowichan.viu.ca/support-services)**

## Advising

**Email: [advising.cowichan@viu.ca](mailto:advising.cowichan@viu.ca)**

**Web: [cowichan.viu.ca/support-services/educational-advisors](http://cowichan.viu.ca/support-services/educational-advisors)**

Explore options, develop educational plans, problem solve, and clarify next steps toward achieving your educational goals.

## Counselling

**Email: [advising.cowichan@viu.ca](mailto:advising.cowichan@viu.ca)**

**Web: [cowichan.viu.ca/support-services/cowichan-counselling](http://cowichan.viu.ca/support-services/cowichan-counselling)**

Counsellors offer free professional and confidential support to currently registered VIU students.

## Counselling Groups and Workshops

**Web: [services.viu.ca/counselling/groups-workshops](http://services.viu.ca/counselling/groups-workshops)** Information about groups and workshops available for students.

## Assessment and Exam Invigilation Services

**Email: [assessments.cowichan@viu.ca](mailto:assessments.cowichan@viu.ca)**

**Web: [cowichan.viu.ca/support-services/assessment-services](http://cowichan.viu.ca/support-services/assessment-services)**

All in-person testing has been cancelled until further notice.

- ACCUPLACER and keyboarding—remote testing is available.
- Program assessments—please contact [registration.cowichan@viu.ca](mailto:registration.cowichan@viu.ca)
- Exams from other institutions - remote exam invigilation may be available - please inquire.

## Accessibility Services

**Email: [accessibilityservices.cowichan@viu.ca](mailto:accessibilityservices.cowichan@viu.ca)**

**Web: [cowichan.viu.ca/support-services/services-students-disabilities](http://cowichan.viu.ca/support-services/services-students-disabilities)**

Information, support, and reasonable accommodation in all programs to students with documented permanent and temporary disabilities ranging from attention deficit, learning disabilities, chronic health issues, hearing and visual impairments, physical disabilities, psychiatric disabilities, and temporary impairments due to accident, illness or injury.

Students with disabilities are encouraged to register with the office. Most services and programs provided are restricted to students who have registered.

## Services for Indigenous Students

Assistance, information, and support for Indigenous students (including status, non-status, Métis, Inuit) to succeed by providing the following services:

- Academic and career support
- Assist new students with applications,

registration, and timetabling

- Funding options including loans, scholarships and bursaries
- Personal counselling
- Liaise with faculty, Elders, Bands, Tribal Councils, and Indigenous organizations
- Support from the Elders-in-Residence for cultural and spiritual matters

## Financial Aid

**Email: [financialaid.cowichan@viu.ca](mailto:financialaid.cowichan@viu.ca)**

**Web: [services.viu.ca/student-affairs/financial-aid-awards](http://services.viu.ca/student-affairs/financial-aid-awards)**

Services are available by telephone and email. We can help with a variety of financial assistance. Be sure to plan ahead.

## Scholarships, Awards & Bursaries

Complete the "Scholarship/Award/Bursary Profile" located in your VIU student record at [viu.ca/students](http://viu.ca/students)

- Bursary, Research, Conference, Travel deadline Oct 31
- Scholarship, Award, Entrance, Research, Travel deadline Mar 31

## StudentAidBC Loans and Grants

**Web: [StudentAidBC.ca](http://StudentAidBC.ca)**

- Government student loans and grants
- Adult upgrading grant funding
- Canada Student Grants for part-time students and students with disabilities

## Diversity, Equity & Human Rights Office

**1.888.920.2221, local 6430 (toll free)**

**Email: [humanrights@viu.ca](mailto:humanrights@viu.ca)**

**Web: [adm.viu.ca/human-rights](http://adm.viu.ca/human-rights)**

- Consultation regarding issues of discrimination and harassment; they will meet with you at Cowichan Campus.

# Academic Assistance

## Math and Physics Virtual Learning Centre by Zoom

Please drop in Monday–Thursday, 12:30–2:30 pm

[viu.zoom.us](http://viu.zoom.us)

Meeting ID: 663 5138 1450

Password: help

## Volunteer Tutors

Free one-on-one online help is available for most courses. Tutor request forms are available at [cowichan.viu.ca/support-services/academic-support-volunteer-tutors](http://cowichan.viu.ca/support-services/academic-support-volunteer-tutors)

## The Writing Centre

Room 120

Get one-on-one writing assignment help from an English instructor.

All appointments this fall will be held online.

To book an appointment go to [vancouver.mywconline.com/index.php?scode=COWF20](http://vancouver.mywconline.com/index.php?scode=COWF20)

## Research Help @ the Library

250.746.3517

**Email: [cowlibrary@viu.ca](mailto:cowlibrary@viu.ca)**

**Mon - Fri 9 am–2 pm**

Start your library research early!

- Get research help in person, by phone, email, or online chat: [library.viu.ca/researchhelp](http://library.viu.ca/researchhelp)
- Access online articles, books, videos from on or off-campus
- Borrow books, DVDs, & equipment

# Student Fees

[viu.ca/admissions/tuition-fee-schedule](http://viu.ca/admissions/tuition-fee-schedule)

The Activity Fee is collected to administer campus life activities and athletic programs for students.

The Student Services Fee covers services related to three areas: student health services, experiential education, access to technology.

# Student Union

**Web: [viusu.ca](http://viusu.ca) Email: [info@viusu.ca](mailto:info@viusu.ca)**

**Nanaimo campus 250.754.8866, Building 193**

VIU Students' Union is the voice of students at VIU and organizes events, hosts services, runs the student pub at Nanaimo, provides advocacy, and more. Students' Union fees are democratically set by students.