



**THOMPSON
RIVERS
UNIVERSITY**
TRU WORLD

**INTERNATIONAL
STUDENT
HANDBOOK**



Baihua Chadwick

Vice-President International

On behalf of everyone at TRU World, welcome to Canada and to Thompson Rivers University.

You have made a brave choice to study away from home, and we are happy you chose TRU. Our International Student Advisors (ISAs), many of whom were once TRU students themselves, are ready and eager to assist you with any questions you have. Turn to your ISA when you need advice on any issue, from relationships to accommodation concerns to assistance with learning about Canadian culture.

You are here as an ambassador of your country. I encourage you to share your culture with others, and to learn about some of the many cultures we celebrate on campus. Education happens in more places than a classroom. We have students here from over 100 countries and regions; there is much we can learn from each other!

I want to extend my heartfelt wishes to you as you embark on this new chapter of your life with us. My genuine hope is that you not only gain a wealth of knowledge but also generously share your own insights and experiences with others. Most importantly, I want you to thoroughly enjoy every moment of your journey here in Canada and at TRU. From the bottom of my heart, I offer you a warm welcome to our community.

Sincerely,
Baihua Chadwick

Get to know Canada Guide

cic.gc.ca/english/newcomers/before-canada.asp

Newcomers' Guide to BC

welcomebc.ca/Start-Your-Life-in-B-C/Newcomers-Guides

PREPARE for Orientation



Wifi Access

(Temporary for Orientation Days)

Network **tru**

Guest User **newstudent**

Guest Password **Wolfie1970**

(case sensitive)

Logging in to TRU's networks for new students

IT services provides network access for Moodle, email, Microsoft 365, and the IT services portal.

First-Time Login

1. Navigate to Password Reset Portal (myid.tru.ca)
2. Username: Your TRU Student ID.
3. Temporary Password: "TRU" + your birthdate (ddmmmyy).
Example: if born on September 3, 1991, password is TRU03sep91.
4. Select MYTRU in the dropdown menu.
5. Create New Password: Use your temporary password as old password. Create a new one with at least 8 characters, mix of upper and lower case letters, and numbers. Avoid using your name, TRU ID, phone number, or birthdate.

IT Services Portal (tru.ca/itsportal)

A one-stop platform for IT support. Answer your tech questions, submit requests, and check ticket status.

Contact us

Phone (250) 852-6800

Email its servicedesk@tru.ca

Visit us Old Main 1320 or

BC Centre for Open Learning 120

What is myTRU?

One-stop access to TRU online services, where you can:

- Register for courses
- Check and print your schedules
- Access your financial information
- Check final grades
- View important campus announcements
- Print unofficial transcripts

To log in, visit mytru.ca

TRU Campus Card

Use your TRU Campus Card to:

- Access library services
- Obtain your TRUSU U-Pass (bus pass)
- Use as identification on campus
- Receive student discounts throughout Kamloops

To get your TRU Campus Card:

1. Send your photo to selfie@tru.ca
2. Receive a notification that your card is ready for pick up
3. Pick up your card from the TRUSU desk in the Campus Activity Centre

INTERNATIONAL STUDENT ADVISORS (ISAs)

Our International Student Advisor (ISA) team is a multilingual group committed to helping students adjust to life in Canada and feel at home in Kamloops. They're available to provide you with personal assistance on various aspects of student life at TRU.

Make an appointment in advance or simply drop in for a visit. They're here to help you make the most of your time here.

International Student Advisors offer assistance with:

- ✓ Visa, study and work permit applications
- ✓ Medical insurance
- ✓ Housing
- ✓ TRU policies and procedures
- ✓ Referrals to academic support and liaise with faculty
- ✓ Day-to-day personal or social challenges
- ✓ Cultural adjustment

When in doubt, contact your ISA team

International Building, third floor
Monday to Friday, 10 a.m. – 4 p.m. | 250-828-5191 | isa@tru.ca

ISA TEAM



Tanvir Alam
Bengali-speaking ISA
talam@tru.ca



Osi Omonokhua
Hausa-speaking ISA
oomonokhua@tru.ca



Reyna Denison
Spanish-speaking ISA
rdenison@tru.ca



Uchamma Stanley
Igbo-speaking ISA
ustanley@tru.ca



Sandy Defieux
Mandarin-speaking ISA
sdefieux@tru.ca



Marianna Abutalipova
Russian-speaking ISA
mabutalipova@tru.ca



Zeinab Esmaeili
Farsi-speaking ISA
zesmaeili@tru.ca



Zahid Sheikh
Urdu/Hindi-speaking ISA
zsheikh@tru.ca



Rika Kimura
Japanese-speaking ISA
rkimura@tru.ca



Sonali
Hindi-speaking ISA
sonali@tru.ca



Alex Bui
Vietnamese-speaking ISA
abui@tru.ca



Stephanie Tate
Punjabi-speaking ISA
state@tru.ca

INTERNATIONAL STUDENT SERVICES LEADERSHIP



Reuben Onyango
Associate Director, Int'l
Student Services
ronyango@tru.ca

ADMISSIONS & REGISTRATION

All new students must submit official transcripts prior to arrival. If you have not submitted official documents, please visit the International Admissions office to do so.

Our International Admissions office can help you with:

- ✓ Tuition fee inquiries
- ✓ Confirmation of attendance and visa letters
- ✓ Transfer credit applications
- ✓ Official transcript requests

International Building 3035
Monday to Friday, 10 a.m. – 4 p.m. | 250-828-5252 | ireg@tru.ca

ADMISSIONS & REGISTRATION TEAM



STUDY ABROAD TEAM

TRU Study Abroad offers hundreds of exchange opportunities worldwide. International students may choose from a list of partner institutions to study for one or 2 semesters in another country. Tuition is paid to TRU and credits are put towards your TRU degree.



Thomas Johansen
Manager, Study Abroad
studyabroad@tru.ca



Carol Ryujiin-Kawa
Mobility Officer,
International Student
Exchange and Bilateral
Partnerships
studyabroad@tru.ca

ACADEMIC AND PROGRAM ADVISORS

Our team of Academic Advisors are here to assist you with the course planning process. Academic Advising is a collaborative relationship between a student and an advisor. As a team, the advisor works with you to create a strategic educational plan.

ACADEMIC ADVISORS

Our academic advisors help with:

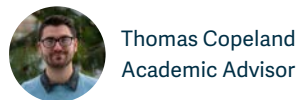
- Degree programs for students in first and second year (up to 53 credits)*
- English as a Second Language courses and program

Old Main 1110 | Monday to Friday, 9 a.m. – 4 p.m. | 250-828-5075
tru.ca/campus/current/advising

**Does not apply all degree programs. Scan the QR code for specific program details.*



Charlene Munro
Advising Supervisor



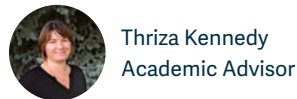
Thomas Copeland
Academic Advisor



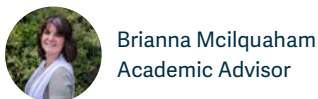
Leslie Derosé
Academic Advisor



Heather Gnoato
Academic Advisor



Thriza Kennedy
Academic Advisor



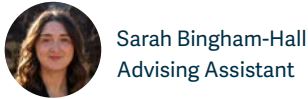
Brianna McIlquaham
Academic Advisor



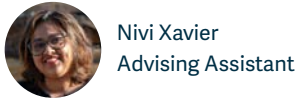
Yuliia Medvedieva
Academic Advisor



Marnie Storie
Academic Advisor



Sarah Bingham-Hall
Advising Assistant



Nivi Xavier
Advising Assistant

PROGRAM ADVISORS

Our program advisors assist students enrolled in:

- Third and fourth years of degree program
- All post-baccalaureate programs
- All graduate programs
- All certificates and post-graduate diplomas

Scan to learn more about Advising Teams and to book an appointment



Or visit tru.ca/advising



IMPORTANT DATES FOR FALL & WINTER



Term/Intersession	Fall Term 2023 (Sep-Dec)	Winter Term 2024 (Jan-Apr)
Due date for tuition and fee payment (domestic and international)	Sep 1, 2023	Dec 22, 2023
Registration deadline	Sep 1, 2023	Dec 22, 2023
Start of classes	Sep 5, 2023	Jan 3, 2024
End of course change period (add/drop/audit, late registration)	Sep 18, 2023	Jan 16, 2024
Last day to withdraw from a semester course with no academic penalty	Oct 27, 2023	Mar 1, 2024
Mid-term break	Nov 9-10, 2023	Feb 20-23, 2024
End of classes	Dec 1, 2023	Apr 5, 2024
Start of examinations	Dec 4, 2023	Apr 8, 2024
End of examinations	Dec 16, 2023	Apr 20, 2024

Recognized Statutory Holidays in BC (TRU is closed)

Labour Day	September 4, 2023
National Day for Truth and Reconciliation	September 30, 2023 (Observed Oct 2)
Thanksgiving Day	October 9, 2023
Remembrance Day	November 11, 2023 (Observed Nov 13)
Winter Break	December 25, 2023–January 2, 2024
Christmas Day	December 25, 2023
Boxing Day	December 26, 2023
New Year's Day	January 1, 2024
BC Family Day	February 19, 2024
Good Friday	March 29, 2024
Easter Monday	April 1, 2024
Victoria Day	May 20, 2024
Canada Day	July 1, 2024
British Columbia Day	August 5, 2024

To check out all upcoming events, visit tru.ca/events



IDAYS
tru.ca/idays

STUDENT DEVELOPMENT AND CAMPUS RESOURCES

STUDENT LIFE

ORIENTATION & TRANSITIONS

From the beginning of your student experience, the Orientation & Transitions team is here to support you academically, personally and socially. Take part in orientation activities, visit our weekly outreach table, read the bi-weekly newsletters, and meet with peers to support your transition to university.

Old Main 1468

250-371-5942

orientation@tru.ca | tru.ca/orientation

TRU STUDENT UNION

Every TRU student is a member of the TRU Students' Union. We are the democratically elected representatives of students at TRU and we exist to advocate for your needs, provide essential services, and organize events to improve your experience on campus. That means offering services like the UPASS and Health and Dental Plan, hosting events like the Back-to-School BBQ and Outdoor Movie Night and advocating for students when they face issues on campus or in the community! Want to get more involved? Visit trusu.ca to find out more!

STUDENT AWARDS AND FINANCIAL SUPPORT

Talk to a student finance advisor at the Student Awards and Financial Support office about your financial options, and:

- Assistance in financing your education and living costs
- Being recognized and rewarded for your academic excellence
- Awards available through your program

Old Main 1629

250-828-5024 | tru.ca/awards

MENTORSHIP & LEADERSHIP

Develop your skills while supporting your peers. Access valuable training, partake in professional development, gain hands-on experience, and give back to your peers and campus community.

Old Main 1468

250-371-5996 | tru.ca/studentlife

STUDENT AFFAIRS

The office of student affairs offers support and services regarding:

- Academic conduct and academic integrity
- Non-academic conduct
- Academic appeals
- Early alert
- Student emergencies
- Student off-campus safety and travel
- Your rights and responsibilities

Old Main 1631, within Student Services

studentaffairs@tru.ca | tru.ca/studentaffairs

ACADEMIC SUPPORTS

ACCESSIBILITY SERVICES

Gain equal access to learning opportunities through Accessibility Services. If you are living with a disability or health condition, you may be eligible for supports such as exam accommodation, alternate format text material, sign language interpretation, access to adaptive technology, the facilitation of in-class note-taking and more.

Old Main 1631, within Student Services

250-828-5023 | as@tru.ca | tru.ca/as

STUDENT SUCCESS COURSES

From inter-cultural communications to fundamental academic skills, Student Success courses prepare you for student life. Two flexible, three-credit courses are offered throughout the semester.

Old Main 1631, within Student Services

250-828-5023 | tru.ca/stss

SUPPLEMENTAL LEARNING

These study sessions are led by students experienced in the target course and trained in strategic learning, offering:

- Weekly or drop-in participation
- Special exam review sessions

Old Main 2669

250-828-5277 | tru.ca/sl

THE WRITING CENTRE

Visit the Writing Centre to become a better writer! We provide face-to-face and online tutoring, as well as writing, citation and research-related resources. Tutors can help improve your writing skills, facilitate group projects, provide feedback on presentations and connect you with other services.

Old Main 1411

250-371-5689 | tru.ca/writingcentre

ECONOMICS HELP CENTRE

Visit this Help Centre for free economics help for all students:

- Work alone or with other students

Science Building 201

Open Monday to Friday, hours vary so please check schedule online.

MATH HELP CENTRE

Offering free math and statistics help for students:

- Open to all TRU students taking any courses involving mathematics or statistics
- Useful for UPREP and first-year courses

Brown Family House of Learning 304

Monday to Friday, 9:30am–3:30pm during fall and winter semesters.

tru.ca/mathcentre

MATH AND STATISTICS PRIVATE TUTORS

Our mathematics department offers a tutor list of experienced TRU students and graduates for students who prefer individual attention:

Tutors are independent of TRU and their rates and scheduling should be arranged directly with them.

Contact Suzanne Feldberg

250-828-5212

sfeldberg@tru.ca | tru.ca/mathcentre

HEALTH AND WELLNESS

COUNSELLING

In addition to the services provided by our International Student Advisors, our supportive staff at Counselling Services can provide help with:

- Academics
- Career development
- Personal growth
- Providing confidential counselling in a safe and affirming atmosphere.

Drop in, book an appointment, or use our online resources.

Old Main 1631, within Student Services

250-828-5023 | tru.ca/counselling

MULTI-FAITH CHAPLAINCY

Religious and spiritual support is available from a variety of community faith leaders.

Ask questions and engage in thoughtful reflection and dialogue.

Old Main 1421

250-371-5940 | chaplains@tru.ca

WELLNESS CENTRE

Your well-being is key to achieving your academic and personal goals. The Wellness Centre offers free health and wellness classes, workshops and resources, fun stress-busting events and a quiet place to relax, nap or ask questions about your health and wellness.

Old Main 1479

250-828-5010 | tru.ca/wellness

SEXUALIZED VIOLENCE PREVENTION AND RESPONSE

Access support for victims and survivors of sexualized violence including emotional support, safety planning, on and off campus referrals, academic and/or housing accommodations and reporting options. Learn more about education and prevention initiatives.

Old Main 1486

svpr@tru.ca | tru.ca/sexualviolence

RECREATION

Campus Recreation organizes non-competitive team sports in the TRU gym. Sports include:

- Basketball
- Volleyball
- Floor hockey
- Rock climbing
- Drop-in badminton

Teams get a play schedule with allocated times.

- Playing times vary from week to week with each sport getting approximately one hour.
- Fees vary per sport.

Gymnasium 303

CAREER AND EXPERIENTIAL LEARNING

CAREER EDUCATION AND CO-OP

Career development services and co-operative education (co-op) provide you with paid experience in your field, for academic credit:

- One-on-one career counselling
- Learn resumé-writing and interview skills
- Check out our job board, employer events and annual job fair

Old Main 1712

250-371-5627

careereducation@tru.ca | tru.ca/cel

TRU GENERATOR

TRU's entrepreneurial community provides mentorship, education, venture creation and seed funding support for TRU alumni, students, faculty and staff.

Brown Family House of Learning basement

generator@tru.ca | tru.ca/generator

CAMPUS SERVICES

TRU is committed to providing a safe and secure campus environment, and security services are provided all day, every day. The Information/Security/Lost and Found desk is in Old Main on BMO Student St. across from Starbucks. The Security Office is in Old Main 1226 next to Print Services.

If you need first aid, see anything suspicious, require assistance or the Safe Walk program, or if you're anxious about your safety on campus, please contact security services:

- Dial 250-828-5033, 5033 or 1111 from any campus phone
- Press the INFO button on any emergency phone, which are the red phones within buildings or on the yellow pillars outside and in parking lots. Emergency services can also be reached on these phones by pressing the EMERGENCY button.
- Use the TRU SAFE app on your smartphone

In an emergency, always call 911 for police, fire or ambulance services, then contact campus security as soon as it is safe to do so.

LOST AND FOUND

All lost items that are returned to TRU from the Kamloops campus can be found in one central location (except USB drives).

The Lost and Found desk is in Old Main on BMO Student St. across from Starbucks.

250-828-5033

USB drives are forwarded to Computer Lab support in Old Main 1326.



MEDICAL INSURANCE

MEDICAL INSURANCE IS MANDATORY IN CANADA AT ALL TIMES

TRU automatically enrolls all new students into guard.me insurance for their first 90 days in Canada.

Exchange students must complete the opt-out form on the guard.me/tru website and upload their insurance in English immediately.



MEDICAL SERVICES PLAN

Three months after entering British Columbia, students are eligible to enrol in the BC Medical Services Plan (MSP).

Under the Medicare Protection Act, enrolment with the Medical Services Plan (MSP) is mandatory for all eligible residents and their dependents. Our ISAs will help you complete an application for MSP insurance during orientation.

If you missed this opportunity or have questions, go to the MSP website at my.gov.bc.ca/msp/application/prepare or attend one of TRU World's workshop dates:

tru.ca/truworld/current-students/workshops-schedule

EXTENDED HEALTH AND DENTAL INSURANCE THROUGH TRU STUDENT UNION

Full-time Fall semester students are automatically enrolled into TRUSU's Health and Dental Plan Coverage.

The following students must opt in to TRUSU's Health and Dental Plan coverage:

- Winter semester students
- Summer semester students
- Exchange/Study abroad students
- Students who previously opted out
- Dependents of the above

If you opt in to the TRUSU Health and Dental Plan, you are NOT automatically enrolled every year and will need to opt in again the following year to maintain your coverage.

For more information on TRUSU's plans, visit tru.ca/services/health-dental

TRU MEDICAL CLINIC

Appointments are required as this is not a drop-in clinic. For the best possible care, students are asked to consult their personal physician if they have one before making an appointment at the TRU Medical Clinic.

The clinic is available to all registered students, staff and faculty of TRU. It provides a full range of medical services, vaccinations and annual flu clinics.

To make an appointment, call 250-828-5126 or visit the clinic in-person. If you cannot make your appointment, please call and cancel. If you have three appointments missed without cancellation, the clinic will no longer book appointments with you.

Old Main 1461

Monday to Friday, 9 a.m. - 3 p.m.

250-828-5126 | trumedicalclinic@tru.ca

CITY WALK-IN CLINIC

iMedicine Canada

207-755 McGill Rd.

(inside Landmark Centre)

Monday to Friday, 9 a.m. – 5 .pm.

250-371-4905





DINING ON CAMPUS

TRU offers a variety of food services on campus, from coffee shops to restaurants. Visit tru.ca/food for the full list of locations and hours of operation.



EAT ON CAMPUS WITH THE DINING CARD

Delicious meals with plenty of international and dietary options are available across TRU's campus. The Dining Card gives students a simple and convenient way to eat on campus and is accepted at seven campus locations.



NEW INTERNATIONAL STUDENT CHECKLIST

- Take the English Placement Test, only if applicable.**
HOW: Register at our Welcome Centre. If you arrive late, please register at TRU World's office on the 3rd floor of the International Building.
- Submit a copy of your study permit.**
HOW: Email these documents to your ISA if you missed our Welcome Centre check in.
- Sign up for Medical Services Plan, unless you are an exchange or visiting student.**
HOW: Meet with your International Student Advisor if you missed our Welcome Centre check in.
- Get your student ID and U-Pass.**
HOW: After you have registered for courses, go to The Bookstore in the Campus Activity Centre (CAC) to pick up your ID and activate it at the TRU Student Union Members Desk in the CAC.
- Update your myTRU account.**
HOW: Reset your myTRU password and update your current address, emergency contact and phone number.
- Save your course schedule.**
HOW: Log in to myTRU.ca and print your course schedule.
- Review the Digital International Student Handbook.**
HOW: Access this comprehensive guide on your Moodle account for important information.



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-  [tru.ca/videos](#)
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