

# Faculty of Creative and Critical Studies

## The **Welcome Guide**



Welcome



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Welcome to the University of British Columbia Okanagan's Faculty of Creative and Critical Studies (FCCS).

We wish you a smooth transition and an enjoyable experience teaching here.

This guide is designed to provide answers to many initial questions new instructors have and to complement the Orientation Package you would have received online, upon being hired.

If you have additional questions not answered here, please contact your Department Assistant.

Your Department Head or Assistant will introduce you to your Program Coordinator for program specific questions.



For all FCCS contacts:  
[fccs.ok.ubc.ca/about/contact](https://fccs.ok.ubc.ca/about/contact)



THE UNIVERSITY OF BRITISH COLUMBIA

# Contents

<b>USEFUL LINKS &amp; CONTACTS</b>	<b>6</b>
<b>HUMAN RESOURCES WELCOME GUIDE</b>	<b>7</b>
<b>CAMPUS SECURITY</b>	<b>7</b>
Emergency Procedures	7
<b>IT AND EQUIPMENT</b>	<b>8</b>
Campus-Wide Login (CWL)	8
Encryption	8
FASmail (Faculty & Staff Email) and VPN	8
CWL and EAD	8
UBC Privacy Matters	9
Printing	9
<b>TEACHING EQUIPMENT AND SYSTEMS</b>	<b>10</b>
Canvas	10
Faculty Service Centre (FSC)	10
Teaching Supplies	10
UBC Card	10
<b>OPERATIONS</b>	<b>11</b>
Offices and Room Access	11
Workspace	11
Mail Service	11
File Sharing: K:Drive & Microsoft OneDrive	12
Adhoc Room Bookings	12

<b>SELF-SERVICE</b>	<b>13</b>
Workday	13
Professional Development (PD) Funds	13
CTL Teaching Seminars	13
Workplace Learning (WPL) Ecosystem	13
<b>FREEDOM OF INFORMATION AND PROTECTION OF PRIVACY ACT (FIPPA)</b>	<b>14</b>
Protection of Privacy	14
Personal Information	14
<b>ACADEMIC MISCONDUCT</b>	<b>16</b>
<b>FCCS-SECURE.CMS.OK.UBC.CA/ONLINE-RESOURCES/ (CWL LOGIN REQUIRED)</b>	<b>16</b>
<b>TEACHING INFORMATION AND RESOURCES</b>	<b>17</b>
Class Schedule	17
Outlook Schedule	17
Office Hours	17
Lab/Tutorial Schedules	17
Ordering Books Through the UBC Bookstore	17
Field Trips	18
Working with Teaching Assistants	18
Missing Classes	18
<b>Preparing for the Course</b>	<b>18</b>
Course Outline Template	18
Curriculum Map	19
Desk Copies	19
Course Examinations	19
Midterm Exams	19
Out-of-time Midterm Exams	20
Preparing Final Exams	20
Printing Final Exams	20

Invigilating	20
Marking Multiple Choice Exams	20
<b>Final Exam Process</b>	<b>21</b>
Exam cover page and invigilation guidelines	21
Exam submission and invigilation	21
Students accommodated by the Disability Resource Centre	21
Out-of-Time Final Exams (OOT)	21
Students arriving late to exams (or not showing up at all)	22
Student ID check and sign in	22
Cheating	22
Standing Deferred	23
Grade Entry	23
Uploading Final Grades	23
Calculator/Electronics Policy	23
Storage of Final Exams/Student Work	23
Viewing Marked Exam Requests	24
<b>Teaching Evaluations</b>	<b>24</b>
<b>Transferring Course Notes</b>	<b>24</b>
<b>Creating New Courses</b>	<b>24</b>
<b>Modifying Existing Courses</b>	<b>25</b>
<b>Faculty Service Centre (FSC) user guide instructions</b>	<b>25</b>
<b>Final Exam cover Page</b>	<b>25</b>
<b>STUDENT SUPPORT SERVICES</b>	<b>28</b>
Disability Resource Centre (DRC)	28
Early Alert	28
Student Wellness	28
Student Learning HUB	28
Walk-in Wellness Clinic	28
B.A.R.K. (Building Academic Retention through K9s)	29
<b>AMENITIES</b>	<b>29</b>
<b>EXITING UBC</b>	<b>29</b>

# Useful Links & Contacts

- Faculty of Creative and Critical Studies Website: [fcss.ok.ubc.ca/](https://fcss.ok.ubc.ca/)
- FCCS Faculty and Staff Resources and links: [fcss.ok.ubc.ca/faculty-and-staff/](https://fcss.ok.ubc.ca/faculty-and-staff/)
- FCCS Secure Resources Website: [fcss-secure.cms.ok.ubc.ca/](https://fcss-secure.cms.ok.ubc.ca/)
- UBC Okanagan Academic Calendar: [okanagan.calendar.ubc.ca/](https://okanagan.calendar.ubc.ca/)
- FCCS Degrees & Programs: [fcss.ok.ubc.ca/degrees-programs/](https://fcss.ok.ubc.ca/degrees-programs/)
- Canvas : [ctl.ok.ubc.ca/learning-technologies/canvas-support/](https://ctl.ok.ubc.ca/learning-technologies/canvas-support/)
- Academic Calendar Course Descriptions: [okanagan.calendar.ubc.ca/course-descriptions](https://okanagan.calendar.ubc.ca/course-descriptions)
- FCCS Course List and Descriptions (current year): [fcss.ok.ubc.ca/student-resources/undergraduate-academic-planning/courses/](https://fcss.ok.ubc.ca/student-resources/undergraduate-academic-planning/courses/)
- Centre for Teaching and Learning: [ctl.ok.ubc.ca/](https://ctl.ok.ubc.ca/)
- Faculty Service Centre: [ssc.adm.ubc.ca/fsc/home](https://ssc.adm.ubc.ca/fsc/home)
- The Faculty Service Centre (FSC) is used by instructors and administrators to access class lists and submit grades, curriculum management and scheduling
- Disability Resource Centre: [students.ok.ubc.ca/drc/welcome.html](https://students.ok.ubc.ca/drc/welcome.html)
- UBC Privacy Matters: [privacymatters.ubc.ca/](https://privacymatters.ubc.ca/)
- UBC Coronavirus (COVID-19) response: [ok.ubc.ca/covid19/](https://ok.ubc.ca/covid19/)

# Human Resources Welcome Guide

Human Resources Okanagan Campus website has many useful links and how to guides for those new to UBC. Be sure to check out the Workplace Learning web site at [wpl.ubc.ca/](http://wpl.ubc.ca/) to enroll in the New to UBC Okanagan Resource hub.

You will find information relating to:

- Orientations
- Benefits & Pension
- Payroll
- Faculty and Staff Perks
- Collective Agreements & Handbooks
- Policies and Expectations for Faculty and Staff
- Faculty & Staff Self-Service Web Application
- Student Information System (SIS) Access

## Campus Security

Service is provided 365 days per year, with 24-hour, campus-wide coverage. Contact Campus Security at **250.807.8111** in an emergency or **250.807.9236** in a non-emergency situation, first aid or if locked out of office/classroom after hours.

Consider downloading UBC Safe app with direct links to safety information, Safewalk, and other security services.

## Emergency Procedures

Please familiarize yourself with the various emergency procedures at UBCO.

Visit [emergency.ok.ubc.ca/](http://emergency.ok.ubc.ca/) for the following:

- 911 Procedures
- Active Shooter
- Bomb Threats
- Earthquake
- Evacuation
- Fire Safety
- First Aid
- Hazardous Materials
- Lockdown Procedures
- Personal Security
- UBC Alert
- Wildfire Prevention and Response

# IT and Equipment

## Campus-Wide Login (CWL)

UBC uses a new HR and Finance system called Workday. To access Workday and other UBC online services, an active Campus-Wide Login (CWL) account is required. You should receive an automated email with instructions to set up a CWL account. If you do not receive this email, first please let your department assistant know you don't have a CWL username or don't know what it is. You may be directed to follow instructions found at [activate.id.ubc.ca/](https://activate.id.ubc.ca/)

## Encryption

At UBC, we are regulated by the Freedom of Information and Protection of Privacy Act (FIPPA). This requires us to protect personal information from unauthorized collection, use, or disclosure. In support of this Act, UBC policy requires that all mobile devices storing personal information must be encrypted. If you are using a UBC-supplied device, encryption is provided for UBC faculty and staff at no cost. If you are using your own personal (non-UBC supported) device to access UBC electronic information, then it is your responsibility to ensure that it is encrypted. For more information, visit the Privacy Matters UBC website: [privacymatters.ubc.ca/encrypt-my-devices#self-encrypt](https://privacymatters.ubc.ca/encrypt-my-devices#self-encrypt).

## FASmail (Faculty & Staff Email) and VPN

UBC's Okanagan campus offers email accounts (FASmail) and webmail services to faculty, staff & students. In addition to email services, faculty/staff will also get calendaring services through Outlook and Outlook Web Access. You can also access your email and calendar using a web browser.

To log into Outlook Web Access, visit [www.mail.ubc.ca/owa](https://www.mail.ubc.ca/owa)

IT, Media and Classroom Services offers free VPN (Virtual Private Network) services to UBC students, faculty, and staff at both the Vancouver and Okanagan campus' to help keep their information safe. The UBC VPN service uses encryption to protect data as it travels between your computer and the VPN server. VPN improves security and we recommend that all students, faculty, and staff use the VPN services when connecting to the UBC network off-campus and when using wireless. Once you have your CWL account, you can configure your computer for myVPN service.

For more information visit [it.ubc.ca/services/email-voice-internet/myvpn/setup-documents](https://it.ubc.ca/services/email-voice-internet/myvpn/setup-documents).

## CWL and EAD

Campus-Wide Login (CWL) is designed to give you access to UBC's online applications with the same



username and password. A CWL account currently provides you with access to the Student Information System, the Library, myUBC, Canvas, and more.

UBC has implemented an enhanced CWL with multi-factor authentication technology. This requires a second authentication through the use of the Duo app, cellular phone, landline, or a hardware token.

When you log into your CWL account, you will be prompted to create an enhanced CWL account. Please contact your department assistant about access to secondary authentication hardware.

For more information, visit [privacymatters.ubc.ca/secure/enhancedcwl](https://privacymatters.ubc.ca/secure/enhancedcwl)

Enterprise Active Directory (EAD) account is used for services like FASmail and Workspace. The username and password is directly linked to your CWL account. You will notice the EAD login request when opening outlook. You will get a request for your CWL password for ead\your CWL ID.

## UBC Privacy Matters

UBC Information Security Office recommends that all staff and faculty take the training offered on their website. [it.ubc.ca/services/security/ubc-information-security-office](https://it.ubc.ca/services/security/ubc-information-security-office)

Please review UBC's Privacy Matters information: [privacymatters.ubc.ca/](https://privacymatters.ubc.ca/) Privacy and Information Security – Fundamentals training is a *mandatory requirement* for faculty, staff, researchers, student employees and contractors who use UBC Electronic Information and Systems. A learning module is available under the "Training" tab on the web site.

Use your UBC email account with students exclusively. You can set it up on your Microsoft Outlook or utilize Webmail on other devices. You can also contact your students through Canvas directly although responses will not be directed to your UBC email (they will remain within Canvas).

## Printing

You will need iPrint Client installed on your workstation/laptop. Go to [it.ok.ubc.ca/service-catalogue/computers-printers/printcopy/iprint/search-help.html](https://it.ok.ubc.ca/service-catalogue/computers-printers/printcopy/iprint/search-help.html) for a quick link to install the iPrint Client and to learn about adding printers. Find-Me printing allows you to print to any printer without selecting a specific printer. At the printer of your choice, tap the key pad with your SALTO card and your print job will be released to that printer.

Colour printing is only available through Departmental approval. See your Department Administrative Assistant if you require colour printing.

# Teaching equipment and systems

## Canvas

Canvas is a learning platform for delivering online course content. The Centre for Teaching and Learning (CTL) offers a series of drop-in sessions and workshops. These workshops help faculty members explore the most important features and tools found in Canvas so that courses can be easily created, moved or re-created. For more information visit [about.canvas.ubc.ca/](http://about.canvas.ubc.ca/)

## Faculty Service Centre (FSC)

visit: [ssc.adm.ubc.ca/fsc/home](http://ssc.adm.ubc.ca/fsc/home)

The Faculty Service Centre is where you will access your class lists and submit grades. You will need to log into this area with your UBC CWL ID and password. Once inside the FSC, click on the course and section you wish to access and you'll see your student list pop up. From this page, you are able to download your class list, email your students, and submit your grades. Grades in Canvas do not automatically transfer to FSC.

FSC user guide: [facultystaff.students.ubc.ca/files/FSCUserGuide.pdf](http://facultystaff.students.ubc.ca/files/FSCUserGuide.pdf)

## Teaching Supplies

Office supplies for teaching purposes are available through the Department Administrative Assistants. Please see your Department Administrative Assistant for pens, white board markers and erasers, pads of paper etc.

## UBC Card

The UBC card provides you access to the library and is required to be on you while on campus for security purposes. Enrolment for a card can be done online:

[ok.ubc.ca/about/campus-services/ubccard/](http://ok.ubc.ca/about/campus-services/ubccard/)

# Operations

## Offices and Room Access

All rooms and buildings on campus are controlled through an electronic access control system called *Salto*.

Adjacent to most building entrances there will be a small device with a Wifi symbol logo called a *Hot Spot*. Hold the card against the device until you see a green light. You will need to do this each day that you are on campus to activate your access to the rooms you are programmed to have access to.

If you require additional access or are having access issues, please contact your Department Administrative Assistant. For immediate access into a room, please contact Security.

Your SALTO card will automatically have access capabilities to Classrooms. In case of an emergency requiring lockdown or to lock a classroom door, hold down the door handle and activate the SALTO touch pad with your SALTO card.

Lockdown Procedures: [alert.ok.ubc.ca/procedures/lockdown/](http://alert.ok.ubc.ca/procedures/lockdown/)

## Workspace

UBC Okanagan is at maximum capacity for office space. Every effort will be made to find an office close to your colleagues and/or lab. Please see your Department Head for further details. Exams and other confidential student information can be stored for you. Please contact your Department Administrative Assistant for assistance.

## Mail Service

- Internal mail—Central receiving and mailing services (CRMS) will pick up your internal mail from your mail room or designated mail delivery/pick up location and deliver the item the following business day. Please include recipient's name, department, and building address. Items going to Vancouver should indicate that the item is destined for the Vancouver Campus.
- Outgoing mail—CRMS will pick up your outgoing mail from your mail room or designated mail delivery/pick up location. CRMS applies Canada Post postage using via an automated postage machine. Your department's 3-digit mail code must be written on or attached to your mail in order for the postage to be applied. See your Department Administrative Assistant for the mail code and the location of your mailbox.
- Incoming Mail— all incoming mail to campus must include your name, department, room number, street address and building name. The mail could be returned if any of this information is missing.

## File Sharing: K:Drive & Microsoft OneDrive

FCCS uses two different platforms for file sharing.

To access the K: Drive, click on the file explorer tab from the menu bar, under “This PC” click Okanagan Teamshare K:\OKCC and start browsing. You will only be able to see files and folders your department has approved your access to. If you do not see the folders you should have access to, please contact your department administrative assistant.

Microsoft OneDrive is a secure file-hosting service that allows you to store, share and synchronize files and folders from any connected devices. Once your position is active, you should automatically be able to log in using your UBC email and UBC CWL password. If you have trouble logging in or your UBC email account does not end with “@ubc.ca”, please contact the UBC IT Okanagan Center Help Desk for assistance through the UBC Self-Service Portal at [ubc.service-now.com/selfservice](http://ubc.service-now.com/selfservice).

## Adhoc Room Bookings

If you wish to book a room for meetings, for presentations, exam prep sessions, etc., you can do so through the Central Booking Office [cbo.ok.ubc.ca/](http://cbo.ok.ubc.ca/) From there, click “book now” on the righthand side and complete their form.

Additionally, Room Bookings can be done through Faculty Service Centre and requests can be sent to the Department Administrative Assistant who can further assist in finding rooms.

Students and Faculty of the Creative Studies department also use GearSpace software for booking equipment from the Media Technician, and space bookings for CCS144 (performance space) CCS 141 (the Mac Lab) and CCS 227 (Greenroom). You can request a GearSpace account at: [access.greserve.com/ubcogearspace](http://access.greserve.com/ubcogearspace)

# Self-Service

## Workday

UBC has a self-service portal where employees can view and update their personal and payroll information.

You can log into Workday at [myworkday.ubc.ca/](https://myworkday.ubc.ca/). If you would like to access the system outside of UBC, you must use a VPN connection.

This is where you can see pay statements, tax slips (T4/T4A), submit expenses for reimbursements, benefits enrolments and professional development balances.

You can update your own employment profile with picture, address, phone, email, and emergency contacts, and beneficiary/dependent information.

## Professional Development (PD) Funds

All faculty accrue Professional Development Funds.

To find out what expenses are eligible, find your PD balance and submit your claim, please go to [hr.ubc.ca/career-development/professional-development-funding/faculty-professional-development-funding](https://hr.ubc.ca/career-development/professional-development-funding/faculty-professional-development-funding)

## CTL Teaching Seminars

The Centre for Teaching (CTL) and Learning at UBC's Okanagan campus offers a number of professional development seminars and workshops. You'll also find a number of online resources on their webpage: [ctl.ok.ubc.ca/](https://ctl.ok.ubc.ca/)

For classroom technology self-support videos:

[it.ok.ubc.ca/services/audio-visual-creative-services/self-support/](https://it.ok.ubc.ca/services/audio-visual-creative-services/self-support/)

## Workplace Learning (WPL) Ecosystem

Faculty and staff can browse, enroll, and track internal training and learning opportunities and programs including orientation, *Workday* training, wellbeing, professional development as well as other required courses at any time and at your own pace. UBC onboarding, professional development courses, wellbeing workshops, and required training are housed together in one central location [wpl.ubc.ca/](https://wpl.ubc.ca/)We encourage you to complete Workday Basics and Workday for Faculty. For troubleshooting Workday processes, you can 'Search Workday Knowledge' articles at [ubc.service-now.com/selfservice](https://ubc.service-now.com/selfservice)

# Freedom of Information and Protection of Privacy Act (FIPPA)

Under the FIPPA, individuals have the right to expect public bodies to collect, use, disclose, retain and protect their personal information in a lawful and appropriate manner.

They also have the right to:

- a. access their own personal information;
- b. request correction of their own personal information if they believe it is inaccurate;
- c. consent to the collection, use and disclosure of their own personal information; and
- d. complain to the Information and Privacy Commissioner if they believe their privacy has been breached.

## Protection of Privacy

Under the FIPPA, we are required to protect personal information by “making reasonable security arrangements against such risks as unauthorized access, collection, use, disclosure or disposal”.

“Personal information” comprises all recorded information about an identifiable individual, with the exception of the names and business contact information of employees, volunteers and service providers.

- Collect personal information with proper authority, using a privacy notification.
- Use personal information for the purpose it was collected.
- Share personal information within UBC on a need-to-know basis.
- Do not share personal information outside UBC without approval
- Ensure personal information is securely stored and transmitted.
- Store personal information on secure servers whenever possible. If you must store personal information on mobile devices, it should be encrypted.
- Do not store personal information outside Canada without approval from the Office of the University Counsel.

## Personal Information

Information is only considered to be personal information if it is about an “identifiable individual”. Individuals may be identified using their name or another unique number or characteristic, eg. photograph, SIN number,

fingerprint, CWL ID, employee number, or student ID. Any information that has a precise, direct connection with one of these personal identifiers is personal information. For example:

- “John Smith is 40 years old.”
- “Sally Wang is a student.”
- “Student Number 123456 failed the Biology exam.”
- “The Dean of the Faculty of Engineering is sick today.”

**Personal Information is...**  
“recorded information about an identifiable individual other than contact information”.

Students’ names, mailing addresses, email addresses, phone and fax numbers are **not** considered to be “contact information” under the FIPPA. This is because students attend UBC in a personal rather than a business capacity. All information about students, including their names, is personal information and is protected under the FIPPA.

Please connect with the Undergraduate Associate Dean’s office at [FCCSstudents.ok@ubc.ca](mailto:FCCSstudents.ok@ubc.ca) if a parent (or other individual) is asking for information regarding a student and has provided you with the student number. The Student Support Assistant will either confirm or deny if the student has assigned 3<sup>rd</sup> party authorization to the party in question, and will provide you with the authorization code that the 3<sup>rd</sup> party will need to provide you to confirm their authorization. When in doubt, refer the individual to the Dean’s office.

### **Common breaches to be aware of:**

Talking to parents of a student who do not have third party authorization on file (student has to have authorized them in SISC)

1. Posting grades on a door or in a hallway that includes name and student number
2. Emailing students from non-UBC email addresses
3. Leaving marked assignments or exams in the hallway for students to pick up
4. Posting material to the I:drive on campus
5. Using the remark multiple choice machine in the library and saving it to the local C: drive vs F:drive

All correspondence with students (including emails) is subject to FIPPA.

The University Counsel has many useful resources and examples relating to protection of privacy available on their website [universitycounsel.ubc.ca/subject-areas/access-and-privacy-general/useful-resources/](http://universitycounsel.ubc.ca/subject-areas/access-and-privacy-general/useful-resources/)

# Academic Misconduct

1. Cheating, which may include, but is not limited to:

- A) falsification of any material subject to academic evaluation, including research data;
- B) use of or participation in unauthorized collaborative work;
- C) use or possession in an examination of any materials (including electronic devices) other than those permitted by the examiner;
- D) use, possession, or facilitation of unauthorized means to complete an examination (e.g., receiving
- E) unauthorized assistance from another person, or providing that assistance); and dishonest practices that breach rules governing examinations or submissions for academic evaluation

2. Plagiarism, which is intellectual theft. It occurs when an individual submits or presents the oral or written work of another person as his or her own. Failure to provide proper attribution is plagiarism because it represents someone else's work as one's own. Plagiarism should not occur in submitted drafts or final works.

3. Submitting the same, or substantially the same, essay, presentation, or assignment more than once (whether the earlier submission was at this or another institution) unless prior approval has been obtained from the instructor(s) to whom the assignment is to be submitted.

4. Impersonating a candidate at an examination or other evaluation, facilitating the impersonation of a candidate, or availing oneself of the results of an impersonation.

5. Submitting false records or information, orally or in writing, or failing to provide relevant information when requested.

6. Falsifying or submitting false documents, transcripts, or other academic credentials.

7. Failing to comply with any disciplinary measure imposed for academic misconduct.

A more detailed description of academic integrity, including the University's policies and procedures, is in the UBC Okanagan Academic Calendar.

If observed, the instructor should advise the FCCS Associate Dean of Undergraduate Studies. S/he may ask you to provide any evidence or account of the instance and will follow up with you on the next steps.

[fccs-secure.cms.ok.ubc.ca/online-resources/](https://fccs-secure.cms.ok.ubc.ca/online-resources/) (CWL login required)



# Teaching Information and Resources

## Class Schedule

[courses.students.ubc.ca/cs/main?campuscd=UBCO](https://courses.students.ubc.ca/cs/main?campuscd=UBCO)

The **UBC Okanagan Course Schedule** will provide details on when all courses are offered. Be sure to select UBC Okanagan as the campus and the correct session. If you are looking for a particular course or instructor, use the search function. You can also browse. There you can see the course description, section details, and pre-requisites. This is the version that students see.

You can also access your class schedule through the Faculty Service Centre (FSC).

## Outlook Schedule

Your UBC email should be linked to your Outlook Calendar (see IT Services if you are having difficulties with this). Your calendar should always be up to date. When scheduling meetings or events, administrators and other faculty members use Microsoft Outlook's 'Scheduling Assistant,' so it is important to make sure your calendar is accurate.

## Office Hours

Instructors are encouraged to hold office hours for their courses. Office hours are important for individual students to talk with you one-on-one and to address difficult concepts or concerns they may have with material that would not be beneficial to the whole class or would take too much time to explain.

## Lab/Tutorial Schedules

For courses with labs or tutorials that run alternating weeks it can be confusing as to which weeks you have scheduled. With our increasing enrollment, in your off week, other sections are often scheduled. Please follow the instructions below to verify which dates your sessions are scheduled. Deviating from this schedule can result in conflicts with other scheduled sessions and instructors. Also, alternating weeks are not impacted by holidays: if you have a Monday section and there is a holiday on what would be a scheduled week, there will be four weeks between sessions. Note that sessions missed due to a holiday may need to be made up. This make-up may not happen during the break before examinations, but labs may be made up elsewhere in student schedules. All instructors are required to include a laboratory safety component in their labs.

## Ordering Books Through the UBC Bookstore

Part of setting up your course will involve ordering books from the bookstore. You can order online at [bookstore.ubc.ca/instructors-course-materials-resources](https://bookstore.ubc.ca/instructors-course-materials-resources). Please contact your Program Coordinator for assistance if necessary.

## Field Trips

Any field trips outside of class time and off university property should be indicated in the course schedule and the course outline. Prior to initiating a field trip, you are required to complete the field safety trip plan located on the Risk Management Services site [travelfieldsafety.ubc.ca/welcome.html](http://travelfieldsafety.ubc.ca/welcome.html) for approval by the FCCS Dean. Major field trips, especially if there is an expense to the student, should be put on the course description on the academic calendar. Any field trips need to be communicated to the class early and field trip plans must be approved by the department and UBCO, which should be submitted several weeks prior.

## Working with Teaching Assistants

The Teaching Assistant hiring process is coordinated by the Departments, and TAs are governed by the BCGEU Collective Agreement. Their responsibilities as outlined in the Agreement include instructing students; marking course assignments, mid-term & final exams; assisting with Invigilating mid-term exams; uploading grades to Canvas; and attending meetings with the course instructor, as scheduled.

Teaching Assistant positions for the Winter terms are advertised in the April of each year and assigned May – June, and offers to the TAs will be sent in July-August. Faculty members, lab managers or lab coordinators (depending on the department structure) view applications and select the TAs.

## Missing Classes

Check with your Department Head for the department's procedure for notification of illnesses and absence. For longer short-term illness, please contact the Head so arrangements can be made to cover your classes.

If you are going to be away at a conference, please plan arrangements with the Head to have your classes covered by another instructor.

## Preparing for the Course

### Course Outline Template

Whether you inherit a course outline from a previous instructor or are creating a course from scratch, we ask that instructors review the posted course outline templates and new standardization methods annually and update any change. The Course Outline Supporting Document will assist you in constructing a course outline that meets both Senate Curriculum guidelines and requirements from the Academic Calendar, as well as supporting practices in FCCS.

The course outline should be handed out to all students on the first day of class. It is a contract that all students are required to read and ensures that students know exactly what is expected from them. Other important inclusions in the course outline include Out of Time Midterms, Calculator/Electronics Policy details, and Field Trips. You will be required to submit a copy of your course outline on request for accreditation purposes.

Course outlines can either be handed out or posted on Canvas. Faculty are required to submit a copy of the course outline to Department Administrative Assistants. Template – [ctl.ok.ubc.ca/teaching-development/classroom-practices/syllabus/](http://ctl.ok.ubc.ca/teaching-development/classroom-practices/syllabus/)

## Curriculum Map

This tool supports curriculum mapping, analysis, planning and streamlines the collection of syllabi and ensures information is up to date. It allows instructors to create a new course by identifying course learning outcomes, assessment strategies, teaching and learning methods, and evaluates existing courses or programs by looking at the alignment across learning outcomes, assessment methods, and teaching and learning activities: [curriculum.ok.ubc.ca/](http://curriculum.ok.ubc.ca/)

We also have a Teaching Resources page with some helpful links and information on our FCCS Secure Resources page: [fccs-secure.cms.ok.ubc.ca/online-resources/](http://fccs-secure.cms.ok.ubc.ca/online-resources/) (CWL login required)

## Desk Copies

All instructors at post-secondary institutions in Canada are entitled to desk copies of books for their courses. The publisher of the text will send you an instructor copy for free. Each publisher has a sales rep that will oversee our region. Sometimes these reps will be on campus and try to visit you but often they will contact you via email. Most major textbook publishers have a special form or email you can write to in order to receive your complimentary copy of the text. Often publishers will send you copies of other textbooks that are related to the courses you have taught. You are under no obligation to use these texts in your classes and they are generally yours to keep even if you do not use them for a course.

*Major Textbook Publisher Websites Include:*

- Pearson Canada ([www.pearsoncanada.ca/](http://www.pearsoncanada.ca/))
- McGraw Hill ([www.mheducation.ca/](http://www.mheducation.ca/))
- Nelson ([www.nelson.com/](http://www.nelson.com/))
- Oxford University Press ([www.oupcanada.com/](http://www.oupcanada.com/))
- Wiley ([ca.wiley.com/WileyCDA/Section/id-405816.html](http://ca.wiley.com/WileyCDA/Section/id-405816.html))
- W.W. Norton ([books.wwnorton.com/books/college.aspx](http://books.wwnorton.com/books/college.aspx))

## Course Examinations

Each department's administrative assistant solicits course exam request information from instructors and enters the information in the SISC Exam Tab prior to the add/drop deadline. Requests should include information like exam duration, common exam, cross-listed exam, restricted lab required, computer lab required, AV required and open book. Senate & Curriculum Services urges faculties to make full use of the formal examination periods for all first, and second year courses. Offering exams for courses designed for third, and fourth year students is at the discretion of the departments.

Reminder: The holding of any examination, formal or informal, during the two weeks preceding the formally scheduled examinations of December and April is forbidden (this regulation does not apply to regular weekly or biweekly tests or to traditional and current practices in laboratories).

## Midterm Exams

Midterms can be done in class or out of class. In-class exams are the easiest to coordinate and can be done

yourself. However, if you want all sections to write together, a larger room is required to allow for double-seating (encouraged to reduce likelihood of Academic Misconduct), or need more time, you may need to hold your exam out of class time.

## **Out-of-time Midterm Exams**

Out-of-time midterm exams must be included on the Course Schedule and in the course outline, which Requires advance planning.

They must also be scheduled to avoid conflicts with other classes. Typically, this means they take place on evenings or Saturdays. You will receive an email approximately a month before the start of term inquiring about out of time midterm exams. You will work with an administrator to get the note published to the course schedule and to find a date, time, and room for the exam. You are responsible for adding details about the midterm to your course outline.

*Note that if you schedule an out-of-time midterm, you are expected to give students that time back.*

*If your midterm is 2 hours long, cancel 2 hours of lecture time wherever you see fit.*

## **Preparing Final Exams**

All instructors are encouraged to change final exams annually rather than using the same exam as in previous years.

## **Printing Final Exams**

PrintThree provides secure exam printing services and is available for the printing of final exams for large classes. See the Department Assistant for information about how to order exam printing.

*Note that as there is a fee attached to this service, pre-approval from the Department Head is required.*

Printing exams on campus is available through using your *salto* card. Due to heavy printing requests during exam period and potential photocopier malfunctions, you are encouraged to print your exams as early as possible to avoid long print wait times. Please count and look over the exams once printed to ensure that the print job was successful.

Printing final exams - Booklets and bubblesheets are provide by the department. Sign in sheets are required for final exams and are provided by the department. Must have a cover page. If not using a booklet for the exam, the cover page MUST have the rules for final exams on it.

## **Invigilating**

CTL has resources available on their website for remote monitoring and invigilating exams:

[ctl.ok.ubc.ca/](http://ctl.ok.ubc.ca/)

## **Marking Multiple Choice Exams**

OMR (Optical Mark Reader) and Remark Office software is available on the second floor of the Library in the

northeast corner, near study room LIB 225 and the Bloomberg terminal. This is a self-serve workstation for instructors and TAs to use independently; an instruction manual is available at the station.

Time can be reserved in advance through the online booking system logging in and using your Novell ID: [bookings.ok.ubc.ca/omr](http://bookings.ok.ubc.ca/omr)

### **Privacy:**

It is important that any data files generated using the REMARK system be saved to your personal network F:drive, and not saved locally on the hard drive where they are visible to any user who logs in, including undergraduates.

For useful tips on creating and marking multiple choice exams, please go to: [sites.olt.ubc.ca/](http://sites.olt.ubc.ca/) (CWL login required)

## **Final Exam Process**

### **Exam cover page and invigilation guidelines**

A sample Examination Cover Page is attached that you can choose to use if you wish. The template comes from the exam guidelines provided by Enrolment Services. We recommend you provide the information on this cover page to your students during a class before the exam, that you post it on Canvas, and that you include it with your exam.

### **Exam submission and invigilation**

Please submit copies of your final exams to your Department Administrative Assistant at least a couple of days before the exam. If you plan to be away before your exam date as well as during the exam period, it is important you submit the exam before you leave in case an Out of Time Exam needs to be approved prior to the scheduled exam time. Exams must be invigilated by the course instructor; if you cannot invigilate the exam, please consult with your Department Head before you make alternate arrangements. If you need assistance with invigilating exams, particularly in large classes and in the gym, please contact your Department Head.

### **Students accommodated by the Disability Resource Centre**

Please submit copies of your exams to the DRC well before the exam, and no later than **2 days** (48 hours) before the exam date. The DRC encourages instructors to upload exams to the DRC through the instructor tab, or to bring a copy to the DRC during regular working hours. If you submit your exam as a pdf it must be readable for their accessibility software; please submit it well in advance of the exam so they can check the file and ensure it is legible. Once the exam is completed, you will need to pick up the exam in person, or send an email authorizing a TA to collect the exam. ID IS REQUIRED FOR EXAM PICK-UP.

### **Out-of-Time Final Exams (OOT)**

All students who request an exam to be scheduled at a different date and time should be directed to the

Dean's office; please do not make private arrangements with students. If you have received an email informing you that a student has been approved for an OOT in your class, and a specific date for the final exam is indicated, this means that the student is being accommodated through the Disability Resource Centre.

For students who are approved for an OOT exam by the Dean's office, you will need to work with the Dean's office to arrange a date/time that is convenient for you and the student, AND is within the exam period.

### PLEASE do NOT place exams on desks before students arrive

We have had a couple of incidents where students have taken photos of their exam during the time when students are entering the exam room and settling down; this allows students to send the photos to someone outside the exam room. If you require assistance distributing the exams, please request extra invigilators from your Department Head.

### Students arriving late to exams (or not showing up at all)

Students cannot enter an exam room 30 minutes after the start of the exam. If a student arrives late, send them directly to the Dean's office. The student will then have to request an Out of Time Final Exam. The Dean's office will consult with you on that decision. If a student misses an exam for any reason, including illness, please direct them to the Dean's office. Students should submit the OOT request within 48 hours of the exam.

Some students record the date/time of their exam incorrectly and then miss their exam. You may wish to send an email to students the day before your exam and remind them. This also gives you the opportunity to remind students about any other exam requirements you may have.

### Student ID check and sign in

We have had some reports that students who are present in an exam room (a) are not the student who should be there (e.g. someone else is writing the exam), or (b) should not be in the exam room because they not registered in the class. Please inform students that they must bring their student card, and then check student ID carefully; you may wish to bring your laptop to the exam and have FSC open to your class list, including the student photos, so that if you have doubts you can compare the student ID, the photo in FSC, and the student in front of you.

### Cheating

Please keep a close eye on students. There has been an increase in students caught using cell phones in exams and in bathrooms. **Students are not allowed to have a cell phone on their person during exams.** Also, please be aware students can receive text messages on FitBits and Apple Watches; thus, it is critically important that students are not provided the opportunity to take photos of their exam before or during the exam because they can send those photos to someone outside the room who can text answers. If a student is found with a cell phone on their possession, confiscate the cell phone, remove the student from the exam room, and have someone escort the student and phone to the Dean's office. If this occurs during an evening exam, take a photo of the student with the cell phone, remove the student from the exam room, and report it to the Dean's office. If you observe cheating, you and other witness should note the time, the student's name/ID, behavior, any decisions you made (e.g. removed exam and cheat sheet and asked student to leave the exam), retain any materials used for cheating, and provide that information to the Dean's Office as soon as you can after the exam.

## Standing Deferred

Students who have not completed course requirements as scheduled and do not qualify for Aegrotat standing may apply for Deferred Standing (SD). Deferred standing may be granted by the Associate Dean. Please do not make private arrangements with students. Approval of Standing Deferred is not guaranteed, so please do not make promises to students. Before the Associate Dean can approve a request for Standing Deferred, s/he needs information about the student's grade in the course to date, and the % of work completed. If approved, we enter SD status on the student's record AND the current grade in the course. When the student completes the course, the instructor submits the Grade Change form. If the student does not complete the course by the deadline, then the Dean's office will remove the SD standing and the current grade stands.

## Grade Entry

Please remember that you must enter a grade for all students; the exceptions are for students who have an approved SD (Standing Deferred) notation. If you have no grades for the student, enter a grade of zero. If the student did not write the final exam, please indicate that as well (DNW); this information is useful at times.

## Uploading Final Grades

For all courses, submit final marks in FSC when they are ready. Grades are due 7 business days following the examination dates or 5 days following examination dates written on the last 2 days of the examination period. Fourth year students must have all grades submitted for courses in the Winter Term 2 session by April 30. This is a hard date imposed by Enrolment Services for convocating students.

For assistance with uploading grades, see the FSC User Guide located at:

[facultystaff.students.ubc.ca/files/FSCUserGuide.pdf](http://facultystaff.students.ubc.ca/files/FSCUserGuide.pdf)

## Calculator/Electronics Policy

To curb student use of calculators or electronics that have internet connectivity, can store files, or can otherwise enable students to cheat relatively undetected, the Ethics and Equity Committee has put together a list of recommended calculators and suggests including an item about this in the course outline and enforcing it during all exams.

[universitycounsel.ubc.ca/?login](http://universitycounsel.ubc.ca/?login)

## Storage of Final Exams/Student Work

A final examination becomes the property of the University and must remain in the possession of the University for one year from the date of the examination, after which it should be destroyed or otherwise disposed of in accordance with UBC Policy 117. Exams can be sent to storage through the Department Administrative Assistant. All student work that is not handed back to the students must remain in the department for a year and a day as well in case a student submits a grade appeal. TA's are not responsible for storing marked materials in their shared office space.

## Viewing Marked Exam Requests

Any examination, essay, problem set, lab report, or other assignment, should be marked in a reasonable time and although the work may be retained by the University, the student will receive feedback on expected and achieved outcomes.

If there is a provision for marked work to be returned to the student and then resubmitted for the correction of marking errors or omissions, the instructor must provide clear guidelines in advance to ensure that the academic integrity of the work is maintained.

Where there is no scheduled review of an examination, a student may make written application (by January 31 for Winter Session Term 1 courses, by May 20 for Winter Session Term 2 and two-term courses, and by September 15 for Summer Sessions courses) to the course instructor who will make every reasonable effort to arrange for the student to view the marked final examination within 30 days of the request.

If the instructor does not comply, at the student's request, the head of the department, director of the school, or Dean of the faculty offering the course will make every reasonable effort to facilitate the viewing, which normally will be completed within 15 days of receipt of the request. The purpose of this exercise is purely pedagogic and distinct from the Review of Assigned Standing.

## Teaching Evaluations

Near the end of the term, students will be asked to complete anonymous teaching evaluations through an online system. These are important and you will receive the report and comments several months later.

## Transferring Course Notes

In the spirit of collegiality, when you are finished teaching, especially if you are not teaching the course next year, we recommend collecting notes, lectures, course outlines, and other relevant course materials to be passed along. Where possible, please include these in original editable form rather than as locked PDF files.

Plan to ask the Head of your department what materials you have access to so you can teach the course more efficiently.

## Creating New Courses

If you want to see all courses offered by UBC Okanagan (not necessarily just those scheduled this year) review the Okanagan Academic Calendar under Course Descriptions. If you believe there is material not being covered that you would like to teach, you are welcome to consult with your Program Coordinator and consider applying to create a new course.

It takes several months to approve any new courses – all require support at Curriculum Committee, Faculty Council, and Okanagan Senate before they can be added to the Academic Calendar for the following academic year. There will be a number of required forms including:

- Proposal Form
- Proposed Syllabus



- Budget Approval Form
- Library Consultation Form
- UBCO Consultation Form

## Modifying Existing Courses

Existing courses need to stay as close to their course descriptions as possible in what is taught and instructors should be teaching courses according to the learning outcomes and graduate attributes. If this is not the case, it may be worth discussing at program committee level. If there is a modification to the course that you feel is required, please also bring it to the program coordinators for discussion.

## Faculty Service Centre (FSC) user guide instructions

Once you login, click the “Settings” tab and make sure these 4 things are checked. The “Program” one is usually not selected but if it is, this allows faculty to see what year level a student is in. This is really important for getting marks in during April for Graduating students. They can easily identify and mark 4<sup>th</sup> years first.

Columns to Display in classlist - currently set to Image, Basic, Program, Grades.

Group	Display	Columns included in group
Basic	<input checked="" type="checkbox"/>	Student Number, Primary Section, Secondary Section, Tertiary Section, Term, Surname, Preferred Name
Image	<input checked="" type="checkbox"/>	Student Image
Program	<input checked="" type="checkbox"/>	Program, Year Level, Version
Grades	<input checked="" type="checkbox"/>	Percent Grade, Letter Grade, Standing, DET, Completion Date / Withdrawal Date, Grade/Standing Last Modified By (Note: These will only display if you have permissions to view grades for the selected section.)
Specialization Details	<input type="checkbox"/>	Specialization 1, Specialization 2
Restriction Details	<input type="checkbox"/>	Regi DateTime, Meets Prereq, Meets CoReq, Seat Type, Is Forced, Force Reason (Note: These will only display if you have permissions to view restriction details for the selected section.)

Format for download - currently set to Excel Cont.

Select	Format	Can Includes Images?	Multiple Section display
<input checked="" type="radio"/>	Excel Continuous	Yes	Continuous list of students
<input type="radio"/>	Excel	Yes	One section per sheet (NOTE: This format can not be used for grades upload.)
<input type="radio"/>	Text - Fixed Width	No	Continuous list of students (NOTE: This format can not be used for grades upload.)
<input type="radio"/>	Text - Tab Delimited	No	Continuous list of students
<input type="radio"/>	Text - Comma Delimited (CSV file)	No	Continuous list of students
<input type="radio"/>	Text - PRS Clicker Roster (CSV file)	No	Continuous list of students

Miscellaneous settings.

Setting	Description
<input type="checkbox"/> Include Withdrawn Students	Check this to include all withdrawn students in the classlists.

## Final Exam cover Page

Below are examples of the final Exam Cover page, if you need printed copies, please contact your department admin.

**Final Exam Cover Page**

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**Course Number:** \_\_\_\_\_ **Section Number:** \_\_\_\_\_ **Duration:** \_\_\_\_\_

**Course Name:** \_\_\_\_\_

**CANDIDATE INFORMATION:**

**Candidate Name:** \_\_\_\_\_ **Student Number:** \_\_\_\_\_

**Candidate Signature:**



## FINAL EXAM COVER PAGE

---

Course Number: \_\_\_\_\_ Section Number: \_\_\_\_\_ Duration: \_\_\_\_\_

Course name: .....

### CANDIDATE INFORMATION:

Candidate Name: ..... Student Number: .....

Candidate Signature: \_\_\_\_\_

Special instructions:

Instructors Name: \_\_\_\_\_

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This examination consists of \_\_\_\_\_ pages (including the cover sheet). Check to ensure that it is complete.

### RULES GOVERNING FORMAL EXAMINATIONS

The following are the rules governing formal examinations:

1. Each candidate must be prepared to produce, upon request, a UBC card, for identification.
2. Candidates are not permitted to ask questions of the invigilators, except in the cases of supposed errors or ambiguities in examination questions.
3. No candidate shall be permitted to enter the examination room after the expiration of one-half hour from the scheduled starting time, or to leave during the first half-hour of the examination.
4. Candidates suspected of any of the following, or similar, dishonest practices shall be immediately dismissed from the examination and shall be liable to disciplinary action:
  - having at the place of writing any books, papers or memoranda, calculators, computers, sound or image players/recorders/transmitters (including telephones), or other memory aid devices, other than those authorized by the examiners;
  - having at the place of writing any books, papers or memorandum, calculators, computers, sound or image players/recorders/transmitters (including telephones), or other memory aid devices, other than those authorized by the examiners; speaking or communicating with other candidates, exposing written papers to the view of other candidates or imaging devices. The plea of accident or forgetfulness shall not be received.
5. Candidates must not destroy or mutilate any examination material, must hand in all examination papers, and must not take any examination material from the examination room without permission of the invigilator.
6. Candidates must follow any additional examination rules or directions communicated by the instructor or invigilator.



# Student Support Services

## Disability Resource Centre (DRC)

The purpose of an accommodation is to allow students to overcome disability-related challenges that impede their academic success. The Disability Resource Centre assists students by offering programs and services to foster an accessible and welcoming campus. The DRC has developed a new booking process for invigilated exams. [students.ok.ubc.ca/academic-success/disability-resources/](https://students.ok.ubc.ca/academic-success/disability-resources/)

For professors with DRC students in their courses, a Faculty Exam Information Forms must be completed for each exam as soon as possible.

The process is as follows:

- Access the DRC Exams: Faculty Exam Information Form and log in using your Novell account ID and password.
- Enter the details of your upcoming exam(s). One form is required for each exam.
- If adjustments for the details of an exam are required, professors are responsible for logging-in and make these changes. (look for the “My DRC Exams” tab, upper left corner)
- Submit your exam file to [drc.exams@ubc.ca](mailto:drc.exams@ubc.ca) or deliver to the DRC Office (UNC 214) at least 24 hours before the exam start time.

### Note:

- Complete only one form per exam
- Students' booking forms come directly to the DRC for approval. Professors will not see each student's form.

Professors can login to the UBC form system to review which students are registered to write exams with the DRC (look for the “My DRC Exams” tab in the upper left corner after logging-in).

- Faculty Exam Information Forms must be completed early so that students can select the corresponding exams from the DRC database; seven days' notice is required to schedule midterm exams and seven days' notice prior to start date of final exams.
- Enter exam information as soon as possible so students may submit their booking requests on time.
- Do not wait until seven days before your scheduled exam.

To find out more about this process, please contact an exam coordinator, at: [drc.questions@ubc.ca](mailto:drc.questions@ubc.ca) or 250- 807-8053 or visit the Faculty Exam Help page at <https://students.ok.ubc.ca/academic-success/disability-resources/information-for-faculty/exam-accommodations/>

### USER GUIDE:

View your students' accommodations & make and verify exam arrangements!

Access the Accommodations Portal on the Disability Resource Centre website: [students.ok.ubc.ca/drc/welcome.html](https://students.ok.ubc.ca/drc/welcome.html)

## Early Alert

Faculty and staff are encouraged to use Early Alert when they are concerned about a student's wellbeing or academic performance--so that students who need assistance are connected with support in a coordinated approach before their difficulties become overwhelming.

Concerning behavior might include:

- marked decrease in academic performance;
- marked change in mood or behavior;
- the student appears unusually withdrawn or distracted;
- any other behavior that indicates the student might be facing difficulties

Faculty and staff can access the easy-to-use, web-based Early Alert form at:

[facultystaff.students.ubc.ca/systems-tools/early-alert](https://facultystaff.students.ubc.ca/systems-tools/early-alert) and using CWL credentials to log in.

For more detailed information regarding next steps after a concern is submitted, how to talk to students regarding Early Alert, and Early Alert FAQs for faculty and staff including opportunities for training, please

visit the UBC Student Services Early Alert pages.

## Student Wellness

The Student Wellness Centre is located at UNC 337. The centre has counsellors, nurse-clinicians and a physician. If a faculty member has concerns about a student, please submit an early alert and/or notify the Associate Dean of students who will connect the student with the appropriate campus resources as needed.

Students can book appointments or use the walk-in service from 9am to 4pm Monday - Friday. See <https://students.ok.ubc.ca/health-wellness/>

## Student Learning HUB

The campus offers several learning support services for students, such as Supplemental Learning Program and Writing & Research Centre. More information about the services available can be found at [students.ok.ubc.ca/academic-success/learning-support/](https://students.ok.ubc.ca/academic-success/learning-support/)

## Walk-in Wellness Clinic

**Virtual Office Hours: Tuesdays and Thursdays between 10am and 3pm.**

Housed within the Psychology Clinic, the Walk-In Wellness Clinic is a barrier-free mental health clinic, accessible without an appointment to all students, staff, faculty and community members at no cost.

- depression
- anxiety
- dealing with negative thoughts
- stress and sleep
- interpersonal conflicts and communication
- school/work-life balance
- substance use

- sexuality and gender
- health and nutrition
- serious mental illness

[psych.ok.ubc.ca/psychology-clinic/walk-in-wellness/](http://psych.ok.ubc.ca/psychology-clinic/walk-in-wellness/)

Located in ASC 167

Contact: 250-807-8241 (press 1 for reception)

## B.A.R.K. (Building Academic Retention through K9s)

B.A.R.K.'s mission is to reduce homesickness and stress and foster campus connections in students, primarily first-year students who are adjusting to life on campus.

The B.A.R.K. Office is located in the Education Tower in EME 3175. All programming and research takes place in the Innovative Learning Centre in EME 1123.

## Amenities

Food Services: for location and hours visit [food.ok.ubc.ca/](http://food.ok.ubc.ca/)

Library: for hours and services offered visit [library.ok.ubc.ca/](http://library.ok.ubc.ca/)

Parking: for parking information and permits visit [parking.ok.ubc.ca/](http://parking.ok.ubc.ca/)

Kelowna Transit System: for schedules, routes and fares visit [www.bctransit.com/kelowna/home](http://www.bctransit.com/kelowna/home)

Cycling: Bicycle racks are available outside of most buildings on campus. Staff and students wishing to shower or keep belongings on campus can purchase towel and locker service from the Gym and bike lockers can be rented through security.

UBCycles: UBCycles is a hub for all biking activities at UBC's Okanagan campus.

<https://recreation.ok.ubc.ca/facilities/ubcycles/>

They offer short-term and long-term rentals, workshops for a variety of skill levels, and tools for bike repairs. Commuters may store their bicycles in the UBCycles room and have access to day-use lockers, showers, and tools.

Athletics: Campus Recreation offers a variety of fitness activities. Visit [camprec.ok.ubc.ca/](http://camprec.ok.ubc.ca/) for more information.

Campus Trails: Enjoy the breathtaking natural environment of the Central Okanagan on our network of signed trails. [maps.ok.ubc.ca/map/](http://maps.ok.ubc.ca/map/)

## Exiting UBC

Ensure all equipment, tools, etc. have been returned.

Be sure to cancel your parking permit if you have one as you will continue to be charged if you fail to notify parking of your departure.

- Return your ID card and *Salto* card to the Department Administrative Assistant.
- Please leave a forwarding address with the Department Administrative Assistant.
- Please complete the exit interview.