

Student Guide

Graduate Professional Education Programs
Master of Professional Education





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Student Identity

Western Identity (Computer and Email Account)

Your Western Identity is your key to central services at Western and consists of your User ID and Password. It is used as a central authentication source, granting you access to a wide variety of services, including your Western email account, Student Center, and OWL.

Activating your Western Identity:

1. Obtain your Western Access Code at:
<https://studentservices.uwo.ca/secure/PIN/GetPinInfoApplicationNumber.cfm>.
2. Activate your Western Identity at:
https://wts.uwo.ca/identity/identities_and_access/activation.html.

Password:

1. Change Your Password – login to Western Identity Manager:
https://wts.uwo.ca/identity/passwords/password_management_tools/changepw.html
2. Reset Your Password:
https://wts.uwo.ca/identity/passwords/password_management_tools/resetpw.html

Western E-Mail

[\(https://wts.uwo.ca/office_365/index.html\)](https://wts.uwo.ca/office_365/index.html)

It is every student's responsibility to activate their Western Identity and use their Western email account. **It is university-wide policy to ONLY use Western email accounts to communicate with students and we cannot be held responsible if you miss information due to not reading your email or your inbox being full.** Mail can be checked online at https://wts.uwo.ca/office_365/index.html. Please contact WTS on for technical assistance for your Western email account: <https://wts.uwo.ca/helpdesk/>, 519-661-3800, or in person.

Western ONECard (Student ID Card)

A student card is issued to every student upon their first arrival at Western University. The Western ONECard functions as an identification card for the bus pass and Campus Recreation. It is also a library card, a meal plan card, and can be used for door access and vending machine purchases.

Please see the Office of the Registrar website at:
https://registrar.uwo.ca/services/western_onecard_and_photo_standards.html for more information on the Western ONECard.

The photo upload service for the Western ONECard is available through the Student Center (<https://student.uwo.ca/>) to students attending Western for the first time. Photos uploaded must follow the Western





ONECard Photo Standards as stated within the service. If you do not wish to use the upload service, you may have your photo taken at Student Central (Room 1120, Western Student Services building).

Student Center—Login using your Western Identity

Personal Information

- Update your Address and Phone Number
- Release of Information
- Update your Emergency Contact Information
- Remove your information from the Western Directory

Academics

- View your enrollment
- View your grades
- View your Web Academic Report
- Order an Official Transcript
- Apply to Graduate

Finances

- View Statement of Account
- View your T2202A tax form

student.uwo.ca



Student Finances

Term Activation

Graduate academia at Western operates on a three-term annual cycle. Approximately one month before the upcoming term, new and continuing students are activated. Your activation prepares your student record for course registration, funding, fees, and various other activities related to your attendance at Western as a graduate student.

Tuition Fees

Fees are set by the University and approved by Senate for Fall/Winter, and separately for Summer. Once approved, they are published on the Office of the Registrar's Fees and Refunds web page (https://www.registrar.uwo.ca/student_finances/fees_refunds/index.html).

Your Statement of Account can be viewed by signing into the Student Center (<https://student.uwo.ca/>). Fee bills and statements of account are not printed or mailed out to students. If you need proof of payment or registration for an external agency, you can print a summary online via the Student Center.

All fees must be paid as indicated on your Student Center account. Payments received after the published due date will be assessed a late payment charge. Students in professional education programs are assessed tuition each term only after they are enrolled in their course(s) for the term. You will not see any tuition charges to your account until you are officially enrolled in course(s) in Student Center.

Note: For students in the Field of Teaching English to Speakers of Other Languages (TESOL) program who enroll in a course, drop that course, and re-enroll in the same course in the Student Center, they may be charged tuition twice for that course. If you need to change your schedule, contact the graduate education office for assistance.

For tuition payment methods, including how to arrange payment from outside of Canada, please consult the Office of the Registrar's Fees and Refunds page (https://registrar.uwo.ca/student_finances/fees_refunds/online_statement_of_account.html).

OSAP

For information on the Ontario Student Assistance Program (OSAP), please visit the OSAP website (<https://www.ontario.ca/page/osap-ontario-student-assistance-program>) and the Office of the Registrar's OSAP web page (https://www.registrar.uwo.ca/student_finances/osap_government_loans/ontario_student_assistance_program_osap.html).

Tuition will only be remitted from your OSAP funding if you agree to this on your OSAP application. If your OSAP funding is not enough to cover your full tuition, the outstanding



balance must be paid by the posted due date. If you are unable to pay your fees contact Student Financial Aid for a possible deferment.

Student Financial Services can be contacted by calling (519) 661-2100 or emailing finaid@uwo.ca.

Funding Sources

Students seeking funding should check the Graduate Programs' Scholarships page (<https://www.edu.uwo.ca/csw/grad/fees-and-funding.html>) and the School of Graduate and Postdoctoral Studies' Funding Opportunities page (<https://grad.uwo.ca/finances/index.html>). Please note that, for most funding, students must be activated as full-time students and are restricted to Canadian Citizens or Permanent Residents of Canada.



SOGS Health Insurance

Full-time students are automatically enrolled in the SOGS health and dental plan. Students are assessed their annual premium in September (appears in Fall fees) and have access to their plan benefits through August 31 of the same academic year. If you have alternate coverage and wish to opt out of the SOGS health and dental plan, you have to submit your request online through the Graduate Student Web Services Portal at <https://grad.uwo.ca/student/> by September 30 each year. Part-time students are not automatically enrolled in the SOGS health and dental plan but may opt in through SOGS. To opt-in to the SOGS health and dental plan (for yourself or your family), you have to submit the "Health Plan OPT-IN" form located on the SOGS website at <https://sogs.ca/healthplan/#Opt-in> and submit it to the SOGS office, UCC Room 260, by September 30 each year.

Please visit <https://www.studentcare.ca/> for information about the SOGS Health and Dental Plan.

SOGS Health and Dental plan Opt In/Out Out by **September 30th** each year (<https://www.studentcare.ca/>).

University Health Insurance Plan (for International Students)

University Health Insurance Plan (UHIP) is a mandatory health care package for international students and their dependents. International students are automatically enrolled in UHIP for the twelve months (September 1 to August 31) of the current academic year.

After arriving at Western, International students receive an email directing them to a website to download and print their UHIP card. The UHIP fee amount is posted on the student's Statement of Account in the Student Center. Students are responsible for paying their UHIP premium and will not be considered registered in their program until their premium is paid.

If a student's spouse, common-law partner, or children are accompanying them in Canada, they must also be enrolled in UHIP while here. Dependents are not automatically enrolled. Application forms to enroll dependents are available at Human Resources (Support Services Building, Room 5100).

For more information, please visit the International Student and Exchange Centre - UHIP page (https://international.uwo.ca/studentservices/new_students/health_care_and_wellness/university_health_insurance.html) or the University Health Insurance Plan website (<https://uhip.ca/>).





Registration and Regulations

Policies

Students need to be familiar with and adhere to the Graduate Programs policies as listed on the Policies page of our website at (<https://www.edu.uwo.ca/csw/grad/index.html>) and the School of Graduate and Postdoctoral Studies' Regulation listed at (https://grad.uwo.ca/about_us/policies_procedures_regulations/index.html).

Continuous Enrollment

Graduate students must maintain continuous registration and pay fees in each successive term from the initial registration until all degree requirements are completed. "Registration" may include a course or other degree requirements. Students will apply to graduate in the term when they complete their final program requirement.

Academic Offences/Plagiarism

Please review the information on the School of Graduate and Postdoctoral Studies' website regarding scholastic offences, including plagiarism (https://grad.uwo.ca/about_us/policies_procedures_regulations/index.html).

Plagiarism – the "act or an instance of copying or stealing another's words or ideas and attributing them as one's own." (Excerpted from Black's Law Dictionary, West Group, 1999, 7th ed., p. 1170). This concept applies with equal force to all academic work, including theses, assignments, or projects of any kind, Comprehensive or Qualifying examinations, laboratory reports, diagrams, and computer projects. Detailed information is available from instructors, Associate Deans, or the School of Graduate and Postdoctoral Studies. Students also may consult style manuals held in the University's libraries (see <https://guides.lib.uwo.ca/educationalleadership/citationandstyleguides>). Students must write their essays and assignments in their own words. Whenever students take an idea or a passage from another author, they must acknowledge their debt both by using quotation marks where appropriate and by proper referencing, such as footnotes or citations. Western University uses software for plagiarism checking. Students may be required to submit their written work in electronic form for plagiarism checking. Please also see the Student Code of Conduct (<https://www.uwo.ca/univsec/pdf/board/code.pdf>).

Request for Relief

Should a situation arise such as the following, contesting a particular grade or exam mark, seeking an exemption from Senate academic regulations (e.g. progression or graduation requirements), or challenging decisions made by academic-advising or dean's offices; students may request relief on grounds such as medical or compassionate circumstances, other extenuating circumstances beyond their control, bias, inaccuracy, or unfairness, and must support their request with evidence. Graduate-student requests go first to their program and then to the Vice-Provost (Graduate and Postdoctoral Studies). If the dean's (or Vice-Provost's) decision is unsatisfactory, students may further appeal to the Senate Review Board Academic



(SRBA), provided the request falls within its jurisdiction and is filed within six weeks. Full details of the request for relief policy can be found here (https://uwo.ca/univsec/pdf/academic_policies/appeals/requests_for_relief_from_academic_decisions.pdf).

Academic Integrity Module

All incoming graduate students are required to complete the School of Graduate and Postdoctoral Studies' Academic Integrity module to progress beyond the first term of their degree (https://grad.uwo.ca/academics/academic_integrity.html). If it is not completed, you will not be registered in the next term.

This short module is designed to provide you with the necessary knowledge and resources to abide by academic principles during your graduate career and to help combat scholastic offenses. When they finish the module, students must complete a short test to evaluate their knowledge of academic integrity. Students have unlimited opportunities to pass the module, and failure to do so will prevent them from progressing beyond the first term of their degree.

Students can access the module in the Graduate Student Web Services Portal (<https://grad.uwo.ca/student/>). Instructions regarding access and how to complete the quiz are emailed to students in the first week of the first term.

Leave of Absence

The Vice-Provost (Graduate and Postdoctoral Studies) may grant a leave of absence for pregnancy, parental, medical, or compassionate grounds, generally to a maximum of three terms or 12 months, on the recommendation of the Graduate Program Office. While on leave, students are expected to be away from normal activities as graduate students (e.g. attending classes, conducting research).

Normally, the leave will coincide with the start and end of terms. Requests for Leave of Absence are completed online on the School of Graduate and Postdoctoral Studies' website by logging in to the Graduate Student Web Services Portal (<https://grad.uwo.ca/student/>). More information about Leaves of Absence can be found in Section 4.06 of the Graduate Regulations (https://uwo.ca/univsec/pdf/academic_policies/grad_postdoc/registration.pdf).

Withdrawals

If you must withdraw from the program, you can do so through the SGPS Graduate Student Web Services Portal (<https://grad.uwo.ca/student/index.cfm>) under "Change of Registration". Assuming the student is in good standing at the time of withdrawal, they will be invited to reapply to the program. If the student does so within two years of withdrawal, the Graduate Programs Office will generally recommend that advanced standing be given for all courses completed at the time of withdrawal. If the student reapplys after these two years, they apply and go through the same competitive process as first-time applicants. Typically, advanced



standing would be recommended only for up to two half-courses or one full course. Please contact the Graduate Programs Office for information and assistance with reapplication procedures following a voluntary withdrawal.

Alternatively, the Graduate Programs Office or the School of Graduate and Postdoctoral Studies can withdraw a student for failure to meet admission conditions, progression requirements, specified deadlines for completion, or failure to pay fees. Graduate students are expected to meet progression requirements in a timely fashion according to milestones specified by the program concerned. If the Associate Dean (Graduate Programs) and/or Supervisor judge that the process in scholarly work or research is unsatisfactory, a student may be required to withdraw at any time. In addition, a graduate student must maintain at least a 70% average, calculated each term over all courses taken for credit, with no grade below 60%. A student who fails to meet this standard will be considered not to be making satisfactory progress towards the degree.

Once withdrawn from a program (and the School of Graduate and Postdoctoral Studies), the person is no longer a student and may not attend classes, receive supervision, or have access to any University resources.

Conditions on Offers of Admission

Official transcripts, final transcripts, proof of Study Permit etc. – In the case of a Study Permit, fee bills will not be produced, nor will you be registered in courses until you clear this condition. Final transcripts must be provided as soon as they are available. For those who have just completed a previous program, you must wait until your transcript specifies “degree conferred.” Please contact the Graduate Programs Office if you have questions about outstanding admission conditions.

Western Transcripts

Current and former students can order their Western transcript in four different ways: in person, by mail, by fax, or online. A student’s transcript is a confidential document. To ensure student records are kept secure, the student’s signature is required for verification purposes, or if ordering online, a combination of your student number and personal identification number (Access Code) is required before copies of your academic record can be released. For more information please visit http://www.registrar.uwo.ca/student_records/transcripts/index.html.

OCT Record

Please note that the Graduate Programs Office does not have a reporting relationship with the Ontario College of Teachers (OCT) as the Teacher Education (formerly, Preservice) and Aspire (formerly, Continuing Teacher Education) Offices do. Once you complete your degree requirements, you will need to order an official Western transcript and send it to the OCT for your record to be updated.

FIPPA/Release of Information

You may from time to time hear the acronym “FIPPA,” which stands for Freedom of Information and Protection of Privacy Act. This Act bounds many of our processes such as the collection,



storage, and release of personal information. For example, the Graduate Programs Office is not permitted to distribute personal information such as your phone number and address, to anyone – including your instructors, without your consent. We are, however, permitted to distribute such information to other Western staff when it is required for them to do their jobs. See also Section 1.02 of the Graduate Regulations (http://grad.uwo.ca/current_students/regulations/index.html) as well as Western's Privacy web site (www.uwo.ca/privacy).

Forms and Confirmation of Registration Letters

For informal verification letters (i.e., not needing the University Seal), please see your Graduate Affairs Assistant. For Statements of Registration, Canada Pension Plan, Orphan's Benefits, Scholarship Voucher/Passport to Education (BC), or forms/letters requiring University Seal, please see Student Central in room 1120, Western Student Services Building. Please note that there is a charge for documents requiring the University Seal.

Dates and Deadlines

Important dates and deadlines are posted on the Important Dates page of the Graduate Programs' website at <http://grad.uwo.ca/>. Thesis timelines are listed on the Timetables and Timelines page at https://www.edu.uwo.ca/CSW/my_program/graduate-degrees/timetables_etc.html.

Privacy and Code of Conduct Within Online Courses

All policies, procedures, codes of behaviour, and rules related to privacy and conduct at Western University apply to anyone using its online systems and resources. The Faculty of Education, on behalf of the university, takes appropriate measures to protect the security and confidentiality of information within its facilities.

OWL and other software used by the Faculty of Education, such as Mahara and WordPress, are stored on secure servers on the Western University campus. Any personal information voluntarily disclosed or posted on OWL or Mahara will not be shared on the Internet, with employers, or with other Western members. Sharing personal information on social media and cloud applications is the student's responsibility.

In courses at the Faculty of Education, instructors may incorporate multimedia activities or assignments that require you to use social media and/or cloud-based applications. Students with personal concerns or restrictions due to their geographic location should contact the instructor immediately to arrange alternative options.

Please see the Statements of Online Privacy and Conduct and Code of Online Conduct (available in your course site) for more information.



Courses

Terms

The academic year is divided into three terms: Fall, Winter, and Summer. The Summer term is further subdivided into an Intersession and a Summer Session. Fall and Winter courses typically run for 12 weeks (or the equivalent). Intersession courses run for eight weeks beginning in May. Finally, Summer Session courses run for four weeks beginning in July.

Course Registration

Professional programs operate on a “cohort model,” which means that you are automatically enrolled in your required course each semester. Individual course registration by you is therefore NOT required. If you wish to take an additional course in addition to the graduate course required by the timeline of your cohort, please contact the Graduate Programs Office.

Note: Students in the Field of Teaching English to Speakers of Other Languages (TESOL) program are required to enroll in courses themselves. Students in the TESOL program will enroll in courses individually each term and have the option to choose the section of the required courses they would like to enroll in.

Each term, a few weeks before the end of the term, we do the “course upload” process, which formally registers you for the following term. Once this occurs, you will see your courses in the Student Center.

Add/Drop Period

Add/drop is not often required for most professional programs, as students are enrolled only in courses that are mandatory for program completion. For the fall and winter terms, Add/Drop takes place the first week of classes. For Intersession and Summer Sessions, you may add/drop after your first class only due to the condensed schedule of these sessions. Summer Online follows the same rules as the Fall and Winter terms. All courses in the programs are required and must be completed in sequence. Students may not drop mandatory courses without an alternative plan for completing the program. If there are any issues with your course enrolment, please contact the Graduate Programs Office.

Note: Students in the Field of Teaching English to Speakers of Other Languages (TESOL) can manage their schedules during the add/drop period with assistance from the graduate education office, as the TESOL program requires course self-enrollment.

Timetables

Timetables are posted on the Graduate Programs Office’s website at (<https://www.edu.uwo.ca/csw/grad/index.html>). Timetable information is not published in the Student Center.



Course Descriptions

Course descriptions are posted on the "Course Descriptions" page of the Graduate Programs website at (<https://www.edu.uwo.ca/csw/grad/index.html>).

Class Attendance

Students are expected to attend all classes. In the case of absence, instructors may assign additional coursework. Typically, students who are absent from two or more of their classes may be assigned a grade of "F" (Fail) (Graduate Studies Subcommittee - December 3, 1999).

For online courses, participation will be determined by the instructor/professor in the course outline and will reflect the same principles as the attendance policy for on-site courses.

Courses at other Faculties/Institutions

Graduate Education students may request permission to take up to 2 half-courses or 1 full course in other faculties at Western or at other accredited universities. Provincially and nationally, this is referred to as "(Ontario) Visiting Graduate Student" or "(O)VGS." Permission must be obtained from each institution or faculty involved. The required application form for the OVGS program is available on the School of Graduate and Postdoctoral Studies website (https://grad.uwo.ca/admissions/visiting_students.html).

OWL

Online and onsite courses are available via the OWL Brightspace platform, and instructors of onsite courses also use this tool to varying degrees. Access to a course in OWL is typically open



on the first business day of each term. Please note that although your access may be granted before the first business day, course content may not be posted until closer to the scheduled class term. Your Western University login and password are required to access the course. Access to OWL is found here (<https://wts.uwo.ca/owl/>).

Grades

Final grades can be viewed on the Student Center (<https://student.uwo.ca/>). Please note that grades for continuing students are not due until a couple of weeks into the following term (including the Summer, regardless of which session you study in) and will show in the Student Center shortly thereafter. The Graduate Programs Office is not at liberty to provide students with grades.

Textbooks

Education texts and materials can be purchased from Books Plus (located in the plaza at the corner of Sarnia and Western Roads) or on main campus the Bookstore is located in Room 7 (lower level) of the University Community Centre. Please visit (<https://www.bookstore.uwo.ca/>) for business hours. Typically, you will be provided with textbook information on the first day of



class. To order textbooks online, go to the Bookstore website, and they will ship overseas in approximately one week for a fee.

Asynchronous and Synchronous Learning (Online Courses)

As an online student, most of your coursework will be asynchronous or self-paced. This means you're free to access course materials and complete activities and assignments at your own convenience and from your own location. However, course instructors will specify due dates for readings and assignments. You are responsible for meeting all deadlines listed in the course syllabus.

Your instructor might ask students in your course to participate in synchronous, or 'live,' session learning. This involves logging into the OWL synchronous tool, Collaborate, to meet virtually with others in the course at the same time. Your instructor will provide more information about what to expect for synchronous learning (if applicable) within your courses.

For online courses, students are required to have access to the following:

- High-speed Internet access
- Access to a computer that enables connection to outside websites (flexible firewall restrictions)
- Multimedia playback capabilities (video/audio)
- Webcam
- Computer capable of running a recent version of Internet Explorer, Safari, or Firefox; and/or Cisco MOVI client for PC or Mac
- Audio headset and microphone for computer



Faculty of Education Building Resources

After Hours Building Access

Card access is in effect at the Faculty of Education building between 10:00 pm and 6:00 am, Monday to Thursday, starting at 6:00 pm on Friday, and on the weekends. Students need their Western ONECard to enter the building during these hours.

Wireless Internet Access

Wireless internet access is available at the Faculty of Education Building and many campus locations. Please refer to the Wireless Coverage Map for specific buildings and areas with wireless coverage located at (<https://wireless.uwo.ca/coverage.html>). When you open a browser and connect to the Western network, you will be redirected to the Wireless Network Log-In Page. You will use your Western Identity credentials to log in.

Lockers

Please see the Teacher Education Office (Room 1131) if you wish to rent a locker in the Faculty of Education Building. The cost to rent a locker is \$25.00/year*, or \$40 for 2 years.

Printing

Printing is available in rooms 1130 (First year PhD student room), 1135 (Upper year PhD student room), 1111 (MA student room), and the library.

Photocopiers/Scanners

In the Library, the photocopiers operate using your PaperCut account. Money can be loaded to your account via your credit card, or you can purchase a paper voucher at the library.

Accessibility

Western University is committed to achieving barrier-free accessibility for people with disabilities studying, visiting, and working at Western. As part of this commitment, there are a variety of services, groups, and committees on campus devoted to promoting accessibility and ensuring that individuals have equitable access to services and facilities. For information on accessibility resources available at Western, please visit the Accessibility at Western website (<https://www.accessibility.uwo.ca/index.html>). Western's Campus Accessibility Map (<https://www.accessibility.uwo.ca/doc/floorplan/campus.pdf>) may help locate accessible routes between buildings on campus.



Getting Around

Campus Maps

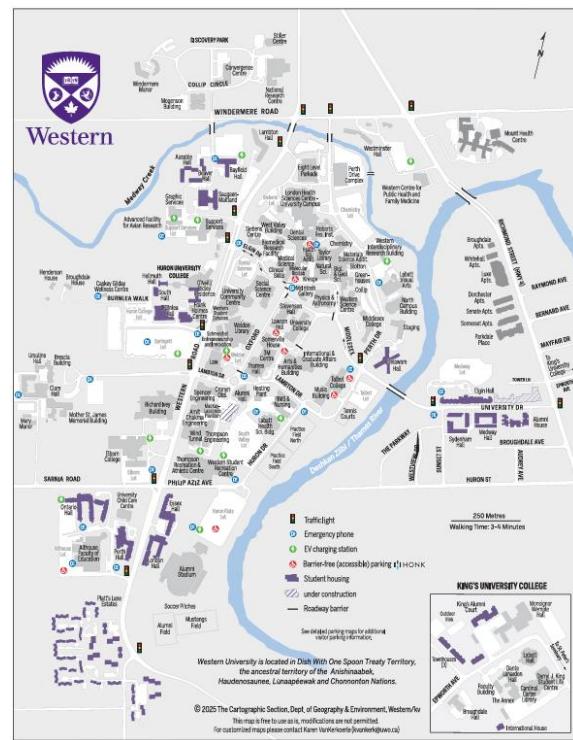
The following link takes you to several campus maps (<https://www.uwo.ca/about/visit/maps.html>). Also on this page is information about visitor parking, driving directions to Western, accessibility, housing, campus recreation, and campus safety.

Building Abbreviations

For a complete listing of campus buildings, please consult the online Western Directory available here: www.uwo.ca/westerndir/help/buildings.html

Parking

Located in room 4150, Support Services Building. Open Monday – Friday from 8:30am-4:30pm. Parking permits are transponders that activate electronic gates. Parking information and rates can be located at (<https://www.uwo.ca/parking/>). Student card and insurance information are required for pickup.



London Transit bus schedules can be found on the London Transit website (<https://www.londontransit.ca/>).

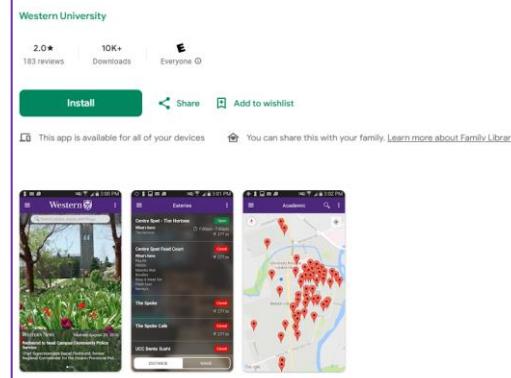
WesternU Mobile

Get WesternU Mobile for iPhone and Android! Western's new mobile app features designed to

Bus Pass

For full-time students only, the cost is included in ancillary fees. There is no opt-out option for this cost. Available in the SOGS office, room 260, UCC. Graduate students will need to present their student card to receive their bus pass. SOGS office hours are Monday – Friday: 9:00 am-4:00pm.

WesternU Mobile





give you access to even more of what Western has to offer.

- Transit information
- Maps
- OWL/Brightspace
- Western Eateries
- News
- Library
- Western Directory
- Events Calendar



Campus Services

Society of Graduate Students (SOGS)

SOGS is a student group established in 1964 to work on behalf of all graduate students at Western. It consists of an executive body and a council that includes more than 100 representatives from graduate departments across campus. SOGS administers several benefits for full and part-time graduate students, including health, dental, and vision coverage. In addition, SOGS offers its members several bursaries and subsidies, including travel, child care, and thesis subsidies, and Ontario Student Opportunity Trust Fund, Out of Province, Grad Club, and travel bursaries. SOGS coordinates the Western Graduate Review, an online publication highlighting graduate student research at Western, and works with the School of Graduate and Postdoctoral Studies to organize the Graduate Student Teaching Awards. SOGS also partners with the Canadian Federation of Students to provide benefits such as the StudentSaver discount card and the International Student Identity Card (ISIC), which provides discounts on airfare, train, and bus tickets. Finally, SOGS owns and operates the Grad Club, a restaurant and bar located in Middlesex College for graduate students, faculty, and staff. The Grad Club features a big screen TV and live entertainment. Plus other social events throughout the year.



SOGS COUNCILLORS: A request will be sent via email in September for volunteers (likely 3 or 4) who will attend monthly meetings and represent Graduate Education Students. Nomination forms can be found at [\(https://sogs.ca/documents/\)](https://sogs.ca/documents/).

Campus Recreation

All full-time graduate students have access to campus recreation facilities and programs as part of their ancillary fees. Part-time graduate students may purchase a membership for a low monthly rate. Graduate students also have the option of adding family members (partners and children) to their memberships for very reasonable rates. Your Western ONECard is required for access.



Western Campus Recreation provides a variety of drop-in activities, intramural sports, instructional courses, sport clubs, and wellness services to meet the diverse fitness and recreation needs of all Western students. More information on Campus Recreation can be located on their website at



(<https://westernmustangs.ca/sports/campus-recreation-home>).

Conflict Resolution/Ombudsperson

If you have a university-related problem or concern, please visit the Office of the Ombudsperson website at (<https://www.uwo.ca/ombuds/>).

Student Wellness and Well-being Services

Student Health Services provides medical and counselling services year-round through a team of doctors. Doctors at Student Health Services work in the same capacity as your family doctor and can order x-rays, blood tests, and make referrals to specialists and physiotherapists. For more information, visit their website at (<https://www.uwo.ca/health/shs/index.html>).

Mental Health

Students seeking help regarding mental health concerns are advised to speak to someone they feel comfortable confiding in, such as their faculty supervisor, their program director (graduate chair), or other relevant administrators in their unit. Campus mental health resources may be found at (<https://www.uwo.ca/health/psych/index.html>).

To help you learn more about mental health, Western has developed an interactive mental health learning module, found here (https://www.uwo.ca/hr/safety/mental_health/index.html). This module is 30 minutes long and provides participants with a basic understanding of mental health issues and available campus and community resources. Topics include stress, anxiety, depression, suicide, and eating disorders. After completing the module, participants receive a certificate confirming their participation.

Health and Wellness provides professional, confidential psychological services free of charge to all Western students. As well as group workshops and community support for a wide range of student concerns. Same-day crisis appointments are available. To book an appointment call 519-661-3031. They are in Room 4100, Western Student Services Building. For more information, please visit their website at: www.sdc.uwo.ca/psych/index.html.

Learning Development & Success

The Learning Development & Success team provides an array of integrated professional and accessible services that help staff and graduate and undergraduate students achieve their personal, academic, and professional goals in a confidential and caring environment. This service is available to both successful students who want to maintain their already strong skills and those who have academic difficulties.

Counsellors provide information and support to Western students to help them improve or maintain their academic performance. Undergraduate and graduate students who experience academic setbacks, as well as students who want to maintain exceptional academic standing can access the resources available at Learning Development and Success. They are in Room 4100, Western Student Services Building. For more information, visit (<https://learning.uwo.ca/>).



Writing Support Centre

Offers free comprehensive writing support to students and all other members of Western University. One-on-one appointments, drop-in services, and workshops and seminars are available. Specifically for graduate students, the Writing Support Centre offers the GradWRITE! Program (https://writing.uwo.ca/gradsdocs/gradwrite_seminars.html) that offers seminars on writing topics specifically for graduate students. Information on this, and other services offered by the Centre, can be found online at (<https://writing.uwo.ca/>).

Indigenous Services

Indigenous Services offers a variety of services and programs designed to help Indigenous students succeed at Western. Resources include a computer lab exclusively for Indigenous students, a job board, a quiet study area, an archival collection of more than 1,200 books (available in Weldon Library), and a variety of other academic, research, and informational resources. Services include a Visiting Elder Program, a Cultural/Personal Counsellor, and administrative support to serve as liaison between students, the University, and Indigenous communities. Indigenous Services is in the Western Student Services Building, Room 2150. For more information, visit their website at (<https://indigenous.uwo.ca/>).

International Student Services

Students from other countries who recently arrived on campus are advised to contact International Student Services. Getting settled in Canada involves addressing immigration regulations, financial matters, and personal/cultural adjustment issues. Visit the International Student Services website at (<https://international.uwo.ca/studentservices/>) for all the information international students need to be aware of upon arrival at Western. The ISS website also contains comprehensive information on study permits (<https://international.uwo.ca/studentservices/visas/>).

Accessible Education

Accessible Education assists students who have ongoing conditions or challenges that may include chronic illnesses, chronic pain, attention deficit disorders, learning disabilities, psychiatric disorders, vision, hearing, or mobility impairments. Help access locations, services, technology, and information at Western. Academic accommodation can also be arranged. Accessible Education offers the Adaptive Computing Technology Centre on the 4th floor of the Western Student Services Building, as well as the Access Lab and Learning Opportunities Lab in the Weldon Library. A comprehensive list of the services available to students at Accessible Education can be found on their website (https://academicsupport.uwo.ca/accessible_education/index.html).

Off-Campus Housing

Western's Off-Campus Housing Service maintains an online list of housing available throughout the City of London. Students also have access to the Off-Campus Housing Resources in Room 3C1 Ontario Hall, Monday to Friday from 8:30 am to 4:30 pm. Visit Off-Campus Housing online



at (<https://offcampus.uwo.ca/>).

On-Campus Housing

Western University offers students the option to rent apartments or townhouses on campus. More information can be found on Western's Housing website. More information regarding rental rates and eligibility can be found on their website (<https://apartments.uwo.ca/>).

Family Support

Western recognizes the immense challenge in juggling research/work with familial responsibilities, and we are dedicated to supporting the needs of those in the Western community who strive for greater balance in their personal and professional lives. The Family Support website has been developed to inform parents, both current and expecting, of the many resources available to them on campus and throughout the city of London. For more information, visit (https://www.uwo.ca/campus_life/family/index.html).



Important Contacts

Graduate Programs

- Location: Room 1166, Faculty of Education Building
- Office Hours: Monday –Friday (Excluding Holidays)
 - 9:00 am — 4:00 pm
- Address: Graduate Programs Office
1137 Western Road
London, ON, N6G 1G7
- Phone: 519-661-2099
- Fax: 519-661-3029
- E-Mail: graded@uwo.ca
- Web: www.edu.uwo.ca/graduate-education

School of Graduate and Postdoctoral Studies

- Location: Room 1N07, International and Graduate Affairs Building
- Office Hours: Monday –Friday (Excluding Holidays)
 - 9:00am—4:00pm
- Phone: 519-661-2102
- Fax: 519-661-3730
- Web: <http://grad.uwo.ca>

Education Research Office

- Location: Room 1161, FEB
- Phone: 519-661-2111 ext. 88068
- Fax: 519-661-3095

Office of the Registrar

- Location: Room 1120, Western Student Services
- Phone: 519-661-2100
- Fax: 519-850-2590
- Live Chat: <https://westernchat.uwo.ca/>
- Web: www.registrar.uwo.ca

WTS (Computer, E-Mail, OWL Help, Main Campus)

- Location: Support Services Building
- Phone: 519-661-3800
- Webform: <http://itshelp.uwo.ca>
- Web: <https://wts.uwo.ca/index.html>

Society of Graduate Students (SOGS)

- Location: Room 260, University Community Centre



- Phone: 519-661-3394
- Fax: 519-661-3374
- E-Mail: sogs@uwo.ca
- Web: www.sogs.ca

Western Directory

Search Staff, Faculty, or Students

- Web: <http://www.uwo.ca/westerndir>

Faculty of Education, Impact Centre

Tech Support for labs and printing

- Location: Room 1038, FEB
- Phone: 519-661-2111 ext. 84839
- E-Mail: edu.tech.support@uwo.ca

Education Resource Center

- Location: Room 1135, FEB
- Hours: Monday – Friday
 - 12:30 pm – 4:30 pm
- Phone: 519-661-9031
- E-Mail: edulib@uwo.ca
- Web: <https://www.lib.uwo.ca/education/>

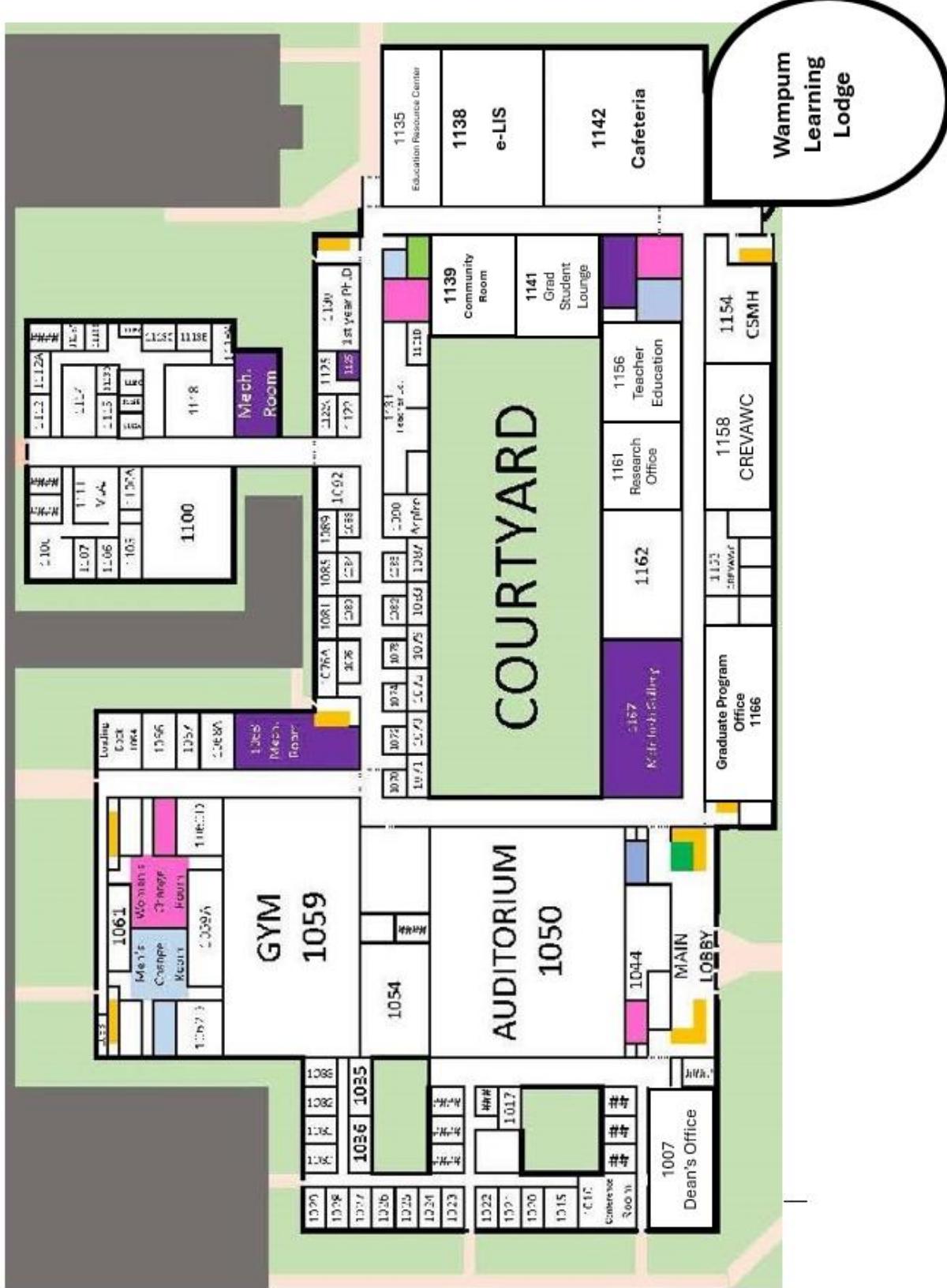
Faculty of Education Graduate Programs Policies

<https://www.edu.uwo.ca/csw/grad/forms-and-guides.html>

School of Graduate and Postdoctoral Studies, Regulation

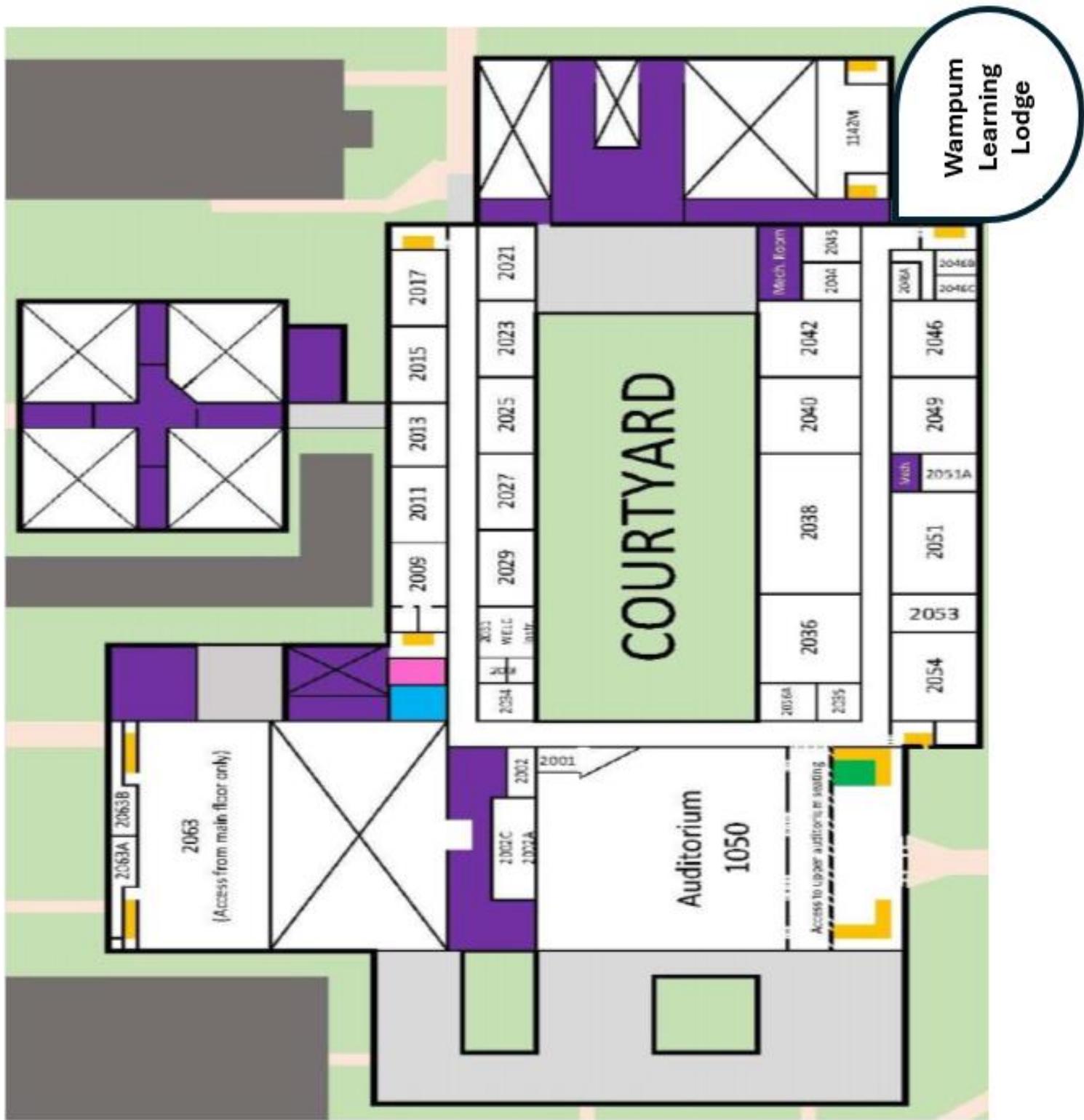
http://grad.uwo.ca/current_students/regulations/index.html

Faculty of Education Building Map, First Floor



Faculty of Education Building Map, Second Floor

Western University, Campus Map, London, Ontario, Canada





Western University, Campus Map, London, Ontario, Canada

