

Welcome to the English Language Program at Mount Royal University

This handbook will answer many questions you may have about our programs and services at Mount Royal. We are here to assist you in any way possible during your time with us.

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Introduction

Mount Royal University was established in 1910 as a community college, and we have provided English as a Second Language (ESL) classes since 1973. The Languages Institute was created in 1989 and is part of the Office of International Education at Mount Royal.

Philosophy

The purpose of the English Language Program is to provide comprehensive language instruction in a supportive atmosphere to adults. Our goal is to help language students to deal successfully with future academic, personal, cultural and/or professional interactions. Our classroom practice and administration is based on the following values: professionalism, respect, consistency, open communication, cultural sensitivity, innovation, co-operation and life-long learning.

Accreditation

The Languages Institute's full-time English language program is accredited by Languages Canada and meets or exceeds the rigorous standards of that organization.

Languages Canada has a Dispute Resolution procedure if a student is not satisfied with the outcome from within Mount Royal University.

Contact: www.languagescanada.ca

Expectation

We expect Languages Institute students to take responsibility for their learning. There is an average of two to four hours of homework per day. Students are expected to participate in group work, give presentations, take part in field trips connected to their class work, and be active learners in the classroom.

Hours of Operation

The Office of International Education is open from Monday to Friday, 8:30 am to 4:30 pm, and is located in the Bissett School of Business Building, room EB3021.

Holidays

Classes are not scheduled on statutory holidays. All campus locations are closed to the public on:

Labour Day	Good Friday
Thanksgiving	Easter Monday
Remembrance Day	Victoria Day
Christmas Week (December 25 – January 1)	Canada Day
Family Day	Heritage Day

Commonly Called Numbers

International Education Main Number	403-440-5100
Manager	403-440-5140
Program Coordinator	403-440-5141
Program Assistant	403-440-5139
Communications & Events Coord.	403-440-5129
MRU Program Areas	
Admissions & Recruitment	403-440-5000
Continuing Education Registration	403-440-3833
Bookstore	403-440-6300

Health Services	403-440-6326
Student Learning Services	403-440-6452
Library Information	403-440-6140
Residence Information	403-440-6275
Security	403-440-6897
Campus Card Office	403-440-7711
Parking Office	403-440-6914
Mount Royal Recreation	403-440-6517
Skills Investment Program	403-440-6304
Student Counseling	403-440-6362

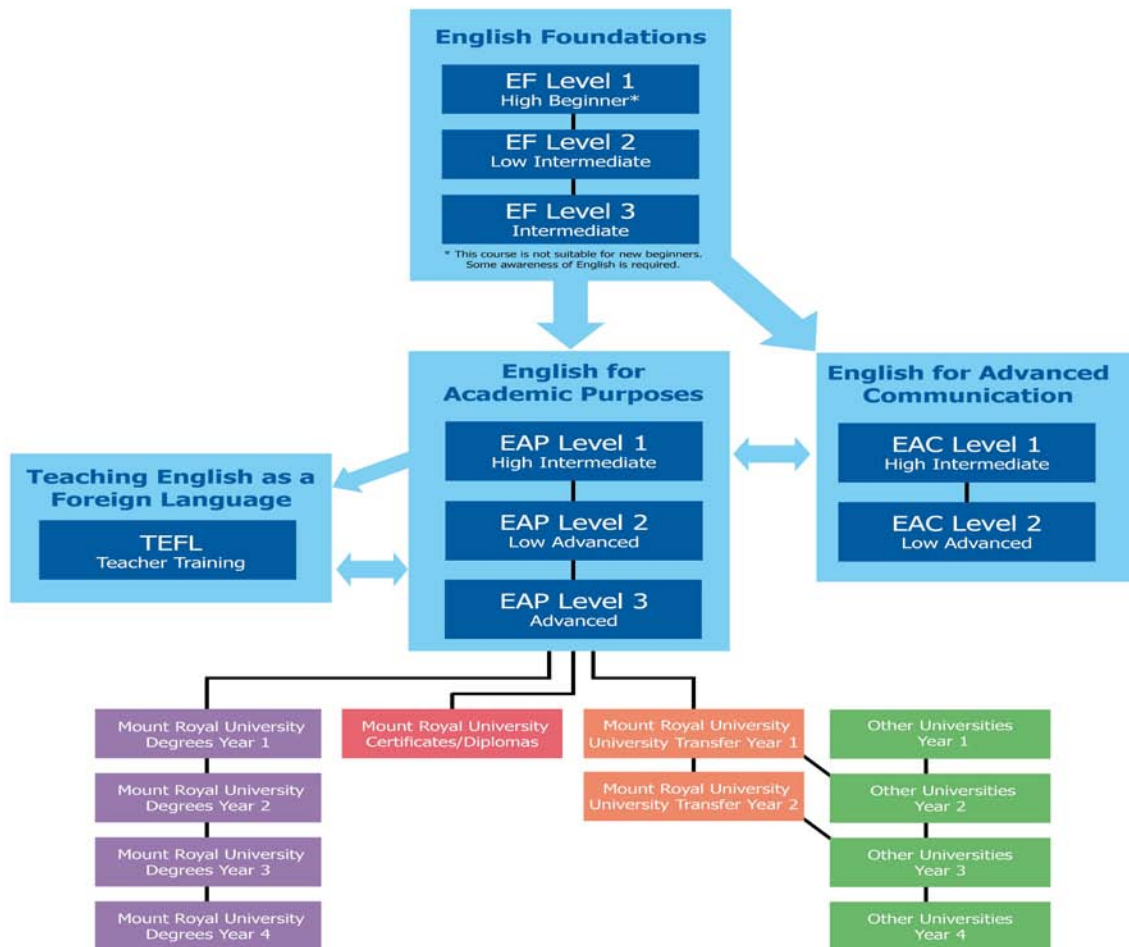
English Language Program

There are four full-time English language programs at Mount Royal University: English Foundations (EF), English for Academic Purposes (EAP), English for Advanced Communication (EAC) and Teaching English as a Foreign Language (TEFL).

Students meet every day (Monday-Friday) in the morning or afternoon for 270 hours of classroom instruction per term. Classes run three times a year: Fall (September to November), Winter (January to March) and Spring (April to June).

All new students must write a placement test in order to determine their level in the program.

Full-time English Language Programs



***This course is not suitable for new beginners. Some awareness of English is required.**

Full-time English Language Programs

English Foundations (EF)

EF Levels 1 - 3 focus on general language development to the intermediate level in preparation for further specialized language study. The program emphasizes listening and speaking skills for inside and outside the classroom as well as writing, reading and grammar skills.

English for Advanced Communication (EAC) Program

EAC 1 and EAC 2 help students develop high intermediate to low advanced oral fluency and accuracy. The core program (3 days per week) emphasizes listening, speaking and reading and also teaches writing and grammar. The modules (2 days per week) focus on specialized language skills and cultural content.

English for Academic Purposes (EAP) Program

EAP Levels 1 to 3 focus on academic preparation for students who plan to enter university, college or technical school or take a standardized English exam such as TOEFL. The program includes academic reading and writing, more advanced grammar, and listening and speaking useful in an academic setting. Graduates of EAP Level 3 (with an 80% average) satisfy the language proficiency requirement for degree, applied degree, diploma, and university transfer programs at Mount Royal University.

TEFL Program

The Languages Institute offers a full-time teacher preparation program for those planning to return to their home country to teach English as a Foreign Language (TEFL). Registration is limited to students at the MRU EAP 2 ability level. Students receive two certificates:

- 1) ACE TESOL certificate – an introductory teacher training course with a 10-hour practicum.
- 2) TEYL certificate – a course focused on skills, strategies and materials appropriate for children to young adults.



Part-time English Language Program

The Languages Institute also offers part-time English as a Second Language classes: Refer to the Continuing Education Calendar, the website or come to the Office of International Education (EB 3021) for more information.

Speak Up!

This class allows you to practice your conversation skills. Topics come from current events, reading, everyday life and interviews.

Write Up!

You will develop and practice your writing skills to function better in an academic setting. Gain confidence and control in sentence level grammar, effective vocabulary choices, use of connectors, and ordering of ideas.

Tune Up!

Develop your English pronunciation. Includes vowel and consonant sounds, word and sentence stress, rhythm and intonation patterns. Suitable for intermediate level students.

Excellence in Spoken English

This course can help improve your speech and focuses on accent modification.

Intensive TOEFL Preparation

This course will prepare you for the iBT exam and includes focused practice in the computer lab.

IELTS Online Tutorial

This is a comprehensive IELTS test preparation program instructing you in all four language skills. Choose either 30 or 90 days unlimited access.

Academic Vocabulary-Online

This Interactive online resource contains a variety of exercises to help students learn 570 of the most frequently-used academic words in English. Choose either 30 or 90 days unlimited access.

Customized Private English Language Instruction

Individual & small group (2-4 people) training in English is available. You choose the area to focus on. Contact Leigh-Ann Duke at 403-440-5102 for more information.

Business English

Manner of Speaking

Gain confidence in your listening and speaking skills for the workplace through theme-based activities.

Business Writing – Office Skills

Learn and develop essential writing and reading skills to function in a professional business setting.

Part-time World Language Program

Credit-free language courses are also offered in Arabic, French, German, Italian, Japanese, Mandarin, Portuguese, Russian and Spanish. Phone 403-440-5102 or come to the Office of International Education (EB3021) for more information.

Admissions

Continuing Students

Deadlines for registration are announced in class near the end of the term. If you have questions about registration, please come to the Office of International Education.

Students can leave the program for one term. After more than one term away, students will need to take another placement test (a test fee will apply).

Requesting a Specific Teacher

If you want to request a specific teacher for the next term, you must request that teacher when registering. However, we cannot guarantee teacher requests.

Changing Classes

Moving to a Higher or Lower Level

Based on challenge test results from your class in the first three days, your teacher may recommend a move. The final decision to move will be made by Day 4 by the Curriculum Coordinator.

Alternate Teacher

Students who are repeating a level should not have the same teacher again. If that happens, please come to the Office of International Education for assignment to a different class.

Changing Classes at the Same Level

Please note there are limited opportunities to change classes due to class size constraints. Students who want to go to a different class at the same level should follow this procedure:

- Day 3—Students can pick up a form from the Office of International Education to request a move. The forms are numbered and handed out on a first-come first-served basis. Students fill out the form and hand it in to the Office of International Education by the end of Day 3.
- Day 4—Decision Day—the office will decide (based on class size) if the request can be granted. Class size cannot vary by more than 1 student.
- Day 5—Moves Announced—Students should come to the Office of International Education to find out whether they can move or not.

Class Cancellation

A class can be cancelled if there are not enough students. If a class is cancelled, you will be given a full refund.

Complaints

If you have any complaints about your class, **first** talk to your teacher about what's bothering you to see if you can resolve the problem. If this doesn't help, **then** talk to the Program Coordinator. You have the right to complain if you aren't fully satisfied, but you must take the **responsibility** of handling this kind of problem yourself. You cannot get anyone else to speak to the teacher or staff for you. If you need language support, we will help you.

If students have concerns and are unable to resolve them at Mount Royal University, they may refer the matter to Languages Canada.

Extending Your Immigration Permit

If you are an international student and need to extend your study permit or temporary resident visa or need information about immigration matters, please visit the Citizenship and Immigration Canada website at www.cic.gc.ca or come to the Office of International Education.

Fees

Your tuition fees *do not* include any textbooks. Textbooks usually cost approximately \$250 CDN each term. There may be additional costs for field trips your class takes part in.

Note that Mount Royal University charges \$25 for any NSF (non-sufficient funds) cheque.

Name or Address Change

Please tell the Registration Office (A101, window #9) your Calgary address whenever you move or if you are new to Mount Royal. We want to know how to contact you in an emergency.

Transcripts and the Release of Information

All personal information, including exam marks and course grades, are confidential. This information will not be released to anyone outside of Mount Royal unless you request it. Students can have transcripts (official final marks) sent to other institutions by contacting the Registration Office (A101, window #9). There is a fee for this service. Students may also print unofficial transcripts or review grades through MyMRU, without cost.

Withdrawal from a Course

If you have to stop coming to class, please notify the teacher and the Office of International Education. **There are no refunds after classes start.** We will notify Citizenship and Immigration Canada or the Skills Investment Office (as appropriate) if you have many absences or if you are not fulfilling your responsibilities as a student.

Withdrawal Policy:

Students who find it necessary to stop attending must withdraw officially by means of a Languages Institute Withdrawal form. Until a student withdraws officially, the student remains registered and at the end of the term will normally be assigned an "F" grade. Students on a study permit must fulfill the expectations of that permit. Those who follow the proper procedure and are eligible will be assigned a "WD" (meaning "withdrew") on their academic transcript. Supporting Documentation may be required. It is the responsibility of the student to inform the Languages Institute in writing (if he or she intends to discontinue attending class) seven (7) working days prior to the end of term. Telephone withdrawals will not be accepted under any circumstances.

Special Withdrawal Policy:

A student may request approval for a withdrawal for special circumstances at any time during the term, up to and including the last day of the term, on the basis of the following reasons:

1. Serious illness that is verified by a doctor's certificate; or
2. Severe emotional distress verified with a letter from Student Counselling Services.

A request for Special Withdrawal will not be considered after the last day of classes. Students who follow the proper procedure and who qualify will be assigned "WD" on their academic transcript.

Academic Regulations

Code of Student Conduct

Academic dishonesty (e.g., plagiarism, cheating) and non-academic misconduct (e.g., vandalism, harassment) are not tolerated at Mount Royal University. For complete information on the Code of Student Conduct visit www.mtroyal.ca/codeofstudentconduct/ Instances of academic or non-academic misconduct are reported to the Office of Student Conduct and can become a part of a student's permanent record.

Cheating

Honesty, trust, fairness, respect and responsibility are expected from everyone at Mount Royal. All students must do their own work.

Each of the following actions are examples of cheating:

- a) copying another person's work on an assignment or test
- b) plagiarizing – copying word for word or paraphrasing the published work (including the internet) of another person and submitting the work as one's own
- c) helping or trying to help another person cheat
- d) using an electronic device (e.g. Cell phone, MP3 player, iPod) during an exam
- e) using materials not sanctioned by an instructor in order to complete an assignment or exam.

Students who are suspected of cheating will be asked to meet with their teacher and could be (see list of sanctions in the Code of Student Conduct):

- a) given a lower mark on the assignment
- b) given zero on that assignment
- c) withdrawn from the course

Confirmed incidents of cheating will be reported to the Office of Student Conduct and kept on the student's record at Mount Royal.

Non-Academic Conduct

Students are expected to behave responsibly, respectfully and maturely in the classroom and at other Mount Royal facilities. There are consequences for inappropriate behaviour. In addition, students may be responsible for any damage done to facilities or property at Mount Royal University.

Sexual harassment and other forms of discrimination are unacceptable. Please contact your teacher, Program Coordinator, Manager or Security office if you have a complaint about any situation or person. For complete information on the Code of Student Conduct visit www.mtroyal.ca/codeofstudentconduct/

Attendance

Regular attendance is important for success in school. Attendance Policy:

If student arrives.....	The record will show.....
...within the first 30 minutes of class,	...late.
...after the first 30 minutes but before coffee break,	...half absence.
...for the second half of class,	...half absence.
If student leaves.....	The record will show.....
...within first 30 minutes of class,	...full absence.
...after the first 30 minutes but before coffee break,	...full absence.
...for the second half of class,	...half absence.
...within the last 30 minutes of class,	...half absence.

If you have a study permit or you are receiving government funding, the office will report poor attendance to Citizenship and Immigration Canada or the Skills Investment Office. Please call your teacher if you will be absent. You are responsible for finding out what you have missed in class.

Change in Exam Schedule or Assignment Deadlines

Dates for all exams are provided at the beginning of the course by the teacher/level. It is the responsibility of a student who knows in advance that he/she will not be able to write an exam on the designated day to make a request in writing to the teacher for a change in date for the exam. Such a request should be made 2 weeks in advance. Acceptable reasons to change an exam date are:

- Health reasons. This request must be accompanied by a letter from a doctor.
- Emergency related to immediate family. This request must be supported by appropriate documentation.

If a sudden emergency prevents attendance for an exam, the student must contact the teacher before the exam begins. A request to change an exam date may or may not be granted.

Assignments are expected to be handed in on time. If you are unable to meet a deadline for an assignment due to a personal emergency or health issue, you must notify your teacher prior to the deadline for the assignment. The teacher may set a penalty for late or missed assignments or may refuse to accept such assignments.

Crossover from EAC to EAP

When students want to move to English for Academic Purposes (EAP) from English for Advanced Communication (EAC) we will use your original placement result or last level completed in EF/EAP to register you in the next term.

Grades and Exams

You must receive **at least 75%** in **each** area (grammar/reading/writing/listening/speaking) in order to pass to the next level.

Final Grades

Final grades are determined by a combination of coursework and exams. The teacher and course outline will tell you how the final grades will be determined in each class. If you disagree with a grade, please speak to your teacher first.

A	95 - 100%	B-	80 - 84%
A-	90 - 94%	C	75 - 79%
B	85 - 89%	F	below 75%

Appeals and Grievances

The following section only outlines the policies and initial procedures that are possible with regard to appeals and grievances. It is not intended to give all information regarding the policies and procedures. For a complete copy of the policies and procedures, please contact the Registrar's Office or the Office of International Education.

Reasons for Appeal

A final grade for a course may be appealed only for the following reasons:

1. The final grade was not calculated on all of the work you completed and as it was indicated in the course outline. For example, your teacher did not include an assignment or changed the weight from the course outline.
2. There was an arithmetic miscalculation of the final grade. For example, your teacher did not add up the marks correctly.
3. There was an alleged unfair assessment of academic performance. For example, you believe that your teacher did not give you credit for all the work you did.

Procedure for Appealing

To request a review of your final grade, follow these steps:

1. First, talk to your teacher about your final grade.
2. If you are not satisfied, fill out a "Final Grade Appeals" form. These are available from the Office of International Education.
3. Submit Final Grade Appeal. The Manager will contact you.

4. If you are not satisfied with the Manager's decision, get a Final Grade Review form from the Registrar's Office or the Office of International Education and give it to the Registrar within six days of receiving the final grade.

Midterm exams - If your midterm or other grades have reasons for appeal, first speak to your teacher, and if you are not satisfied, speak to the Program Coordinator. The Program Coordinator will let you know how the appeal will be handled.

Note: If students have concerns and are unable to resolve them at the institutional level, they may refer the matter to Languages Canada at www.languagescanada.ca.

Graduating from the Program

To graduate from the program, you need to pass all areas of EAP 3: reading, writing, grammar, listening and speaking.

Finishing EAP 3 with an average of 80% means that you have satisfied the English Language Proficiency Requirement for Mount Royal University. If you pass EAP 3 but do not have the required 80% average, you can repeat EAP 3.

EAP 3 marks are valid for one year.

Entrance Requirements for Full-time Credit Programs

Pre-requisites for Full-time Credit Programs

There are **two** kinds of requirements for enrolling in full-time credit programs at Mount Royal University.

1. Language Proficiency Requirement

If your first language is not English, you must demonstrate your language ability in one of these ways:

1. EAP 3 completion with 80% (B-) average.
2. 83 TOEFL iBT (with a minimum score of 20 in each of the 4 testing sections).
3. 6.5 IELTS (with a minimum score of 5.0 in each band).
4. 70 CAEL (with a minimum score of 50 in each band).
5. 2 years full-time instruction in an English language secondary or post-secondary institution including the successful completion of English Language Arts 30-1 or 30-2 (or equivalent).
6. 85 MELAB (must include oral component with a minimum score of 3).

2. Academic Requirement

Full-time credit programs require additional academic pre-requisites (courses that must be completed before enrolling). For a list of upgrading (grade 12) courses required for MRU programs, please see the MRU Calendar (available in the Library or Bookstore) or an advisor from the Admissions & Recruitment Office in room B156. Students applying to other post-secondary institutions should contact those schools to make sure they meet the entrance requirements.

High School Upgrading Courses

All high school upgrading classes (grade 12 subjects) are credit-free. Mount Royal offers courses that can be used for admission to Mount Royal, the University of Calgary, and other post-secondary institutions in Alberta. For more information on academic course requirements, please see the Academic Upgrading and Part-time Studies Calendar or come to the Office of International Education. You can take Upgrading classes while you are studying EAP/EAC/TEFL (except English 30).

Transcript Evaluation

When you apply for a full-time credit program, the Registrar's Office will evaluate your transcripts from your home country (high school, college or university) to see if they are equal to the academic pre-requisites or credit classes at Mount Royal. For more information about evaluating transcripts, credit programs and applicable fees, please visit the office of Admissions & Recruitment in B156.

Credit Classes for EAP, EAC and TEFL Students

Students currently enrolled in EAP, EAC and TEFL may be eligible to take designated academic upgrading and part-time credit courses. **You cannot take academic upgrading/credit classes that are at the same time as your EAP/EAC/TEFL classes.** Other limitations may apply. Students must pass all areas of the previous level and receive an overall average of 75% or better to register in part-time upgrading or credit classes.

Please review the chart below for eligibility. If you have questions, please talk with the Program Coordinator.

Academic Requirement Courses (High School Grade 12 subjects)

All academic classes (high school grade 12 subjects) are non-credit. MRU offers academic course requirements (high school grade 12 subjects) that can be used for admission to Mount Royal University, the University of Calgary, and other post-secondary institutions in Alberta. These courses are not transferable to an Alberta high school diploma. For more information on academic course requirement please see the Academic Upgrading and Part-time Studies Calendar or come to the Office of International Education.

Course Selection	EAP 1, EAC 1 & 2	EAP 2/TEFL	EAP 3/TEFL
English 0130 (English 30)			After one full term of EAP 3 with 75% average
Mathematics 0130 (Pure Mathematics 30)	✓	✓	✓
Biology 0130 (Biology 30)	✓	✓	✓
Chemistry 0130 (Chemistry 30)	✓	✓	✓
Physics 0130 (Physics 30)	✓	✓	✓
Social Science 0130 (Social Studies 30)	✓	✓	✓

Part time Credit Courses

Mount Royal University offers credit courses on a part-time basis to students working toward a degree, certificate, diploma, applied degree or university transfer studies. Many students also take part-time credit courses while studying English as a second language.

Course Selections	EAP 1, EAC 1 & 2	EAP 2/TEFL	EAP 3/TEFL
ACCT 2120* Principles of Accounting (formerly ADMIN 1120)			✓
MGMT 2130* Principles of Mgmt. & Practices (formerly ADMN 1130)			✓
ANTH 1101* Introduction to Human Evolution			✓
ANTH 1105* Ancient Peoples and Places			✓
COMP 2203* Introduction to Computers			✓
ECON 1101* Principles of Microeconomics			✓
GEOG 1101* The Physical Environment			✓
HIST 1131* An Introduction to History: Canada, Origins to 1867 (formerly HIST 2231)			✓
HIST 1133* An Intro to History: Modern Canada (formerly HIST 2233)			✓
MATH 1200* Calculus for Scientists I - Prerequisite: A grade of 60% or higher in Pure Mathematics 30 or in Mathematics 0130, or a grade of C- or higher in any or Mathematics 1283 or 1285 or equivalent.	✓	✓	✓
MATH 2211* Linear Methods I - Prerequisite: Pure Mathematics 30 or equivalent with a grade of 60% or higher; or Mathematics 0130, 1283 or 1285 with a grade of C or higher.	✓	✓	✓
MATH 2251* Calculus I - Prerequisite: Pure Mathematics 30 or equivalent with a grade of 65% or higher; or Mathematics 0130, 1283 or 1285 with a grade of "B-" or higher; and Mathematics 31 with a grade of 50% or higher, or Mathematics 0131 with a grade of "D" or higher.	✓	✓	✓
SPCH 1120 Exploration of Speech Sounds and Rhythms		✓	✓

*Courses transferable to the University of Calgary

Student Services

Accessibility Services

Accessibility Services promotes access to Mount Royal by facilitating accommodations, providing services, encouraging independence and fostering skills for employment and lifelong personal growth. Call 403-440-6868 for more information.

Students with Special Needs

Mount Royal supports the integration of students with special needs into the mainstream of university life and learning within the limits of its resources and consistent with its commitment to the entire student population. Students with learning difficulties or disabilities have the opportunity to work with a Learning Accessibility consultant. Students must contact the Office of International Education with a request for assistance before the term begins.

Services

Mount Royal is wheelchair accessible in all areas of the campus. Some specialized technical equipment is available for disabled students. Other services include taping of texts, tutoring, enlarging of printed material, and scribing. If you have a physical and/or a learning disability and require assistance, please contact the Office of International Education at 403-440-5100. You can also contact the Student Counseling Centre directly at 403-440-6362.

Banking at Mount Royal

The Lincoln Park campus has four automated banking machines (ABMs) for your convenience.

1. near East Gate entrance, across from Starbucks
2. next to Tim Hortons and Mr. Sub
3. in the Recreation area
4. in Wyckham House across from Subway
5. Other major Canadian banks have installed ABMs in Wyckham House as well.

Students may choose to open an account in a bank off-campus. You must have a Canadian Social Insurance Number to open an account. Several types of accounts and services are available.

Bookstore

Buy bus passes/tickets, textbooks, school supplies, Mount Royal clothing and gifts at the bookstore. The bookstore also sells computer software to students at discounted rates.

Some class textbooks are sold only in bundles that cannot be separated. If you are repeating a level, your teacher may be able to provide you with a permission slip to be sold only part of a bundle. This permission slip should be taken to the back counter/special order desk to purchase single items.

Visit the bookstore in room H100 (across from the Library).

Bright Dental Health Centre

At the Bright Dental Health Centre in Wyckham House, students can get dental x-rays, ultrasonic teeth cleaning, teeth whitening and polishing and other preventative dental care treatments and information.

Calgary Transit at Mount Royal

Mount Royal University campus is served by the #18, 20, 72, 73, and 13 buses.

For bus and C-train routes and schedules, please call 403-262-1000 or visit www.calgarytransit.com . Bus routes and schedules are also available at the Security Office located at the West Gate Entrance of Mount Royal.

U-Pass

Languages Institute students are **not** eligible for the U-Pass because they do not pay Student Association fees in addition to tuition. Only full-time credit students (nine or more credits each semester) pay these extra fees and so are eligible for the U-Pass. The U-Pass is a special validation sticker applied to your current University ID card which entitles you to full access to available transit services.

Campus Security

Mount Royal Campus Security is located near the West Gate Entrance. Call Campus Security at 403-440-6897 for non-emergencies. Check for lost or found items at the Security desk.

Red Help Telephones are located around the campus. These telephones call directly to Campus Security.

CampusCard

The Campus Card is the official identification card for alumni, faculty, staff and students at Mount Royal. The information contained on your Campus Card includes your name, student identification number and your photo. It will be necessary to have this card with you for identification or access at a variety of university departments such as the library, computer labs, Mount Royal Recreation and Residence Services. The Campus Card is also used for printing your documents. Once you have been issued a Campus Card, it's yours for life. This means you won't need a replacement card when you enroll in a new term. Pick up a new validation sticker from the Campus Card office for each fall, winter and spring term you attend Mount Royal.



Campus Card office hours are Monday to Friday from 8:30 am - 4:30 pm. The Campus Card office (E251) is also open for longer hours at the beginning of each term. Check out the Campus Card website for more information at www.mtroyal.ca/campuscard

Career Services

Career Services provides information and resources for students to explore career options. In addition to a career resource library, Career Services also posts employment and volunteer opportunities, assists with employment planning and job search, and provides support to organizations who recruit Mount Royal students. For more information please call 403-440-6307.

Computer Labs

Scheduled computer lab time is part of your language class. You can also use the dedicated ESL computer lab (EB1007) on a drop-in basis. There is a lab monitor on duty who can help you with computer-related questions. Students pay for all printing costs with your PCOUNTER account. Each printed page costs 10 cents.

All students are expected to obey the following rules in the computer lab (EB 1007)

- Follow the Priority of Use procedures
- Do not bring food or drinks into the computer lab
- Do not disturb others in the lab, especially when there is a scheduled class

Mount Royal University has many labs for students [You must go to Security (West Gate) to have your Campus Card encoded first before you are able to enter labs other than EB 1007]

For current student lab information, please go to

<http://www.mtroyal.ca/campuservices/campusresources/techsupport/studentlabinformation/labhours.htm>

Each time a student logs on to a lab computer, they agree to follow the MRU Acceptable Use Policy. Not following these rules can lead to loss of all lab privileges.

Cultural Mosaic Centre

The Cultural Mosaic Centre (CMC) provides information, creates networking opportunities and provides a venue for international and Canadian students to explore each other's cultures by offering cultural experiences through group activities, volunteer opportunities, and multicultural events. This program represents unique opportunities for international and Canadian students to express themselves and celebrate diversity in a supportive, community-based environment.

Facebook

Become a "fan" of International Education at Mount Royal University Facebook page to view photos and videos, chat with other students and get regular updates on activities and news.

[International Education at Mount Royal University](#)

Food Services

Food services at the Lincoln Park Campus are open daily and some evenings and Saturdays. Snacks and meals are available at the Herb & Market, convenience stores and a variety of fast food kiosks on campus.

Financial Aid (government funding)

Some financial aid is available from the provincial government through the Skills Investment Program (SIP) for students who are residents of Canada and who have completed LINC. Funding is available for residents who meet eligibility requirements.

For continued funding you must:

- Pass your courses
- Attend regularly (maximum five excused absences)
- Comply with school rules

For more information on financial aid please contact the Skills Investment Program office at 403-440-6304 or in person in room E106.

Intramural Sports

Create a team or join as an individual. Intramurals are a great opportunity to play your favourite games. MRU students, alumni, employees and public participants over 18 years of age are all eligible to join. Space is limited, so visit the Intramural Sports website (www.mtroyal.ca/recreation/intramurals) or the Customer Service Centre (U130) for more information or to register. Leagues are organized by: ball hockey; basketball; ice hockey; indoor soccer; and volleyball.

Iniskim Centre

Mount Royal University is proud to offer a facility created specifically to increase enrollment and retention of Aboriginal students. At the March 21, 2007 Grand Opening a naming ceremony allowed the centre to be honoured with the name: Iniskim Centre. The Iniskim Centre is dedicated to fostering academic success for Aboriginal students and increasing awareness of distinct Aboriginal cultures, history and protocols. You can find the Iniskim Centre in C201.

Library

The library has a wide collection of books, periodicals, audio-visual and other resources. There are many study areas with plug-in laptop use and friendly assistance with research, inter-library loans, photocopying, computer use and audio-visual playback equipment for onsite use.



The Library has a collection of ESL books for extra practice and learning. You will need your Campus Card to sign out books.

Information is on the Library webpage under Services and Info. Please visit <http://library.mtroyal.ca> Phone 403-440-6140 for information on hours.

Mount Royal Recreation

Mount Royal Recreation is a great way to have fun, meet new people, socialize with friends, get some exercise, learn new skills and enjoy friendly competition. Facilities include:

- four gymnasiums
- climbing wall
- salt water pool
- weight room
- sports field
- walking/jogging trail
- indoor running track
- tennis, squash and racket ball courts
- beach volleyball courts



For more information and cost, please call Mount Royal Recreation at 403-440-6517.

All new Students receive a free day pass to the Recreation facilities to try it out.

MyMRU

MyMRU provides secure online resources for students, faculty and staff, including access to: Blackboard; calendar; class schedules; course registration; grades; official transcripts; online groups; unofficial transcripts; waiting list information

Parking

Parking rates vary depending on the number of semesters you wish to park on campus and whether you are registered part-time or full-time. Contact the Parking Office at 403-440-6914 or on the first floor of the EA Building for more information. You can park in the Gated Lot or Open Lot with a permit or in the Ticket Dispenser Lot. Parking is free on Sundays and Statutory holidays.

Printing

In order to print in MRU computer labs, you must activate and add money to your Pcounter accounts. This can be done at any Pcounter deposit station location around the Campus. Ask the lab monitor in EB 1007 for help.

Residence

Live on campus and share a townhouse or apartment with other Mount Royal students.



Students can apply and pay the non-refundable \$45 Cdn. application fee to the Residence Office directly. A \$400 Cdn. security deposit is also required. This will be returned to you if you leave your room in good condition. If you are living in Residence and need assistance, contact your Resident Advisor (RA). Living in Residence is very popular, so be sure to apply early.

Safewalk

Safewalk is a program run by Mount Royal Students' Association and Mount Royal University Security to walk students around the campus at night.

Student volunteers and/or security officers will walk with students who feel uncomfortable walking alone to remote university locations.

Volunteer teams, consisting of one man and one woman, will provide escorted walks 24 hours a day Monday through Friday. Campus Security will provide the escorts at all other times. If you feel nervous walking to the bus or Residence at night please call Safewalk at 403-7073 or contact Campus Security. Go to Mount Royal Security at the West Gate Entrance, or use one of the Red Help Phones around campus to call for an escort to your car, bus stop, or residence. Give your name, location, destination and time that you would like to be met. All student volunteers wear distinctive vests and carry flashlights and radios, allowing them to communicate directly with Campus Security.

Students Association at Mount Royal University (SAMRU)

The Students' Association of Mount Royal University (the SAMRU) is the student government body that represents and serves Mount Royal students. The operations of the SA are directed by four elected student executives who act as a representative body for all Mount Royal students. The Executive Committee is a part of Students' Council, which is the chief decision-making body of the Students' Association. *Non-credit students, including students in the Languages Institute, do not pay Student Association fees.*

Student Learning Services

Student Learning Services is located in Room T123. There are three main services offered.

Workshops

Participate in a group to learn about writing a research paper, exam strategies, time management, textbook reading, memory techniques and more. These workshops are open to all students.

Individual Assistance

EAP 3 students can receive one-to-one help with note taking, textbook reading, preparing for class presentations and writing assignments. Your questions must be related to a specific class assignment. Call 403-440-6452 or visit T123, Student Learning Services for an appointment. There is no fee for this service.



Peer Tutor Program

Sign up for a peer tutor and receive free help with any *credit* course that you are taking. This will depend on availability of a suitable tutor.

Conversation Tutorials & Discussion Groups

This course is designed to help you become more comfortable with 'everyday' English. Class size is small (4-6 students). This service is available to all fulltime English Language Program students at a small fee.

Wellness Services

The Wellness Services is located in U209 (near Mount Royal Recreation). Health Services, Optimal Therapies and Student Counseling Services are located in this area.

Health Services (Doctor's Office)

Health Services provides complete medical care to students. You can make an appointment to see a doctor by calling 403-440-6326 or by going in person to U220. You do not need an appointment for emergencies.

International students have Guard.me health insurance and can see the university doctor without paying for the visit.

Optimal Therapies

The team includes the following professionals: Chiropractors, Athletic Therapists, Massage Therapists, Physiotherapists, and Acupuncture Consultants. Please check with your health insurance provider about coverage before booking an appointment. Call 403-440-6917 for more information or to book an appointment.

Human Rights

Human Rights Services include: listening to concerns while maintaining strict confidentiality; exploring informal methods of resolution; explaining the process for a formal complaint; providing educational presentations to university groups or classes; promoting a respectful university community.

Student Counseling Services

The Student Counseling Service's mission is to assist students in identifying and achieving their realistic educational, career, and personal goals.

- *Educational counseling:* For example: goal setting, academic problems, Mount Royal policies and procedures.
- *Career counseling:* For example: establishing career goals and educational plans.
- *Personal counseling:* For example: personal issues and problems, test anxiety, stress management and other problems.

Call 403-440-6362 for more information or to book an appointment.

Working on Campus

International students in the Languages Institute are eligible to work **on campus** if they have a valid study permit. Please visit www.mtroyal.ca/careerservices for more information about on-campus employers. Students will need to have a social insurance number to work.

Wyckham House

The Mount Royal University Students' Association (SAMRC) has a building on campus called Wyckham House (enter by West Gate security), with a variety of food court offerings, a student pub (the HUB) and services. Concerts and special student events are also held here. It contains student council chambers, executive committees and staff offices, club offices, student meeting rooms and two study lounges. Other student services located in Wyckham House Student Centre include: Peer Support Centre; Cultural Mosaic Centre; Disability Networking Services; SAFEWALK, Canadian Student Health Network; CopyWrite; and Ticketmaster and pharmacy. All students and employees are welcome in Wyckham House.

Wyckham Pharmacy

Students can fill their prescriptions within the campus. Located in the lower level of Wyckham House.

Things to do in Calgary

Calgary Zoo and Botanical Gardens

- Prehistoric park complete with life-sized dinosaurs, Botanical gardens, Destination Africa and much more
- www.calgaryzoo.ab.ca

Calgary Parks and Recreation

- For an online map of Calgary's many bikeways & pathways go to: [Calgary eMaps](#)
- Find out about the variety of recreation activities and facilities available in Calgary at: <http://content.calgary.ca/CCA/City+Hall/Business+Units/Recreation/index.html>

Canada Olympic Park

- Site of the 1988 Winter Olympic Games
- A year-round sport and recreation facility with an Olympic Hall of Fame
- www.coda.ab.ca/COP

Glenbow Museum

- Western Canada's largest museum
- Excellent gift shop for unique souvenirs and presents
- www.glenbow.org

Heritage Park

- Discover the treasures of Western Canada's past
- Canada's largest living historical village
- Features over 66 acres of parkland and exhibits

Professional Sports Teams

- Calgary Flames, National Hockey League (NHL)
- Calgary Hitmen, Western Hockey League (WHL)
- Calgary Roughnecks, National Lacrosse League (NLL)
- Calgary Stampeders, Canadian Football League (CFL)
- Visit www.ticketmaster.ca for more information

Spruce Meadows

- Spruce Meadows is a first class world-renowned equestrian facility
- Several international horse jumping competitions are hosted here each year

Theatre, Ballet and Opera

- Calgary has a thriving downtown theatre and arts district
- Mount Royal's own "Shakespeare in the Park" perform each summer
- Alberta Ballet
- Calgary Opera
- Calgary Philharmonic Orchestra
- Stage West
- Alberta Theatre Projects

Visit www.tourismcalgary.com or www.calgaryattractions.com for more information on Calgary attractions and city events.



Explore Alberta

Alberta Badlands and Royal Tyrrell Museum

- Discover the Alberta Badlands on your way to the Royal Tyrrell Museum—a 1.5-hour drive from Calgary
- The Royal Tyrrell Museum is a world class dinosaur (paleontology) museum
- Dinosaur Provincial Park, UNESCO World Heritage Site

Banff National Park

- Canada's oldest and most famous national park
- Enjoy the many shops in Banff
- Skiing, snowboarding and other winter sports



Head-Smashed-in Buffalo Jump

- Head-Smashed-In has been used continuously by aboriginal peoples of the plains for more than 5,500 years
- A pleasant 2-hour drive from Calgary through the foothills of the Rocky Mountains
- UNESCO World Heritage Site

Jasper National Park

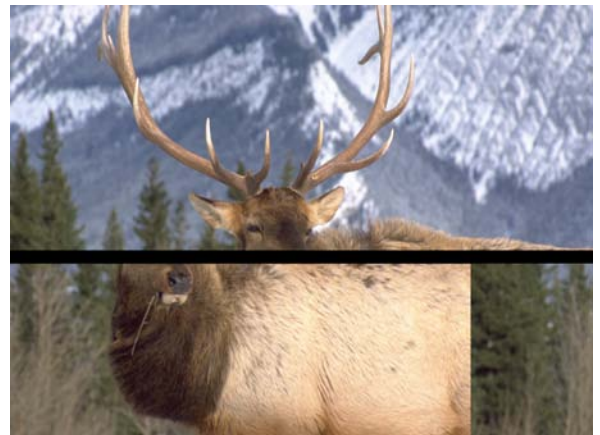
- Jasper is the largest and most northerly Canadian Rocky Mountain national park.

Waterton Lakes National Park

- Where the Rocky Mountains meet the prairie
- Waterton Lakes National Park is a 3-hour drive from Calgary
- Waterton-Glacier International Peace Park—A World Heritage Site

West Edmonton Mall

- Experience the world's largest indoor entertainment and shopping centre
- Over 800 stores and services
- Over 100 places to eat
- Indoor ice skating, waterslides, roller coaster and much more
- Edmonton is a 3 hour drive from Calgary



Cross Iron Mills

- 150,000 square feet of shopping, just north of the Calgary city limits