

MOUNT ROYAL UNIVERSITY



English Language Program

Student Handbook 2019



International Education
Mount Royal University

4825 Mount Royal Gate SW
Calgary, AB, Canada T3E 6K6
Telephone: 403-440-5100
Fax: 403-440-7001

Email: mrulanguages@mtroyal.ca
Website: mtroyal.ca/eal

INTRODUCTION	4
PHILOSOPHY	4
ACCREDITATION	4
EXPECTATION	4
HOURS OF OPERATION	4
HOLIDAYS	4
FREQUENTLY CALLED NUMBERS	4
ENGLISH LANGUAGE PROGRAMS THERE ARE TWO FULL-TIME ENGLISH LANGUAGE PROGRAMS:.....	5
FOUNDATIONAL ENGLISH (FE) PROGRAM	6
ACADEMIC ENGLISH (AE) PROGRAM	6
ONLINE ENGLISH LANGUAGE COURSES.....	6
ADMISSIONS.....	7
CONTINUING STUDENTS	7
CHANGING CLASSES	7
CLASS CANCELLATION	7
GRIEVANCE PROCEDURE	7
EXTENDING YOUR IMMIGRATION PERMIT	7
FEES.....	7
NAME OR ADDRESS CHANGE.....	7
TRANSCRIPTS AND THE RELEASE OF INFORMATION	7
WITHDRAWAL FROM A COURSE	8
ACADEMIC REGULATIONS.....	9
CODE OF STUDENT CONDUCT	9
CHEATING	9
NON-ACADEMIC CONDUCT	9
ATTENDANCE POLICY	9
CHANGE IN EXAM SCHEDULE OR ASSIGNMENT DEADLINES	10
GRADES AND EXAMS.....	10
FINAL GRADES	10
APPEALS AND GRIEVANCES	10
GRADUATING FROM THE FULL-TIME ENGLISH LANGUAGE PROGRAM	10
ENTRANCE REQUIREMENTS FOR FULL-TIME CREDIT PROGRAMS	11
ACADEMIC UPGRADING COURSES	11
TRANSCRIPT EVALUATION	11
CREDIT CLASSES FOR AE STUDENTS	11
STUDENT SERVICES.....	13
ACCESSIBILITY SERVICES (Y201)	13
STUDENT LEARNING SERVICES (EL2100)	13
LEARNER INCOME SUPPORT FUNDING (ALBERTA WORKS).....	13
WELLNESS SERVICES (U209)	14
CAMPUS EQUITY AND MEANINGFUL INCLUSION (C201)	14
CAMPUS SECURITY (WEST GATE).....	14
SAFEWALK	14
INTERNATIONAL STUDENT SUPPORT CENTRE (E140).....	15
INISKIM CENTRE (T110).....	15
CULTURAL & INDIGENOUS INCLUSION PROGRAMS (SAMRU)	15
MYMRU	15
BOOKSTORE (G100).....	15
CAMPUS CARD OFFICE (G100)	15
PARKING (G100)	16

CAREER SERVICES (A200)	16
WORKING ON CAMPUS	16
RIDDELL LIBRARY AND LEARNING CENTRE (RL BUILDING)	16
EAL COMPUTER LAB (EB1007)	16
PRINTING	16
RESIDENCE	17
MOUNT ROYAL RECREATION (U130)	17
INTRAMURAL SPORTS (U130)	17
FOOD SERVICES	17
CALGARY TRANSIT	17
U-PASS	17
BANKING AT MRU	18
STUDENTS ASSOCIATION AT MOUNT ROYAL UNIVERSITY (SAMRU)	18
WYCKHAM HOUSE	18
GOOD FOOD BOX	18
DENTAL CHOICE HEALTH CENTRE	18
WYCKHAM PHARMACY (LOWER LEVEL OF WYCKHAM HOUSE)	18
SOCIAL MEDIA	18

Welcome to the English Language Program at Mount Royal University

This handbook will answer many questions that students have about our programs and services. We are here to assist you during your time with us.

English Language Program – G208

Sheri Rhodes Program Administrator

Kim Dunne Program Assistant

Rhawnie Tremblay Program Assistant

Introduction

Mount Royal University (MRU) was established in 1910 as a community college, and we have provided English as a Second Language (ESL) classes since 1973.

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

Languages Canada is a not-for-profit association representing more than 225 language education member programs across Canada that offer accredited English and French programs from both the public and private sectors.

Languages Canada has a Dispute Resolution procedure. If you are not satisfied with the outcome from within MRU, you can contact: www.languagescanada.ca

Expectation

We expect students to take responsibility for their learning. There is an average of 2 to 4 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

Monday to Friday, 8:30 am to 4:30 pm

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
Winter Break (Dec 25 – Jan 1)	Canada Day
Family Day	Heritage Day

Frequently Called Numbers

English Language Program		403-440-5100	
MRU Student Services:			
Library Information	403-440-6140	Mount Royal Recreation	403-440-6517
Admissions & Recruitment	403-440-5000	Parking Office	403-440-6914
Bookstore	403-440-6300	Residence Information	403-440-6275
Campus Card Office	403-440-7711	Security	403-440-6897
Continuing Education Registration	403-440-3833	Student Counseling	403-440-6362
Health Services	403-440-6326	Student Learning Services	403-440-6452

English Language Programs

There are two full-time English Language programs:

- Foundational English
- Academic English

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

There are 270 hours of classroom instruction per term.

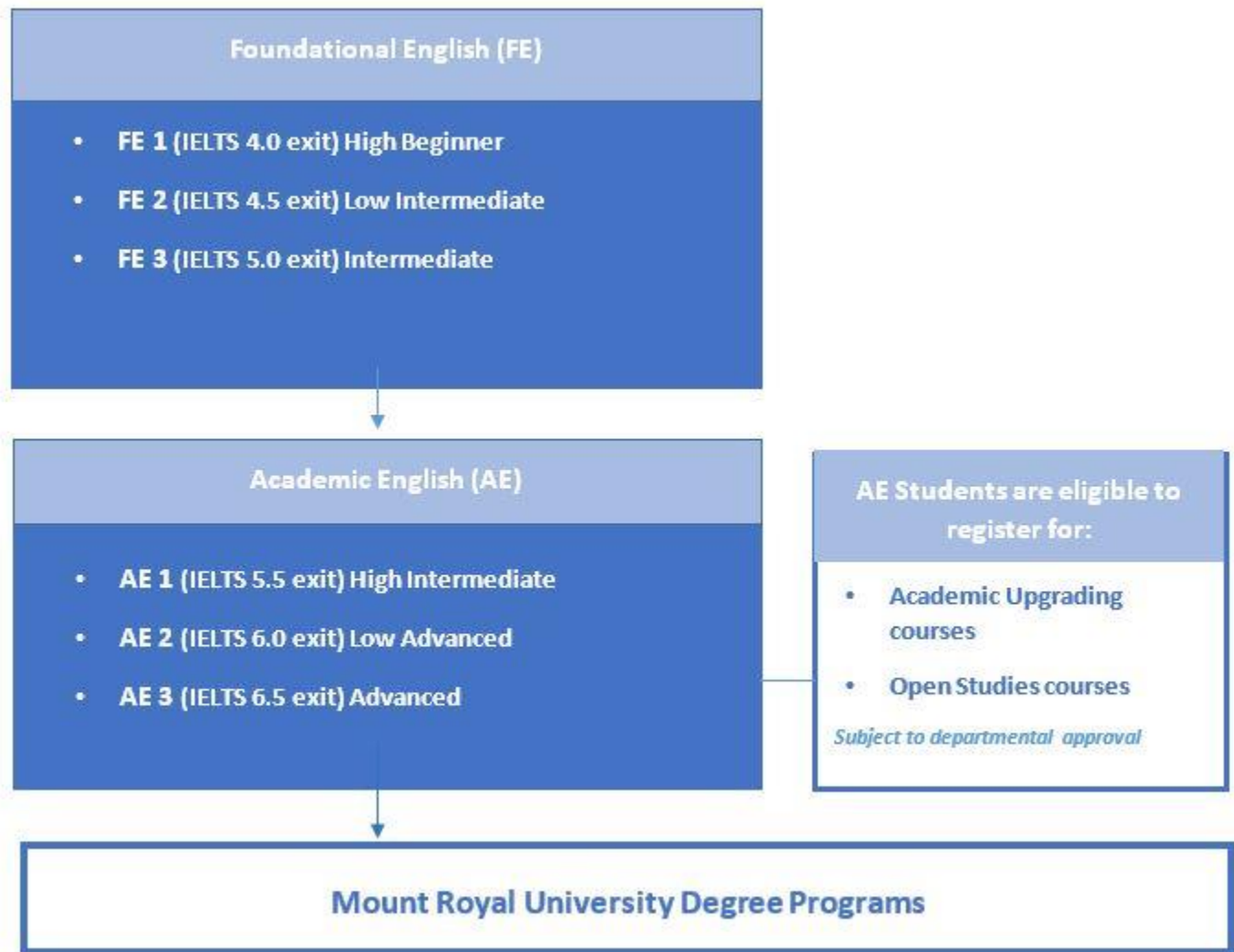
Terms: Fall – September to December

Winter – January to March

Spring – April to June

Summer – July to September

FULL-TIME ENGLISH LANGUAGE PROGRAM



Full-time English Language Programs

Foundational English (FE) Program

FE Levels 1 to 3 focus on general language development to the intermediate level. They prepare students for further specialized language study. The program lays emphasis on listening and speaking skills for inside and outside the classroom as well as writing, reading and grammar skills.

Academic English (AE) Program

AE Levels 1 to 3 focus on academic preparation for students who plan to enter university, college or technical school, or to take a standardized English exam, such as IELTS and TOEFL. The program includes courses in reading, writing and grammar, listening and speaking for an academic setting. Graduates of AE Level 3 with a minimum 80% average/B- grade satisfy the language proficiency requirement for degree, applied degree, diploma, and university transfer programs at MRU. This grade is valid for a period of two years.

Online English Language Courses

The English Language Program also offers part-time ESL classes. For more information, refer to the Continuing Education Calendar, the website or come to the English Language Program office (G208) for more information.

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.

Online Academic Vocabulary

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.

English for Health – Online English for Nursing

This tutorial is for internationally educated nurses who require language support at the post-secondary level. The tutorial consists of Nursing-focused English instruction, with emphasis on listening and reading. Choose either 30 or 90 days unlimited access.

Free demonstrations for all online courses available at:

<http://mru.vitalenglish.com/MRULanguages/LandingPage.html>

Admissions

Continuing Students

Updated registration deadlines are available on the English Language Program website (mru.ca/EAL). At the end of each term, registration deadlines are announced in class. If you have questions about registration, please visit or call the English Language Program office.

Once enrolled, students may defer their admission for one term. Placement test results are valid for two terms. If a student is away for more than two terms, they are required to take another placement test (fee applies).

Changing Classes

Moving to a Higher or Lower Level

Based on a student's performance, challenge tests are often recommended by teachers. These tests are held in the first three days of the term and decision made by the fourth day. The Program Administrator recommends a move based on the challenge test result.

Alternate Teacher

Students repeating a level are usually placed with an alternate teacher. Returning students are advised to contact the English Language Program if placed with the same teacher.

Class Cancellation

A class can be cancelled if there are not enough students. If a class is cancelled, we give applicants a full refund.

Grievance Procedure

In class if students face instances where they are uncomfortable and wish to make a grievance, they are expected to:

- **first** talk to the teacher about the problem in an attempt to resolve the grievance;
- **then** make an appointment with the Program Administrator.

Students have the right to complain if they are not fully satisfied, but they must take the responsibility of handling the problem themselves. Students cannot engage a representative to speak to the teacher or staff on their behalf. The English Language Program has several language experts who are well-equipped to assist students who need advice or language support.

If student concerns remain unresolved at MRU, then the English Language Program may refer the matter to Languages Canada.

Extending your Immigration Permit

If an international student needs to extend their study permit or temporary resident visa, or they need information about immigration matters, then they can either visit the Immigration, Refugees and Citizenship Canada website at <http://www.cic.gc.ca/english/department/> or come to the English Language Program office.

Fees

Tuition fees *do not* include the price of textbooks. Textbooks usually cost approximately \$250 CAD each term. There may be additional costs for field trips that a class may undertake.

Please note that MRU charges \$25 CAD for any NSF (non-sufficient funds) cheque.

Name or Address Change

Students are expected to inform the Registration Office (EC3100) their new address whenever they move or if they are new to MRU.

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 MRU unless a student requests it. A Release of Information form must be completed to release your information. Students can have transcripts (official final marks) sent to other institutions by contacting the Registration Office (EC3100). 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 a student decides to stop coming to class, they are expected to notify their teacher and the English Language Program office. **There are no refunds after classes start.** We will notify Immigration, Refugees and Citizenship Canada if a student has many absences or if they are not fulfilling their responsibilities as a student with a study permit.

Withdrawal Policy:

Students who find it necessary to stop attending must withdraw officially by means of an English Language Program 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. Those who follow the proper procedure and are eligible will be assigned a “WD” (withdrew) on their academic transcript.

Students on a study permit must fulfill the expectations of that permit. Supporting documentation (original Letter of Acceptance and either an acceptance letter to another institution or a plane ticket home) is required for international students.

If a student intends to stop attending class, they are responsible for notifying the English Language Program in writing 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, for 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 MRU. 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

We expect honesty, trust, fairness, respect and responsibility from everyone at MRU. 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 your 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

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

(See list of sanctions in the Code of Student Conduct)

Confirmed incidents of cheating are reported to the Office of Student Conduct and kept on the student's record at MRU.

Non-Academic Conduct

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

Sexual harassment and other forms of discrimination are unacceptable. Please contact your teacher, Program Coordinator, Program Administrator, 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 Policy

Regular attendance is important for your success. Please call your teacher if you will be absent. You are responsible for learning what you have missed in class.

If you arrive.....	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 you leave.....	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, the office can report poor attendance to Immigration, Refugees and Citizenship Canada. If you are receiving government funding, this may affect your continued funding.

Change in Exam Schedule or Assignment Deadlines

Your teacher gives you the dates for all exams at the beginning of the course. If you are not able to write an exam on the scheduled day, you are responsible for submitting a written request to your teacher to schedule an alternate exam date. Requests 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, you must contact your teacher before the exam begins. A request to change an exam date may or may not be granted.

You are expected to submit your assignments 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 assignment deadline. Your teacher may set a penalty for late or missed assignments, or may refuse to accept such assignments.

Grades and Exams

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

Final Grades

Final grades are determined by a combination of coursework and exams. Your teacher and course outline tell you how the final grades are 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

For a complete copy of the policies and procedures, please contact the Registrar's Office or the English Language Program.

Reasons for Appeal

You can appeal a final grade for a course for the following reasons only:

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. Talk to your teacher about your final grade.
2. If you are not satisfied, fill out a "Final Grade Appeals" form. Available from the English Language Program office.
3. Submit your Final Grade Appeal. The Program Administrator will contact you.
4. If you are not satisfied with the Administrator's decision, get a Final Grade Review form from the Registrar's Office or the English Language Program. Give it to the Registrar within 6 days of receiving your final grade.
5. **Midterm exam:** If your midterm or other grades have reasons for appeal, first speak to your teacher. If you are not satisfied, speak to the Program Administrator. The Program Administrator will tell you 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 Full-Time English Language Program

To graduate from the program, students must pass all areas of AE 3: reading, writing, grammar, listening and speaking.

Finishing AE 3 with an average of 80% means that you have satisfied the MRU English Language Proficiency Requirement. Students who pass AE 3 but do not meet the proficiency requirement can repeat the course.
AE 3 grades are valid for two years.

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. AE 3 completion with 80% (B-) average.
2. TOEFL: 83 (minimum 20 in each of the four testing sections).
3. IELTS: 6.5 (minimum 5.0 in each band).
4. CAEL: 70 (minimum 50 in each band).
5. MELAB: 85 (minimum 3 in oral component)
6. PTE Academic: 58 (minimum 55 in each area)
7. CAE: B (minimum B overall)
8. 2 years full-time instruction in English* and English Language Arts 30-1 (or equivalent).

*For full English Language Proficiency Requirements, visit:

http://mtroyal.ca/cs/groups/public/documents/pdf/eng_lang_proficiency_req.pdf

2. Academic Requirement

Full-time credit programs require additional academic pre-requisites. These are courses that must be completed before enrolling. A list of Academic Upgrading courses (high school grade 12 subjects) required for MRU programs, is available online or through the MRU Calendar (the Library or Bookstore), or an advisor from the Admissions & Recruitment Office (Room B156). If you apply to other post-secondary institutions, contact those schools to make sure you meet the entrance requirements.

Academic Upgrading Courses

All academic upgrading courses (high school grade 12 subjects) are non-credit at MRU. You can use them for admission to Mount Royal University, the University of Calgary, and other post-secondary institutions in Alberta. For more information on Academic Upgrading courses, go to the Academic Upgrading and Open Studies website: <http://mru.ca/Upgrading> or come to the English Language Program office.

Students studying AE are eligible to take Upgrading classes (except English 0130).

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 MRU. For more information about evaluating transcripts, credit programs and applicable fees, visit the office of Admissions & Recruitment (Room B156).

Credit Classes for AE Students

Students currently enrolled in AE may be eligible to take designated Academic Upgrading and Open Studies credit courses. **Students cannot take academic upgrading/credit classes that have a time conflict with their AE classes.** Other limitations may apply. Students must pass all areas of the previous level of English and receive an overall average of 75% or more to register in academic upgrading or credit classes.

Please review the chart on the next page for eligibility. If you have questions, please visit the English Language Program office.

Academic Upgrading

All academic upgrading classes (high school grade 12 subjects) are non-credit. MRU offers academic upgrading courses (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 eligible for Alberta high school graduation, credit or transcript purposes. For more information on academic upgrading courses, please visit the Academic Upgrading and Open Studies website at: <http://mru.ca/Upgrading> or come to the English Language Program office.

Course Selection	AE 1	AE 2	AE 3
English 0130 (English Language Arts 30-1)			After one full term of AE 3 with 75% average
Mathematics 0130 (Mathematics 30-1)	✓	✓	✓
Mathematics 0132 (Mathematics 30-2)	✓	✓	✓
Biology 0130 (Biology 30)	✓	✓	✓
Chemistry 0130 (Chemistry 30)	✓	✓	✓
Physics 0130 (Physics 30)	✓	✓	✓
Social Science 0130 (Social Studies 30-1)	✓	✓	✓

Open Studies Credit Courses

Through Open Studies, students working toward entrance into an MRU degree, certificate or diploma program can take up to 10 credit courses on a full or part-time basis. Many students also take part-time credit courses while studying English as a Second Language. Students may only register in a maximum of two classes per term. Other limitations may apply.

Course Selections	AE 1	AE 2	AE 3
ACCT 2121 - Financial Accounting Concepts			✓
ANTH 1101 - Introduction to Primatology and Human Evolution			✓
ANTH 1105 - Ancient Peoples and Places			✓
BIOL 1202 - An Introduction to Cell Biology *Prerequisite: Chemistry 30			✓
COMP 1103 - Introduction to Computers			✓
ECON 1101 - Principles of Microeconomics			✓
GEOG 1101 - The Physical Environment			✓
HIST 1131 - Canada, Origins to 1867			✓
HIST 1133 - Modern Canada, 1867 to Present			✓
MATH 1200 - Calculus for Scientists 1 *Prerequisite: A grade of 60% or higher in Math 30-1 or Math 0130, or a grade of C- or higher in any of Math 1283 or 1285 or equivalent.	✓	✓	✓
MATH 1203 - Linear Algebra for Scientists and Engineers *Prerequisite: Mathematics 30-1 with a 60% or higher	✓	✓	✓
MGMT 2130 - Management Principles and Practices			✓
SPCH 1120 - Accent Modifications		✓	✓

Student Services

Accessibility Services (Y201)

Accessibility Services promotes access to MRU 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

MRU supports the integration of students with special needs into the mainstream university community, within the limits of its resources, and is 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 English Language Program with a request for assistance before the term begins.

Services

MRU is wheelchair accessible in all areas of the campus. Some specialized technical equipment is available for students with disabilities. 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 English Language Program at 403-440-5100. You can contact the Student Counseling Centre directly at 403-440-6362.

Student Learning Services (EL2100)

There are 3 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**
Up to 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.

Learner Income Support Funding (Alberta Works)

Students may be eligible for Alberta Works Learner Income Support Funding if they:

- Have insufficient English language skills to obtain sustainable employment or to pursue employment related training, AND
- Are adult immigrants or other individuals whose first language is other than English, AND
- Require Canadian work experience and/or related training, AND/OR
- Require employability and/or essential skills training.

A student must meet the financial eligibility criteria and be assessed as having a financial need.

To be eligible for funding, a student must be a:

- Canadian Citizen, or
- Permanent Resident of Canada, or
- Refugee under the Immigration and Refugee Protection Act

For more information on Learner Income Support Funding (Alberta Works), contact 403-440-5100.

Wellness Services (U209)

The Wellness Services are located near Mount Royal Recreation. They include Health Services, Optimal Therapies and Student Counseling Services.

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. International students must bring proof of their Guard.me insurance to their appointment with Health Services.

Optimal Therapies

Includes: Chiropractors, Athletic Therapists, Massage Therapists, Physiotherapists, and Acupuncture Consultants. Check with your health insurance provider about coverage before booking an appointment. Call 403-440-6917 for more information or to book an appointment.

Student Counseling Services

This Services' mission is to assist students in identifying and achieving their realistic educational, career, and personal goals.

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

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

Campus Equity and Meaningful Inclusion (C201)

Campus Equity and Meaningful Inclusion fosters a safe, respectful and meaningfully inclusive campus for every member of the Mount Royal Community. Being meaningfully inclusive means we identify and address barriers to full participation in the learning and working environment. Campus Equity and Meaningful Inclusion offers: peer social justice education, inclusive education and programming, sexual violence response and awareness, Interfaith Centre, positive space initiative, and human rights advising. For more information visit:

<http://mru.ca/CEMI>

Campus Security (West Gate)

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.

Safewalk

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

Student volunteers and/or security officers walk with students who feel uncomfortable walking alone to remote university locations. All student volunteers wear distinctive vests and carry flashlights and radios, allowing them to communicate directly with Campus Security.

- Volunteer teams, consisting of one man and one woman, will provide escorted walks 24 hours a day Monday through Friday.
- Campus Security provides the escorts at all other times.
- If you feel nervous walking to the bus stop, parking lot or Residence at night, call Safewalk at 403-440-7073 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.

International Student Support Centre (E140)

The International Student Support Centre (ISSC) is peer-driven and provides a space for International and exchange students to connect. The centre provides information about campus activities and services. In the centre you can practice language, study and connect with students from Canada and across the globe. For more information, go to:

<http://www.mtroyal.ca/ProgramsCourses/FacultiesSchoolsCentres/InternationalEducation/international-student-support-centre/index.htm>

Iniskim Centre (T110)

The Iniskim Centre offers programs and services to increase the engagement and success of Indigenous students while raising awareness of Indigenous peoples and cultures. Mount Royal University is located on the traditional lands of the Blackfoot people, the Niitsitapi. The centre recognizes and respects the diversity of all Indigenous peoples of Canada. The centre also increases the awareness of distinct Indigenous cultures, history and protocols across the University.

Cultural & Indigenous Inclusion Programs (SAMRU)

The Yellow Room provides a space for students to immerse themselves in the diverse community of Mount Royal and share their experiences with peers. It's a space to learn and network while discussing the similarities and differences across cultures. For more information go to: <http://www.samru.ca/supportservices/ciip/>

MyMRU

MyMRU provides secure online resources for students, faculty and staff. These include access to: Blackboard; MRU email; calendar; class schedules; course registration; grades; official transcripts; online groups; unofficial transcripts; waitlist information.

Bookstore (G100)

Buy bus passes/tickets, textbooks, school supplies, MRU 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. Take this permission slip to the special order desk to purchase single items.

Campus Card Office (G100)

The Campus Card is the official identification card for alumni, faculty, staff and students. The information contained on your Campus Card includes your name, student identification number and your photo. It is 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. Lost cards can be replaced at the Campus Card office for a fee.

- Campus Card office hours Monday to Friday from 8:30 am–4:30 pm (open for longer hours at the beginning of each term).
- For more information:
www.mtroyal.ca/campuscard



Parking (G100)

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 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.

Career Services (A200)

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 MRU students. For more information, call 403-440-6307.

Working on Campus

International students in the English Language Program are eligible to work **on campus** if they have a valid study permit. Visit www.mtroyal.ca/careerservices for more information about on-campus employers. Students need to have a Social Insurance Number to work.

Riddell Library and Learning Centre (RL Building)

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 EAL books for extra practice and learning. You need your Campus Card to sign out books. Visit <http://library.mtroyal.ca> or phone 403-440-6140 for information on hours.

EAL Computer Lab (EB1007)

Scheduled computer lab time is part of your language class, and you can use the lab on a drop-in basis. Lab Hours, 8:00 am-6:00 pm, Monday - Friday. All printing costs are paid with your PCounter account. Each printed page costs 10 cents.

You are expected to obey the following rules in the computer lab:

- 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

MRU has many computer labs for students.

For current student lab information, go to:

<http://www.mtroyal.ca/CampusServices/CampusResources/InformationTechnology/LabsClassrooms/index.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.

Printing

In order to print in MRU computer labs, you must activate and add money to your PCounter account. This can be done at any PCounter deposit station location around Campus. Visit the Printing Tutorial website for information on PCounter deposit station locations:

<http://www.mtroyal.ca/CampusServices/CampusResources/InformationTechnology/Printing/printingtut.htm>

Residence

Live on campus and share a townhouse or apartment with other Mount Royal students. Living in Residence is very popular, so be sure to apply early.

You can apply and pay the non-refundable CAD \$45 application fee to the Residence Office directly. A CAD \$400 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).

Mount Royal Recreation (U130)

MRU 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

Students in the English Language Program are eligible for a discounted Recreation membership. To receive this discount, bring your Campus Card to the Recreation main desk and ask for the “Other Student Membership.”

For more information and cost, call Mount Royal Recreation 403-440-6517.
All new students receive a free day pass to the Recreation facilities to try it out.

Intramural Sports (U130)

Create a team or join as an individual to play your favourite games. MRU students, alumni, employees and public participants over 18 years of age are all eligible to join. Leagues are organized by sport and include: basketball, dodgeball, ice hockey, indoor soccer/futsal, pickleball, volleyball, wheelchair basketball, and multi-sport leagues. Space is limited. For more information, or to register, visit the Intramural Sports website www.mtroyal.ca/recreation/intramurals or the Recreation main desk.

Food Services

Food services are open Monday - Friday, and some evenings and Saturdays. Snacks and meals are available at Wyckham House, Tim Hortons, The Table, Jugo Juice, Starbucks and Barrow.

Calgary Transit

MRU campus is served by the #9, 13, 18, 20, 112 and MaxTeal buses.

For bus and C-train routes and schedules, 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

The U-Pass is only available to full-time credit students (nine or more credits per semester). All courses offered by the English Language Program are non-credit, so students are not eligible to receive 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.

Banking at MRU

The campus has 4 automated banking machines (ABMs) for your convenience.

1. Near East Gate entrance, across from Starbucks
2. Next to Tim Hortons
3. In the Recreation area
4. Other major Canadian banks have installed ABMs in Wyckham House

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.

Students Association at Mount Royal University (SAMRU)

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 MRU 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 English Language Program, do not pay Student Association fees.*

Wyckham House

The Students' Association (SAMRU) has a building on campus called Wyckham House (enter by West Gate), 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; Global Citizen Centre; SAFEWALK; Dental Choice. All students and employees are welcome in Wyckham House.

Good Food Box

The Good Food Box allows you to purchase fresh, healthy fruits and vegetables at an affordable cost! Good Food Boxes are delivered to the Students' Association once a month. You can place your orders at SAMRU Reception. For more information, visit: <http://www.samru.ca/supportservices/goodfoodbox/>

Dental Choice Health Centre

At the Dental Choice 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.

Wyckham Pharmacy (lower level of Wyckham House)

Students can fill their prescriptions while on campus.

Social Media

Connect with MRU on social media:

- Facebook:
 - Languages Institute at Mount Royal University: www.facebook.com/mrulanguages/
 - International Student Support Centre: www.facebook.com/mrulSSC/
 - Mount Royal University: www.facebook.com/MountRoyal4U/
- Instagram:
 - Mount Royal University International: www.instagram.com/mruinternational/
 - Mount Royal University: www.instagram.com/mrulife/