

**TED  
ROGERS  
SCHOOL  
OF MANAGEMENT**



**SCHOOL OF INFORMATION  
TECHNOLOGY MANAGEMENT**



**2016 - 2017  
STUDENT HANDBOOK**

**575 BAY STREET, TORONTO, ONTARIO, M5G 2C3  
TRS 2-004 (8th FLOOR)**

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## MESSAGE FROM THE DIRECTOR

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Welcome and congratulations on your decision to study in the Ted Rogers School of Information Technology Management (TRSITM). You are becoming part of Canada's leading school that blends a solid business education with both the practical and theoretical skills you need to succeed in your career.

The 21<sup>st</sup> century is characterized by exciting new opportunities provided by information technology and by the myriad of changes that information technology is bringing to organizations. Our Bachelor of Commerce degree in Business Technology Management (BTM) will equip you with the skills and knowledge and practical experience needed to facilitate these changes and to build a solid foundation for your career development.

The vitality of this School comes from our continuous involvement with industry and our faculty's commitment to academic excellence. You are joining a School that will continue to change and improve over the years you will spend with us. Our graduates are already succeeding in a wide range of careers – as marketing and product managers, project leaders, business analysts, management and computer consultants, application developers and implementers. Some have already gone on to graduate studies at leading schools in both North America and Europe.

Our School is as interesting as its student body and we believe your active participation in organizations on campus and athletic activities will increase your enjoyment of student life at Ryerson. The school year is short and the program is demanding. Organization and planning are very important. We encourage you to participate in time management and study skills sessions available through the Student Learning Support (SLS), 341 Yonge Street, 4th floor: [sls@ryerson.ca](mailto:sls@ryerson.ca). Ph: 416-598-5978

It is important that you find time for recreation as well as time for studying.

The staff and faculty of TRSITM are always willing to discuss with you any academic and career questions that may arise. Please get to know us. We look forward to working with you over the next few years.

Good luck in your academic endeavour and we wish you a happy, fulfilling and successful academic year!

Sincerely,



Dr. Ozgur Turetken  
Director, Ted Rogers School of IT Management

Dear Students,

I would like to give you some useful information regarding the process for academic inquiries.

TRSITM has an administrative office which is composed of TRSITM Program Assistants, Student Affairs Coordinators, Student Affairs Manager, and an Associate Director of Academic Affairs.

In order to ensure timely and accurate response to your academic or personal queries, we highly encourage you to write to us at [trsitm@ryerson.ca](mailto:trsitm@ryerson.ca) or call the TRSITM Program Assistants at (416) 979-5316. You may also visit the TRSITM office (TRS 2-004) in person.

Our regular operating hours are Monday to Friday 8:30 a.m. to 5:30 p.m. during the academic year but are subject to change for the summer based on operational needs.

Once your inquiry is received by our administrative office, it will be addressed by the Program Assistants and escalated as necessary to the appropriate designate as required. Below are the names and contact information of administration team:

**Program Assistants:**

Deepa Jojo & Sangeeta Kumar- [trsitm@ryerson.ca](mailto:trsitm@ryerson.ca)

**Student Affairs Coordinators:**

- Tina Marinelli (Full-Time Degree) – [fiorante@ryerson.ca](mailto:fiorante@ryerson.ca)
- Gloria Allen (Part-Time Degree & Co-operative Education) – [gallen@ryerson.ca](mailto:gallen@ryerson.ca)

**Student Affairs Manager:**

- Marg Paglieri - [mpaglier@ryerson.ca](mailto:mpaglier@ryerson.ca)

Thanking you in advance for your cooperation

Sincerely,



Dr. Ozgur Turetken  
Director, Ted Rogers School of IT Management

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## TEACHING FACULTY AND SUPPORT STAFF

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**For a complete listing and to view faculty profiles, please visit  
<http://www.ryerson.ca/content/ryerson/itm/about/faculty.html>**

<b>FACULTY</b>	<b>TELEPHONE</b>	<b>EXT.</b>	<b>OFFICE</b>
Dr. Sameh Al Natour	(416) 979-5000	3569	TRS 2-038
Dr. Ron Babin	(416) 979-5000	2448	TRS 3-091
Dr. Bouchaib Bahli	(416) 979-5000	2445	TRS 1-107
Dr. Behrouz Bakhtiari	(416) 979-5000	7523	TRS 2-013
Dr. Youcef Derbal	(416) 979-5000	7918	TRS 2-036
Dr. Linying Dong	(416) 979-5000	4516	TRS 2-072
Dr. Deborah Fels	(416) 979-5000	7619	TRS 3-090
Dr. Amir Gandomi	(416) 979-5000	6363	TRS 2-026
Dr. Aziz Guergachi	(416) 979-5000	7791	TRS2-034
Dr. Nurul Huda	(416) 979-5000	2449	TRS 2-054
Robert Hudyma	(416) 979-5000	7673	TRS 2-030
Joseph Lee	(416) 979-5000	7671	TRS 2-032
Dr. Atefeh Mashatan	(416) 979-5000	3632	TRS 2-038
Dr. Catherine Middleton	(416) 979-5000	7923	TRS 3-094
Ray Moss	(416) 979-5000	7748	TRS 2-066
Dr. Margaret Plaza	(416) 979-5000	7792	TRS 3-088
Dr. Franklyn Prescod	(416) 979-5000	7129	TRS 2-075
Dr. Hesham Saadawi	(416) 979-5000	7523	TRS 2-013
Bharat Shah	(416) 979-5000	7672	TRS 2-064
Dr. Farid Shirazi	(416) 979-5000	7938	TRS 2-024
Dr. Jim Tam	(416) 979-5000	6687	TRS 2-069
Dr. Ozgur Turetken	(416) 979-5000	5297	TRS 2-016
Dr. ShiKui Wu	(416) 979-5000	7793	TRS 2-015
<b>SUPPORT STAFF</b>	<b>TELEPHONE</b>	<b>EXT.</b>	<b>OFFICE</b>
Deepa Jojo/Sangeeta Kumar <i>Program Assistants</i>	(416) 979-5316	-----	TRS 2-004
Corinne Francis <i>Research &amp; Departmental Administrator</i>	(416) 979-5000	7795	TRS 2-004
Gloria Allen <i>Student Affairs Coordinator Part-time Degree, Cooperative Education &amp; CE</i>	(416) 979-5000	7128	TRS 2-004
Tina Marinelli <i>Student Affairs Coordinator Full-time Degree</i>	(416) 979-5000	6365	TRS 2-004
Marg Paglieri <i>Administration and Student Affairs Manager</i>	(416) 979-5320	-----	TRS 2-004
Darlene Gibson <i>Administrative Assistant</i>	(416) 979-5000	6360	TRS 2-004

## CURRICULUM AND DEGREE REQUIREMENTS

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The Ryerson Undergraduate Calendar ([www.ryerson.ca/calendar](http://www.ryerson.ca/calendar)) is the definitive source for academic policies and procedures, programs and course descriptions.

The Advisement Report is a tool for Undergraduate degree students that show all the course requirements you have taken or are enrolled in as well as those courses needed in order for you to graduate. You can view your Advisement Report from the Academics section of the Student Center in RAMSS (<https://my.ryerson.ca>). The following link provides you with step-by-step instructions on how to view your Advisement Report  
[http://www.ryerson.ca/RAMSSsupport/ugrad\\_grad/academics/advisement\\_report.html](http://www.ryerson.ca/RAMSSsupport/ugrad_grad/academics/advisement_report.html)

You may review your academic record using the Unofficial Transcript or Course History links in your Student Center.

You can use the Advisement Report to:

- check the accuracy of your academic record, including approved transfer credits and course substitutions or directives
- assist you in the Course Intention and course selection process to determine remaining requirements
- ensure that your course enrolments fulfill your program requirements

As you work your way towards graduation, this report reflects your progress and gives details of the courses you still need to take in order to graduate.

The Advisement Report is unofficial, may contain inaccuracies and is subject to change. It does not represent an irrevocable contract between the student and the University.

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## MINORS AND THEIR RESTRICTIONS

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A Minor is an opportunity for a student to explore a secondary area of undergraduate study either for personal interest beyond a student's degree program, or as an area of specific expertise related to the student's degree program that will serve the student's career choice.

A Minor consists of six one-semester courses with a relationship based on discipline, theme and/or methodology, as determined by the program offering the Minor and approved by the Senate.

### Policy Elements

1. A Senate-approved Minor consists of six one-semester courses<sup>1</sup>.
2. No course substitutions will be permitted in the completion of Minors.
3. All students are eligible to take any Minor except those which are specifically excluded by their program because they are too closely related to the core program requirements.
4. Where it is possible, a student may take more than one Minor. However, an individual course may only be used to satisfy the requirements of one Minor.
5. It is acknowledged that scheduling issues such as course availability may prevent individual students from being able to access all of the courses in a specific minor in the same time frame as they are completing the requirements for their degree.
6. Courses in the Minor may need to be taken above and beyond those in a student's program, possibly with additional fees.
7. A Minor must be completed before graduation.
8. Completion of a Minor is noted on the academic transcript, but not on the award document.

<sup>1</sup> Courses in a Minor that also appear in a Ryerson degree program, in any category, may also be used towards the fulfillment of the Minor.  
Source: [Senate Policy #148 Policy on Minors \(pdf\)](#)

Minors are optional and students are reminded that their focus should be on the completion of their program's graduation requirements. Students are cautioned that taking extra courses in order to earn a Minor could affect overall academic performance and Academic Standing.

Students on PROBATIONARY Standing will not be permitted to take extra courses for the purposes of earning a Minor.

It is the student's responsibility to **apply for the Minor at the time they apply to graduate** (they are two separate procedures on RAMSS).

In the event that a student is not eligible for their chosen Minor(s), but is eligible to graduate from their degree program, he/she will still graduate from the degree program. In other words, the requirements for the Minor do not need to be satisfied in order to graduate from the program.

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**The minor policy can be found on <http://www.ryerson.ca/calendar/2016-2017/minors.html>**

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## CO-OPERATIVE EDUCATION

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The Co-op Option in the BTM program is a unique opportunity for students to:

- help finance their education – be less dependent on grants, loans and family; perhaps graduate debt-free
- not have to work during academic terms to concentrate on their studies and thus obtain higher grades
- gain marketable experience and skills in work related to their program and intended profession
- improve prospects for career employment upon graduation
- build a personal contact network – for referrals, recommendations
- enrich their educational experience – through integrating academic studies with work experience
- gain maturity and confidence
- receive the benefit of the “Co-op Dividend”

Business Technology Management Co-op students typically find employment in business enterprises (banks, financial institutions private enterprises etc.) and government departments that use information systems or provide products and services in information technology, telecommunications, and multimedia.

The Co-op experience includes five, four-month work terms in organizations in Ontario, Canada, and potentially abroad. To get the Co-op designation students must successfully complete all five work terms. The first work term begins in the summer following 2<sup>nd</sup> year studies.

**For more information please visit:**

TRSITM Co-op Information: <http://www.ryerson.ca/itm/current/coop.html>

Co-operative Education Department website: <http://www.ryerson.ca/co-op/coopPrograms/bmt.html>



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## TRSITM ACADEMIC POLICIES

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*Your Academic Standing at Ryerson is a statement of your overall academic performance and is calculated at the end of each semester.*

Ryerson's policies on academic standings are fully explained in the  
2016-2017 Undergraduate Calendar  
<http://www.ryerson.ca/calendar/2016-2017/policies-and-procedures/enrolment-records/academic-information.html>  
and the Ryerson Student Guide  
<http://www.ryerson.ca/studentguide/>

outlined below are the policies and practices within  
The Ted Rogers School of IT Management  
that concern Full-Time **PROBATIONARY** students  
& Full-Time students that are **REQUIRED TO WITHDRAW**

### Notation:

The School of Information Technology Management makes every effort to ensure that this manual is current with the Ryerson University Senate policies and processes, undergraduate calendar etc. It is subject to change during the academic cycle, should revisions be required.

Please refer to [www.ryerson.ca](http://www.ryerson.ca) for all academic needs and information.

## **PROBATIONARY STANDING**

### **What does Probation mean?**

Students are assigned a **Probationary** standing for:

- a) a cumulative grade point average of 1.00 to 1.66
- b) a reinstatement after being on Required to Withdraw standing

Students with Probationary standing are required to have a developmental Probationary Contract outlining a specific plan for studies and academic supports authorized by their program School or Department, and signed by the student. Students who fail to have such a Probationary Contract within five (5) working days of the first day of the semester will have their course registrations and course intention requests cancelled for the term in question. *Such contract will set out a group of specific courses (including all requirements for failed and incomplete graded courses) and the maximum number of courses the student is permitted to be registered in.* **Students cannot register in more than the maximum number of courses written in their Probationary Contract during the semester.**

Students with a Probationary standing at the start of any semester will be eligible to continue their studies in a subsequent semester as long as:

- they achieve a term grade point average (TGPA) of 1.67 or higher while maintaining a CGPA above 1.00 and
- provided they meet the terms of their Probationary Contract and do not violate approved Department/School standing variations.

Failure to meet the terms of the Probationary Contract as set out by the School or Department will result in the student being RTW from their Ryerson program.

**A probationary student is responsible to contact the Program Assistants in the Ted Rogers School of IT Management at (416) 979-5316, and/or their professors if they are experiencing any personal or academic problems during the semester. Failure to inform the appropriate parties may jeopardize your academic status and successful outcome of an appeal. You may have to adjust your timetable, using RAMSS (my.ryerson.ca), in order to meet the terms of your probationary contract.**

**For more information on academic standings, please visit the “Enrollment, Records and Academic Information” section of the current Ryerson Undergraduate degree calendar at <http://www.ryerson.ca/calendar/2016-2017/policies-and-procedures/enrolment-records.html>**

## REQUIRED TO WITHDRAW

Students will be REQUIRED TO WITHDRAW from their program for one of the following reasons:

- i. A CGPA of less than 1.00 (except students enrolled in their first semester); or
  - ii. A term GPA below 1.67 while on PROBATION; or
  - iii. Violation of any approved Department/School Standing variation; or
  - iv. Violation of a Probationary Contract (including unauthorized changes to the contract or failure to negotiate a Probationary Contract).
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### ***Q. What does it mean to be ‘Required to Withdraw’?***

**A.** Students may not enroll in any Ryerson credit course(s) and no course(s) taken at another institution will be counted towards graduation requirements for a Ryerson degree program.

### ***Q. What do I do about courses I have signed up for the next semester?***

**A.** If they are day school courses, or courses registered under your Undergraduate career they will be dropped by ESSR. If they are courses registered through a Continuing Education (CE) career, then you are responsible for dropping them and will be held financially responsible if you do not drop them.

### ***Q. Can I continue to be involved in the School while I am Required to Withdraw?***

**A.** No, students Required to Withdraw cannot attend any classes at Ryerson or be involved in any **BTM** student activities/employment (e.g. ITMSA, lab monitors, work-study positions, etc.) until they have been reinstated.

### ***Q. How long must I sit out of the Business Technology Management program if I have been Required to Withdraw?***

**A.** Students who have been Required to Withdraw from the BTM program **may not** continue their studies for a **minimum of three (3) semesters** (i.e. Fall, Winter or Spring/Summer), unless they have been approved for the Fresh Start Program. Students who are not eligible for the Fresh Start, or who do not wish to participate in the Fresh Start, may apply to be reinstated to their program after the third semester following assignment of RTW.

**Prior to reinstatement, these students may not enroll in any Ryerson credit course(s) and no courses taken at another institution will be counted towards graduation requirements for a Ryerson degree program.**

### ***Q. What is the Fresh Start Program?***

**A.** In the second semester following assignment of RTW Standing students may request to participate in the Fresh Start Program, and will be placed on an Extended Academic Probation (EAP) over two semesters. Students must have a Cumulative GPA of at least 1.0 to be eligible for the Fresh Start Program. In part one, EAP1, students will take two (2) credit courses, and a Fresh Start Strategies course, a pass/fail course. Students must successfully pass all 3 components in EAP1 to continue. Students who do not successfully complete their EAP1 contract will return to RTW Standing, and may apply to be reinstated to their program after 12 months have lapsed from when the initial RTW standing was given.

Students who successfully complete the requirements of their EAP1 contract, will move on to part two of the Fresh Start Program, EAP2. In part two, students will take up to four (4) credit courses. Students who do not successfully complete EAP2 will return to RTW Standing.

Courses taken as part of the Fresh Start Program will be included in the student's CGPA. Criteria for participation, terms of the contract and the required outcomes will be established by the program.

Programs, including part-time programs, will provide information each year on the usual criteria used for participation in the Fresh Start Program. Students may participate in the Fresh Start Program only once during their academic careers at Ryerson. Normally withdrawal from, or unsuccessful completion of EAP1 or EAP2 will constitute one attempt. Students approved by a program to participate in the Fresh Start Program will be designated as having an EXTENDED ACADEMIC PROBATION (EAP) Standing.

For more information about the Fresh Start Program requirements and application process please visit the following site: <http://www.ryerson.ca/currentstudents/academics/reinstate/>

***Q. How do I get reinstated back into the BTM program?***

**\*\*A.** Students who successfully complete both EAP contracts will be automatically reinstated to their program either with a Clear status or a Probationary status.

Applications for reinstatement will be considered by Faculty and/or program committees based on criteria, assessments and/or procedures developed by the Faculty or program in consultation with the Registrar's Office. Past academic performance and space availability will normally be considerations. ***Students who have been denied reinstatement to their program twice may not reapply for reinstatement to that program.***

Students who wish to apply will do so by completing the *Request for Reinstatement form*, and the *Request For Reinstatement – Supplementary Form* available online at <http://www.ryerson.ca/registrar/students/forms.html>.

Completed forms should be submitted to the Ted Rogers School of IT Management. (TRS 2-004).

Students who are reinstated to their program will be placed on PROBATION and will be required to have a Probationary Contract authorized by their School or Department prior to commencing studies.

**\*\* Process for reinstatement is subject to change. Please refer to the current undergraduate calendar.**

***Q. Do I have to return immediately following my 'Required to Withdraw' period?***

**A.** No. You may apply to return at any time after your 'Required to Withdraw' period. If your undergraduate record/account becomes inactive or discontinued, it is your responsibility to re-activate it by using a Ryerson online application available at [www.ryerson.ca/undergraduate/admission/apply/forms](http://www.ryerson.ca/undergraduate/admission/apply/forms). Cost and/or administrative requirements for this will rest solely with the student.

***Q. What if I want to transfer to a different program?***

**A.** Students must consult with the University Undergraduate Admissions Office and the program to which they wish to transfer. At the program's discretion, a student may follow the Fresh Start sequence as outlined above. Such students will be placed on EAP standing. If approved for such a transfer SSP, there is an understanding that the transfer program commits to admitting the student pending successful completion of the SSP. Students may apply for transfer for the semester following the third semester as defined above.

Applications for transfer will be considered by the University Undergraduate Admissions Office in consultation with Faculty and/or program admission committees. Past academic performance and space availability will normally be considerations.

**Any further inquiries regarding your 'Required to Withdraw' standing should be directed to your program department at (416) 979-5316.**

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## RYERSON UNIVERSITY STUDENT CODE OF ACADEMIC CONDUCT

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Intellectual freedom and honesty are essential to the sharing and development of knowledge. In order to demonstrate Ryerson's adherence to these fundamental values, all members of the community must exhibit integrity in their teaching, learning, research, evaluation, and personal behaviour.

The Ryerson University Code of Academic Conduct applies to the academic activities, both on and off campus, of all students (graduate, undergraduate and continuing education) enrolled in courses at the University. Ryerson students are responsible for familiarizing themselves with this policy.

The policy can be found online at <http://www.ryerson.ca/senate/policies/pol60.pdf>.

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## RYERSON UNIVERSITY STUDENT CODE OF NON-ACADEMIC CONDUCT

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Ryerson University is a learning, teaching, and work community of students, faculty and staff, committed to providing a civil and safe environment which is respectful of the rights, responsibilities, well-being and dignity of all of its members.

The Student Code of Non-Academic Conduct ("Code") reflects the expectation that students will conduct themselves in a manner consistent with generally accepted standards of behaviour, University regulations and policies, departmental policies, and in compliance with federal, provincial and municipal laws, as well as professional standards and codes of ethics that govern students who are members of some regulated professions.

The Code outlines, in a non-exhaustive manner, actions which the University considers to be non-academic misconduct offences and the range of remedies and/or penalties which may be imposed. The principles underlying this Code are educational and whenever appropriate the University encourages informal resolution of minor incidents. However, when necessary due to unacceptable conduct, penalties will be imposed in the manner described in the Procedures document aligned with this Code to ensure an acceptable standard is maintained.

The policy can be found online at <http://www.ryerson.ca/senate/policies/pol61.pdf>.

For information on student non-academic matters, please visit the Student Conduct Office's website at [www.ryerson.ca/studentcode](http://www.ryerson.ca/studentcode).

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## ACADEMIC MISCONDUCT PROBLEMS

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This section provides guidance on what constitutes academic misconduct, what TRSITM faculty are doing to detect and report it, and how to avoid getting into trouble.

### Explaining Academic Misconduct

The description of academic misconduct and the processes involved in its identification, investigation and final resolution, are covered in detail under the Student Code of Academic Conduct, (full documentation is available at your program/school, in the Ryerson Student Guide, or on the Senate website ([www.ryerson.ca/senate](http://www.ryerson.ca/senate))). **It is your responsibility to read this policy statement and to be fully familiar with its contents.** Within the TRSITM context, the following are the most frequently committed forms of academic misconduct:

- Submission of identical or similar programming assignments: While the School encourages students to discuss assignments and to call on the services of the programming tutors, the work you submit for any class assignment must be your OWN work (except for specifically identified group projects). This means that you cannot, in whole or in part, copy any code or related material from another student's work. Equally, it is an offence to allow your code to be copied (we assume you granted permission unless you can prove otherwise). Programming syntax is sufficiently precise that a simple inspection by a faculty member can identify sufficient points of similarity/identically to conclude that academic misconduct has occurred. Don't take the risk; write your own code!
- Including material in an essay or other written project without properly attributing the source: This can include copying material from other students, copying material from text and articles, from manuals or other reference material, or from websites. As with a programming assignment, it is plagiarism if any substantive piece of the work submitted has been copied from another source without due attribution. Note: attribution does not mean simply referencing a source in the bibliography. If you lift ("cut and paste") any piece of work – even a simple phrase or paragraph—you must footnote and reference the material and put the material in quotations. Further, making simple grammatical changes to such a piece of work is still plagiarism if not referenced and sourced. If you reword or paraphrase a passage, you don't need to put it in quotations but you do need to reference it. Appropriate academic referencing could include footnotes, endnotes or in-text references as appropriate to the style of the work and course requirements. Refer to the APA style guidelines below for information on academic referencing at: [www.learn.library.ryerson.ca/citationhelp/apa](http://www.learn.library.ryerson.ca/citationhelp/apa)
- Submitting the same work to more than one course, without instructors' approval: You cannot submit the same work (in whole or in part) in multiple courses without permission. If you intend to submit work in one course that has been or will be submitted to another course, you must get permission in writing from all the instructors involved. Even with that permission, you must properly cite your own material sources.

- Copying another's work (or accessing any form of notes) while in the exam room: Any student who is seen looking at another student's work or their own notes or who is engaged in any conversation with another student is considered to have cheated in an exam. An exception would be where students have been given permission to bring notes to the exam. The normal penalty is a direction to stop the student's exam and an assignment of zero for the exam mark. Note: for the purposes of such an allegation by a professor, it is sufficient that the invigilator observes any student talking to another student, or looking at another student's desk during the exam.

## **Repeat Offences**

Academic misconduct violations are filed in both the Registrar's office and the Chair of TRSITM. In the case of a repeat offence, the severity of the penalty escalates and can include expulsion from the University.

## **What are the School and faculty doing about plagiarism?**

The School has instituted a strict policy requiring its faculty, both full and part-time, to be vigilant for instances of plagiarism and provides support to the faculty in investigating plagiarism allegations. We also recognize that faculty can reduce the opportunities for plagiarism by the choices in the nature and type of assignments and examinations.

Ryerson has subscribed to a service called Turnitin.com which helps professors identify Internet plagiarism and helps students maintain academic integrity. All TRSITM students, both full-time and part-time may be asked to submit their papers to Turnitin.com. Students agree that by taking a course, all required papers are subject to submission to this service. Plagiarism affects everyone. Honest students' relative grades are disadvantaged. Faculty and staff have to commit significant time to the prevention, detection, and investigation of plagiarism.

## **Non-academic misconduct**

There is also "non-academic" misconduct, which includes activities which disadvantage other students (including destruction or damage to school or university property). There is also a process of punishment for such offences— which can include community service — and for serious incidents, can also include suspension from the University.

## **When in doubt, talk to your professor**

As a general piece of advice, if you have any concern at all about the potential for your activities to be considered plagiarism, talk to your professor first! It is your responsibility to know the rules and follow them.

**For further misconduct information please refer to:**

<http://www.ryerson.ca/calendar/2016-2017/policies-and-procedures/rights-conduct/codes-of-conduct.html>  
<http://www.ryerson.ca/academicintegrity/>

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## ACADEMIC INTEGRITY

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- Students are required to adhere to all relevant University policies, such as the Student Code of Academic Conduct. University regulations concerning unacceptable academic conduct (cheating, plagiarism, impersonation, etc.) will be followed. Consult the Ryerson University Undergraduate Calendar or online versions at <http://www.ryerson.ca/senate/policies/pol60.pdf> and <http://www.ryerson.ca/senate/policies/pol61.pdf> and <http://www.ryerson.ca/senate/documents/studentrights.pdf> for more explanation.
- Plagiarism is a serious academic offence and penalties range from zero in an assignment all the way to expulsion from the University. Students should review the guidelines regarding academic misconduct - visit the Academic Integrity website for more information <http://www.ryerson.ca/academicintegrity/>. They should ensure that they understand the conventions for referencing sources, in footnotes and bibliographies. In addition to citing quotations from all sources, whether from written materials, interviews or electronic networks, students must credit using footnotes or in-text references all facts and ideas that are not their own, **EVEN IF THEY ARE IN YOUR OWN WORDS**. If you do not, it is considered plagiarism. In any academic exercise, plagiarism occurs when one offers as one's own work the words, data, ideas, arguments, calculations, designs or productions of another without appropriate attribution or when one allows one's work to be copied. (See the Ryerson Library for APA style guide references: <http://library.ryerson.ca/guides/style/apa/>)
- It is assumed that all examinations and work submitted for evaluation and course credit will be the product of individual effort, except in the case of team projects arranged for and approved by the course instructor. Submitting the same work to more than one course, without instructors' approval, is also considered plagiarism.
- Students who have committed academic misconduct for the first time will, at a minimum receive a "0" on the work, and an instructor may assign an "F" in the course. The Academic Integrity Seminar will also be assigned and students will have the notation **Disciplinary Notice (DN)** placed on their academic record. The notation will be removed upon graduation.  
A policy amendment, implemented June 2013, determined that if a student is found to have committed academic misconduct, a disciplinary notice (DN) appears on their academic record only. Senate voted to remove the DN from a student's official transcript.
- Students who commit academic misconduct a second time shall be placed on **Disciplinary Suspension (DS)** for up to two years, at which time they may apply for reinstatement to a program. The designation DS shall be placed on their permanent academic record and official transcript. The notation shall remain until students graduate, or for eight (8) years, whichever comes first.
- **Disciplinary Withdrawn** standing (**DW**) shall be permanently noted on students' academic records and official transcripts.
- **Expulsions** shall be permanently noted on students' academic records and official transcripts.
- **NOTE:** Students may not drop a course when they have been notified of the suspicion of academic misconduct. A **DEF** grade will be assigned while the investigation is taking place. If a student attempts to drop the course, the Registrar's office will reregister the student in that course until a decision is reached.



- When an instructor has reason to suspect that an individual piece of work has been plagiarized, the instructor shall be permitted to submit that work to any plagiarism detection service.
- **CHEATING ON AN EXAM OR TEST:** Ryerson's [Examination Policy](#) requires that all students have a valid student identification card or other photo identification on their desk at all times when taking an examination. If it is suspected that someone is impersonating a student, the photo identification of that person will be checked, and the person will be asked to sign the exam paper for further verification. If it is suspected that the identification is not valid, students may be asked to provide alternate photo identification. Security may be called, if circumstances warrant.

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## RYERSON EMAIL ACCOUNT

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All students in full and part-time graduate and undergraduate degree programs and all continuing education students are required to activate and maintain their Ryerson online identity in order to regularly access Ryerson's E-mail (Ryemail), RAMSS, my.ryerson.ca portal and learning system, and other systems by which they will receive official University communications.

Students are expected to monitor and retrieve messages and information issued to them by the University via Ryerson online systems on a frequent and consistent basis. Students have the responsibility to recognize that certain communications may be time-critical. Students have the right to forward their Ryerson E-mail account to another electronic mail service provider address but remain responsible for ensuring that all University electronic message communication sent to their official Ryerson E-mail account is received and read. Ryerson requires that any official or formal electronic communications from students be sent from their official Ryerson E-mail account. As such emails from other addresses may not be responded to.

The policy in its entirety can be found at <http://www.ryerson.ca/senate/policies/pol157.pdf>

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## COURSE OF STUDY – DEPARTMENTAL POLICIES

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### \*\*\* PLEASE NOTE \*\*\*

**The policies in the [Appendix to the Course of Studies](#) applies to all courses offered by the Ted Rogers School of Information Technology Management. For policies and information that apply to a specific course, please review the Course of Study provided by your professor.**

Please visit <http://www.ryerson.ca/itm/current/cos.html> for more information.

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## **STUDENT COMPLAINTS PROCESS**

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The Ted Rogers School of Information Technology Management is committed to assuring students that their complaints will be heard without any jeopardy to their academic grades.

Complaints should be expressed to the appropriate people as soon as a warranted situation arises to allow for due process to occur.

1. All complaints regarding individual courses should be first directed to the attention of the faculty member teaching the course.
2. All academic complaints beyond individual course concerns should be directed to the Program Assistants of the Ted Rogers School of Information Technology Management.
3. All non-academic complaints should be brought to the attention of the Administrative Assistant of the Ted Rogers School of Information Technology Management.

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## USEFUL INFORMATION

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**Academic Policy:** Refer to Ryerson Student Guide and Undergraduate Calendar for information regarding academic policy [www.ryerson.ca/senate](http://www.ryerson.ca/senate).

**TRSITM School Council:** The function of the Ted Rogers School of ITM Council is to develop and recommend policy relevant to the School as it relates to the general policy of Ryerson University.

The membership of the Council consists of a student representative from each class, elected by his/her classmates, plus the Director and faculty of the School.

Meetings are held periodically throughout the year and may be called either by the student representatives or faculty whenever a matter of importance to the School arises.

**Attendance & Missed Course Work (Academic Consideration Requests):** As pointed out in the [Ryerson Student Guide](#), regular attendance in class is important for academic success. Check each course outline to determine the specific rules and policies regarding class attendance.

If you are forced to be absent from Ryerson for more than a few days due to a prolonged illness, accident, or family situation, you should contact the Program Assistants in the Ted Rogers School of ITM at (416) 979-5316, to advise them of the situation. You are, of course, responsible for "catching up" any missed classes by contacting all of your professors during your absence.

- If a student is unable to write an examination or submit an assignment due to illness or a personal/family emergency, they must notify their professor and program department by telephone or e-mail as soon as possible (but within 72 hours) and provide supporting documentation. If the obligation is missed for medical reasons, students must submit a **completed** copy of the Ryerson Medical Certificate and Academic Consideration form to the department within 3 working days (72 hours). The form may be found online at [www.ryerson.ca/senate/forms/medical.pdf](http://www.ryerson.ca/senate/forms/medical.pdf). Forms that are deemed 'incomplete' by the department will be returned to the student and will not be accepted until the form is properly filled-in.

**Please note:**

- **Note that the TRSITM office will not accept photocopied documents, or submissions through e-mail or fax.**
- **All documentation must be ORIGINAL and COMPLETE. For example, if your note is not stamped by a physician or clinic, and all required dates listed, it will not be accepted. While it is not necessary to give particulars of a diagnosis, the physician must attest to the fact that you were unable to do your academic work on the date(s) claimed.**

**Faculty Office Hours:** Each faculty member sets aside approximately 3-5 hours per week to be available to meet with students to discuss any questions or problems they may have. Faculty hours may be noted on the doors of faculty offices and/or on their D2L course site. As well, your instructor's hours may be noted on your Course of Study. However, students may request an appointment at other times.

If you feel you are not progressing as well as you would like, or if you are concerned about anything at all, make sure you consult with your professors. They will help you in any way they can. Consider using the free tutoring services provided by Student Services as well (<http://www.ryerson.ca/tedrogersschool/success/academic-support/tutoring-centre-and-study-groups.html>).

**Lost and Found:** Items found may be turned in to the TRSITM office or taken to the Security desk. The University's central lost and found depot is the RSU Student Centre lobby (55 Gould St.). Telephone: (416) 979-5255 ext. 2358 and email: [memberservices@rsuonline.ca](mailto:memberservices@rsuonline.ca).

**Where To Eat:** One of the benefits of being at Ryerson is that there are so many truly excellent places on campus and in the surrounding area to feed you. Visit <http://food.ryerson.ca/discover/retail-locations-menus/> for some suggestions.

**Locker Availability:**

**Note: There are no lockers in the TRSM building,** however, you may be able to use a locker in one of the following buildings, Kerr Hall, POD and the RAC , after the 3<sup>rd</sup> Friday in September (please see below):

<http://www.ryerson.ca/studentguide/directories.html>

“In September a certain number of campus lockers are administered by some program departments for their students. Please consult your department to find out if they have a locker sign-up process. After the 3<sup>rd</sup> Friday in September, any lockers that are unassigned and/or are not already claimed by a student are available to all Ryerson students, first come, first served. You do not need to sign-up. You can use the locker until the end of the winter term. You must clean out your locker before May 1. If you want a locker from May to the end of July, please contact the front desk of the Ryerson Athletic Centre (RAC). You must show proof of Spring/Summer enrolment. You may only use the locker assigned to you and must provide your own lock. We will remove locks on any unassigned lockers over the Spring/Summer period. You must empty your Spring/Summer locker by August 1. After this date, we will remove the contents and keep it at the RAC for a short time for pick up. To claim your items, you must provide proof of ownership and identification. You are responsible for the contents of your locker. Never leave valuables (for example, laptop computers, wallets, jewelry) in your locker. The university will not take any responsibility for any lost, stolen or damaged items in the lockers.”

## STUDENT RESOURCES

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### ACADEMIC SUCCESS CENTRE

The team of learning specialists, Student Success Facilitators, Learning Strategist and Peer Academic Coaches help student improve their academic performance with a series of learning services designed to develop new strategies, skills and behaviours.

They offer two types of peer-assisted learning support programs. You will work with the academic peer helper and other students to building your confidence and understanding of course material. We do not assist with graded material.

For more information, please refer to their contact information below:

Website: <http://www.ryerson.ca/tedrogersschool/success/>

Email: [student.trsm@ryerson.ca](mailto:student.trsm@ryerson.ca)

Location: TRS 2-168

Phone: (416) 979-5000, ext. 2435

## STUDENT LEARNING SUPPORT (SLS)

SLS is a group of services and programs aimed at helping students engage more effectively in their academic studies. We teach essential academic skills and study techniques that help students to more effectively express their intelligence, apply their knowledge and communicate their ideas. They have specialized support areas to help you:

<p><a href="#">Academic Accommodation Support</a></p>	<p>Students eligible for Academic Accommodation Support have singular and multiple disabilities, such as learning disabilities, sensory impairments, acquired brain injuries, ADHD, and mental health, medical, and mobility issues.</p> <p>Students seeking accommodation can contact our main office to register and submit medical documentation. Active students can view their accommodation letters and send electronically to professors, and submit test or exam booking requests online. Please refer to AAS student handbook <a href="http://www.ryerson.ca/content/dam/studentlearningsupport/resources/academic-accommodation/AAS_Student_Handbook.pdf">http://www.ryerson.ca/content/dam/studentlearningsupport/resources/academic-accommodation/AAS_Student_Handbook.pdf</a></p>
<p><a href="#">English Language Support</a></p>	<p>To help multilingual students engage fully in their education at Ryerson, we offer a variety of free support programs designed to help students improve and develop their communication skills – help with writing, speaking, listening, and reading. This also becomes an opportunity to meet fellow students and practice language skills in a friendly, stress-free environment.</p>
<p><a href="#">Graduate Student Support</a></p>	<p>Graduate students have specific concerns about their academic skills and the demands of graduate-level study. Our programming will help you to further develop these skills under the guidance of our professional staff.</p>
<p><a href="#">Math Support</a></p>	<p>SLS offers comprehensive support to all Ryerson students looking for help with math, guidance in their math-related courses, or simply to develop their math skills.</p>
<p><a href="#">Study Skills and Transition Support</a></p>	<p>Being a successful student requires hard work and dedication but it also requires developing the skills to learn effectively and efficiently. Our study skills and transition programs will help you to start that process.</p>
<p><a href="#">Writing Support</a></p>	<p>We think our writing is best when we get to talk about it with others at various stages of the process. So, that’s what we do - help students become better writers by engaging them in meaningful conversations about their writing. If you get in the habit of doing this, it will become a meaningful part of your ongoing writing processes and development at Ryerson.</p>
<p><a href="#">Test Centre</a></p>	<p>The Test Centre is a student and faculty service designed to assist in facilitating the scheduling of make-up tests and exams at Ryerson University. Scheduling of the date and time is coordinated by the student and instructor through the Test Centre's Make-up Online Booking System.</p>

Website: <http://www.ryerson.ca/studentlearningsupport/index.html>

Email: [sls@ryerson.ca](mailto:sls@ryerson.ca)

Location: Student Learning Centre, 4th floor

Phone: 416-598-5978

For more services for students, please visit <http://www.ryerson.ca/studentaffairs/index.html>

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## TRSITM STUDENT AWARDS

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Academic excellence is recognized and rewarded through the following awards, which are presented each year at the School's Awards Ceremony. There are many awards available to both new and returning full-time and part-time degree students within the Ted Rogers School of Information Technology Management.

Please refer to <http://www.ryerson.ca/itm/current/awards.html> for more information about the award, eligibility criteria, application procedures and deadline.

For a full list of Ryerson awards and scholarships, please see <http://www.ryerson.ca/currentstudents/awards/>.

*Disclaimers: The availability and monetary value of all awards, bursaries and scholarships & availability are subject to change. The Ted Rogers School of Information Technology Management reserves the right to change the listed award, scholarship or bursary information and/or value without notice.*

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## UNDERGRADUATE DEAN'S LIST

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Each Faculty will establish an annual Dean's List for students enrolled in undergraduate programs in that Faculty (<http://www.ryerson.ca/itm/current/deanslist.html>).

Each Dean will establish a GPA requirement for their Faculty. While this GPA must be a minimum of 3.5 for the academic year (Fall and Winter terms for full-time program students), a Dean may establish a GPA requirement that is higher than 3.5.

Students must have all passing grades and a Clear academic standing for both terms. They cannot have received any Disciplinary Notices (DN) while at Ryerson.

Criteria for Dean's List must be published on each Faculty's website.

Dean's lists will be published annually on the Faculty websites.

### **Full time undergraduate program students:**

- To be eligible for consideration for the Dean's List, students in full-time programs must have carried an average unit load of 4.0 billing units or higher for the Fall and Winter terms.

### **Part time undergraduate program students:**

- To be eligible for consideration for the Dean's List, students in part-time programs must have completed a specified number of courses deemed to be the equivalent of a full year of study in the program in which the student is registered.
- Part-time program students may qualify for Dean's List honours an equivalent number of times as students enrolled in similar full-time programs.
- Part-time program students may qualify for Dean's List honours at the end of any term upon having completed the requisite number of courses.
- Transcripts for part-time program students will show the Dean's List honour in the term it is awarded, however it is understood that these students' names will be published with the names of full time undergraduate program students, i.e., at the end of winter term.

**The above is subject to changes**

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## LEARNING ABROAD

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There are two methods to learning abroad.

With our Exchange program, a formal exchange can take place when a signed exchange agreement exists between institutions. Exchange students remain registered at their home university while on exchange. This means that they pay tuition as usual to their home university and do not have to apply for re-admission when they return.

With the Study Abroad program, students study at a university that **does not currently have an exchange agreement with Ryerson**. This also applies to anyone who wants to apply to one of our partner universities directly **instead of going through the exchange program**. Effectively, this allows you to study at ANY university. Credit for these studies will be granted on your Ryerson transcript **only if you meet the LOP (Letter of Permission) requirements**.

Students are encouraged to participate in a semester of study abroad at the end of their fourth semester and prior to their seventh semester. The opportunity to undertake learning in a wider context can be an invaluable part of any university education. Ryerson University strongly encourages students to acquire a broader, and more international, "applied" perspective.

**Please note:** It is the student's responsibility to have all the necessary requirements completed for the ITM capstone course, ITM90A/B prior to the start of the course, even if you are participating in the exchange or study abroad programs. You must contact the Ted Rogers School of ITM at (416) 979-5316 PRIOR to your departure.

For further information, please visit:

[http://www.ryerson.ca/ri/students/ryerson\\_students/study\\_abroad\\_exchange/index.html](http://www.ryerson.ca/ri/students/ryerson_students/study_abroad_exchange/index.html).



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## **THE TRS STUDENT TECHNOLOGY HELP DESK/ COMPUTING AND COMMUNICATIONS SERVICES (CCS)**

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The TRS Student Technology Help Desk is located in the large computer drop-in room on the 9th floor (TRS 3-180). Technology assistants are normally seated at the round desk just inside the main entrance, also known as the "Donut."

The Student Help Desk is staffed [whenever the lab is open](#); look for the bright yellow T-shirts that say "Tech Support". Lab Monitors wearing yellow T-shirts are also available to assist you in other drop-in labs at TRS.

[Click here](#) to see what the TRS Help Desk and Lab Monitors CAN and CAN'T do for you.

For TRS lab drop-in hours, please [click here](#).

For more information about TRS computer labs, please [click here](#).

Students who experience technical issues with their Ryerson Account or D2L (for example, can't log into their email, forgot their password...) should contact the Computing and Communications Services (CCS). They can be reached at 416-979-5000 ext. 6840, email: [help@ryerson.ca](mailto:help@ryerson.ca), or visit them in KHW 71. Visit the CCS website (<http://www.ryerson.ca/ccs/>) for more information on services they CCS offer.

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# WHEN TO USE REFERENCES AND HOW TO WRITE THEM CORRECTLY

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by Dr. B.L. Kelsey (1996)

## When to Use References

You must give credit to the author or producer of a piece whenever you use anything from their work, regardless of whether that piece is written on paper, distributed over the Internet, obtained during an interview or shown on television. You give credit by explicitly referencing the author or authors in the text of your report and giving a detailed reference notation at the end of the report. You are required to acknowledge the contributions of others whenever you:

1. quote directly from a work,
2. paraphrase the thoughts contained in a work,
3. summarize the ideas contained in a work, or
4. use statistics collected, calculated or reported by someone else.

Failure to do so is called plagiarism. To plagiarize is to “steal or pass off (the ideas or words of another) as one’s own, “or “use (a created production) without crediting the source” (Webster’s, 1983). It is both unethical and illegal. Furthermore, it is against Ryerson’s policies regarding academic conduct, and academic penalties will be imposed on students caught plagiarizing.

The only time you do not give credit is when you are expressing your own unique ideas and thoughts, or creating your own data from your own original research. A good rule of thumb is: When in doubt, reference it!

## Examples of References in APA Style

The School of Information Technology Management uses the reference style outlined by the American Psychological Association. This style is used widely throughout the academic community. References are to be placed at the end of your report. The only time you do not put a reference at the end of a report is if the information was obtained verbally or from a non-recoverable electronic source, such as an e-mail (APA Manual). Then, you only cite the reference in the text of your report. The person is identified by his/her initials and surname and the date on which you received the information is given, for example:

B.L. Kelsey (personal communication, February 5, 1996)

Below are examples of how to write up references, listed alphabetically by category type.

### Books

Bandura, A. (1986). Social foundations of thought and action. Englewood Cliffs, NJ: Prentice Hall.

McGrath, J.E., & Hollingshead, A.B. (1994). Groups interacting with technology. Thousand Oaks, CA: Sage Publications.

### Book Chapters

Zmud, R. W. (1990). Opportunities for strategic information manipulation through new information technology. In J. Fulk & C. Steinfield (Eds.), Organizations and communication technology (pp. 95-116). Newbury Park, CA: Sage Publications.

## **Electronic Media**

### 1. Abstract on CD-ROM

Bower, D.L. (1993). Employee assistant programs supervisory referrals: Characteristics of referring and nonreferring supervisors [CD-ROM]. Abstract from: ProQuest File: Dissertation Abstracts Item: 9315947

### 2. On-line Abstract

Meyer, A.S., & Bock, K. (1992). The tip-of-the-tongue phenomenon: Blocking or partial activation? [On-line]. Memory & Cognition, 20, 715-726. Abstract from DIALOG File: PsycINFO Item 80-16351

\*\* “Do not end a path statement with a period, because stray punctuation in a path will hinder retrieval” (APA Manual).

### 3. On-line Journal

Funder, D.C. (1994, March). Judgmental process and content: Commentary on Koehler on base-rate [9 paragraphs]. Psychology, [On-line serial], U5U, (17). Available FTP: Hostname: princeton.edu Directory: pub/harnad/psychology/1994.volume.5 File: psychology.94.5.17.base-rate.12.funder

## **Government Reports**

U.S. Small Business Administration. (1985). Selecting the legal structure for your firm (Management Aid No. 6.004). Washington, D.C.: U.S. Government Printing Office.

## **Journal Articles**

Bettenhausen, K.L. (1991). Five years of groups research: What we have learned and what needs to be addressed. Journal of Management, 17, 345-381.

Elam, J.J. & Mead, M. (1990). Can software influence creativity? Information Systems UResearch, 1, (1), 1-22.

## **Newspaper Or Magazine Articles**

Allard, C. (1990, August). How the law is changing business. Canadian Business, pp. 43, 44, 46.

National Bank in deal with Metropolitan Life. (1996, January 23). The Globe and Mail, p. B4.

## **Proceedings From Conferences**

Gist, M.E. (1986). The effects of self-efficacy on training task performance. Academy of Management Best Paper Proceedings, 250-254.

## **Technical Reports**

Bottger, P.C., & Yetton, P.W. (1984). Group problem solving: Roles of resources, strategy and creativity. (AGSM Working Paper Series 84-20). Sydney, Australia: University of New South Wales, Australian Graduate School of Management.

Mazzeo, J., Druesne, B., Raffeld, P.C., Checketts, K.T., & Muhl, A. (1991). Comparability of computer and paper-and-pencil scores for two CLEP general examinations (College Board Rep. No. 91-5). Princeton, NJ: Educational Testing Service.

### **Television Series - Single Episode**

Hall, B. (1991). The rules of the game (J. Bender, Director). In J. Sander (Producer), U'll fly away. New York, NY: New York Broadcasting Company.

The examples used for the sections "Abstract on CD-ROM", "On-line Abstract", "On-line Journal" and "Television Series - Single Episode", and the Mazzeo et al. (1991) reference are taken directly from the APA Publication Manual.

### **References**

American Psychological Association. (1994). Publication manual of the American Psychological Association (4th Ed.). Washington, D.C.: Author.

Webster's Ninth New Collegiate Dictionary. (1983). Springfield, MA: Merriam-Webster Inc.

## TRSITM STUDENT GROUPS

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Information Technology Management Students' Association

### **Information Technology Management Student Association**

Office: TRS 1-137

Phone Number: (416) 979-5000 ext. 2438

Email: [itmsa@ryerson.ca](mailto:itmsa@ryerson.ca)

Website: [www.itmsa.ca](http://www.itmsa.ca)

Follow us on twitter: <https://twitter.com/itmsa>

Like us on Facebook: <https://www.facebook.com/itmsa>

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Office: TRS 1-137

Phone Number: (416) 979-5000 ext. 7555

Email: [witm@ryerson.ca](mailto:witm@ryerson.ca)

Website: <http://www.witm.ca>

Follow us on twitter: <http://twitter.com/WomenInITM>

**Note:** Cultural, religious, and interest-based student groups exist and can be found at <http://rsuonline.cfshosting.ca/Student-Group>.