

Creative Industries

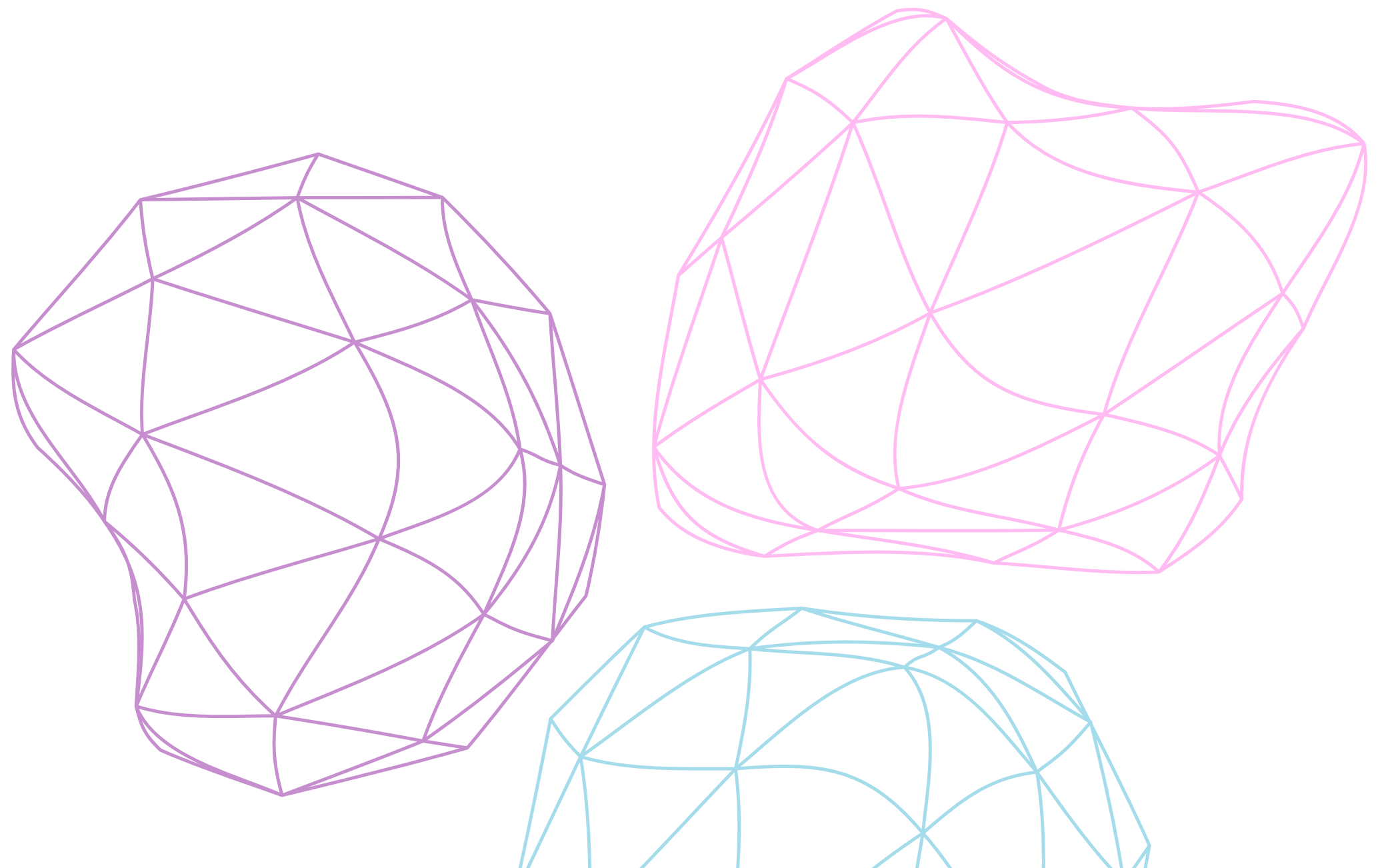
at The Creative School

Student Handbook
2023/2024



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>>> MESSAGE FROM THE CHAIR

I would like to extend a warm welcome to all the new and returning students to the School of Creative Industries.

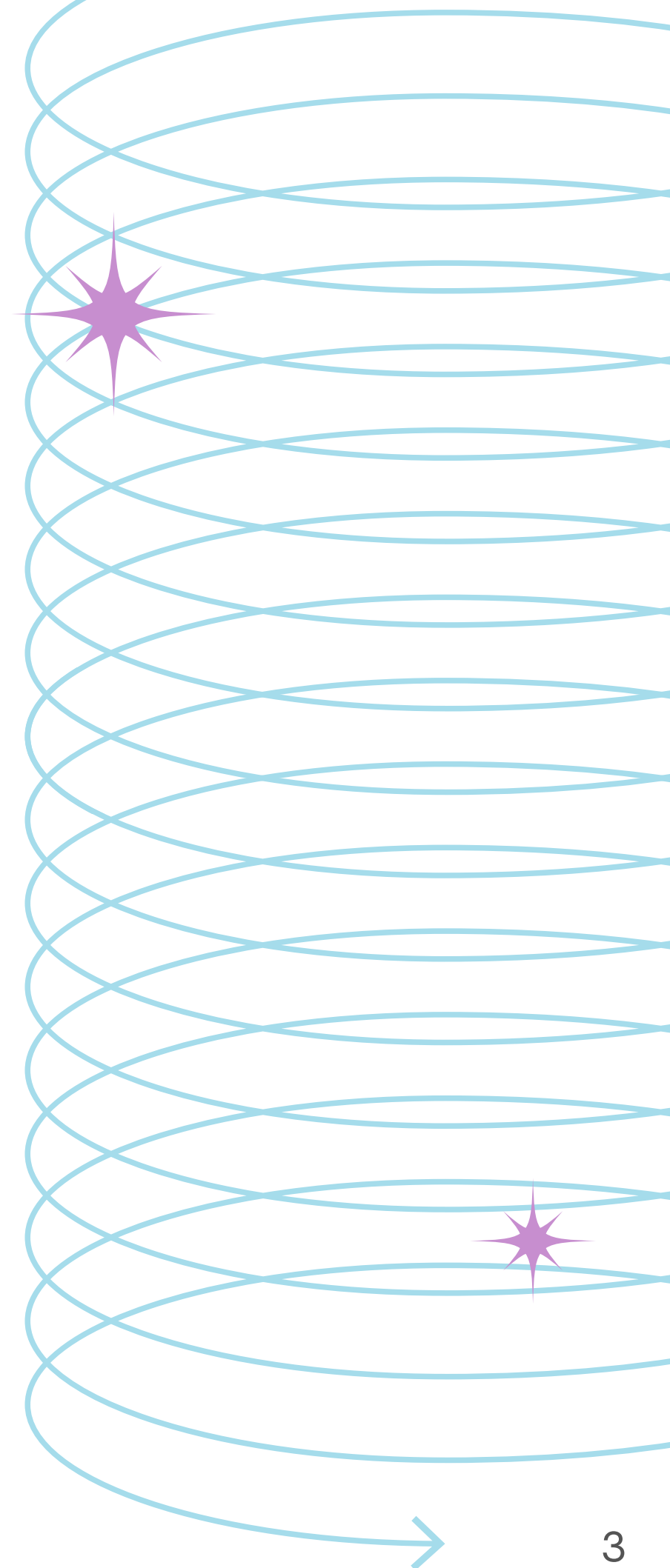
For the first time in two years, we will be starting the fall semester with in-person classes. While we are optimistic that things will stay that way, we have learned anything over the past couple of years, anything can happen and we need to be ready for change.

My key message for the 2023-24 academic year is to take advantage of the different activities and events to meet new people while exploring new ideas. Our program provides a safe space for you to try new things and challenge yourself to get out of your comfort zone. The School of Creative Industries is a place where we draw inspiration from the new ideas emerging from, and the new relationships develop with and among our students.

The staff at Creative Industries created this student handbook to help guide you through the many policies, procedures and supports available. It is meant to be a reference tool where you can find the answers you need and connect resources. If you cannot find the answer here please reach out and ask the Creative Industry staff and faculty. Feel free to stop by our office while you are on campus. We are located in Kerr Hall South Room 349 (KHS-349). If you ever want to talk or have questions about the program feel free to stop by the office, e-mail me at emaier1@torontomu.ca, or book time in my calendar by e-mailing Emma Smith at e3smith@torontomu.ca to arrange a time.

Best wishes for a transformative academic year

Dr. Esther Maier,
Chair, Creative Industries





>>> MESSAGE FROM THE DEAN'S OFFICE

DEAN'S MESSAGE

Welcome to Creative Industries at The Creative School, Toronto Metropolitan University! You should be exceptionally proud of yourself for taking this big step in your professional and academic growth. As a member of this creative community, you have unique transdisciplinary opportunities at your fingertips that are not available anywhere else. You have access to instructors, mentors, spaces, services, initiatives, and events that provide you with a unique, unparalleled educational experience.

I encourage you to explore The Creative School's five Innovation Hubs: [The Innovation Studio](#), [The Design + Technology Lab](#), [Red Bull Gaming Hub](#), [The Catalyst](#) and the newly launched [Creative AI Hub](#).

Integrate hands-on experiences into your learning by taking advantage of cross-disciplinary courses, [global opportunities](#), and industry collaborations and boost your skills and kickstart your career with support from the [Student Success Centre](#).

I encourage you to take full advantage of The Creative School and engage with the richness of our schools, programs, innovation hubs and international centres.

Follow @thecreativeschl on [Instagram](#) and [Twitter](#) and @thecreativeschool on [TikTok](#) and bookmark torontomu.ca/the-creative-school to stay updated on our latest creative endeavours. [The Society of The Creative School](#) and numerous student-run clubs offer additional year-round opportunities for creative exploration, professional development and socializing.

You are at the centre of The Creative School and I am personally committed to your success. The future of our industry depends on this generation and I know you will be catalysts in igniting the positive change that The Creative School aims to inspire.

Charles Falzon
Dean, The Creative School
Toronto Metropolitan University

»» FACULTY & STAFF DIRECTORY

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>>> OFFICE SERVICES

Our **Academic Advisor, Kaitlyn Pontanilla**, will advise you on all academic matters, including degree and graduation requirements, academic standing issues, academic policy interpretation, curriculum advice, transfer credits, program withdrawals, Kaitlyn is supported in this role by **Lauren Awalt, Student Affairs Assistant**. You can reach Kaitlyn and Lauren via email CRIadvising@torontomu.ca, and on Twitter, Facebook, and Instagram [@CreativeTMU](https://www.instagram.com/CreativeTMU).

The **Manager of Academics and Student Affairs for the School of Creative Industries and Professional Communication, Romina Ishani**, will support the review of academic appeals and other higher-level matters.

Our **Industry & Work Placement Specialist, Alex D'Arcy**, will guide students on all facets of the School's mandatory work placement program, including: Application process, Selection and acquisition of host enterprises, Educational outcomes of work placements, Troubleshooting placements.

Our **Administrative Coordinator, Emma Smith**, will assist you with general inquiries and guide you to the appropriate people and departments across the University, including: Appointments with the Chair, Internal events, Access to university tools and systems, University policies and Human Resources.

Our **School Chair, Dr. Esther Maier**, is responsible to the University for the operation of the School. Proposals for School and student initiatives should be brought to her attention. Appointments should be scheduled through Emma Smith.

Request for Letters Confirming Registration, Attendance, & Forms

Letters confirming registration, attendance, admission, graduation, etc can only be requested from the Office of the Registrar, Enrolment Services & Student Records at www.torontomu.ca/registrar/forms-documents/

Forms

Students will need to submit forms for many purposes. For a full selection of forms and their uses, refer to www.torontomu.ca/registrar/forms-documents/ or to www.torontomu.ca/senate/resources/

Counselling (Non-Academic)

TMU has excellent counselling services available to all TMU students:

Centre for Student Development & Counselling

www.torontomu.ca/student-wellbeing/counselling/

Jorgenson Hall JOR-07-C

Enquiries # 416-979-5195

If you require immediate assistance, contact the 24/7 Helpline for Ontario postsecondary students, at 1-866-925-5454 (www.good2talk.ca/)

>>> HOW TO PROBLEM SOLVE

The School of Creative Industries wants you to have a successful academic experience at TMU. When problems arise, it is important that you deal with them proactively and in a timely fashion, and communication is key. **We can't help you come up with a solution if we don't know about it.** You can always email Kaitlyn and Lauren at **CRIadvising@torontomu.ca** with any questions you may have and they will be happy to provide advice. What follows is a list of common problems that students face, and suggestions of how to resolve them.

>>> I'm experiencing academic difficulties with a course

The first thing you should do is make arrangements to discuss your progress with your professor. Assess how you are doing in the course overall, review what is left to be completed in the course, and ask for suggestions that may help you be successful. If you would like further guidance, you can always reach out to Kaitlyn or Lauren via **CRIadvising@torontomu.ca**, and they can provide advice.

>>> I just know I'm going to fail a course. What can I do?

Speak to Kaitlyn or Lauren via **CRIadvising@torontomu.ca** as soon as possible. Sometimes, the best decision is to drop a course (prior to the academic drop deadline for the term), as a failing grade will, in most cases, have a negative impact on your CGPA (cumulative grade point average).

>>> What happens if I drop a course?

Provided you drop the course prior to the academic drop deadline for that semester, it will simply disappear from your record. However, it is important to note that financial drop deadlines and academic drop deadlines differ, and you should refer to the Significant Dates page of the 2023/24 Undergraduate Course Calendar for both sets of dates.

>>> I'm having academic challenges in general

All sorts of things can negatively impact academic performance. Your starting point for dealing with them should always be the School's Academic Advising team. Kaitlyn and Lauren can offer guidance on the issues involved or refer you to the TMU department or personnel who are best able to provide assistance.

>>> I'm not sure I know how to study and learn

TMU's Student Learning Support Centre (www.torontomu.ca/studentlearningsupport/) offers one-on-one consultations plus workshops on topics like learning strategies, note-taking, goal setting, text comprehension and test and exam preparation.



»» I'm worried about my writing: it may not be at a university level:

Writing problems are all too common and can undermine the performance of even the most studious undergrads. If you're not confident about the quality of your writing -- including grammar, sentence and paragraph structure, and proper citation -- then better be safe than sorry. Register for one or more of the workshops offered at TMU's Writing Centre at www.torontomu.ca/student-life-and-learning/learning-support/writing-support/. You can also do an early draft of an essay, then meet with an advisor there to improve it.

»» University sure is expensive. I need financial assistance.

Contact the Student Financial Assistance office at finaid@torontomu.ca, 416-979-5113, POD-59 or go online at www.torontomu.ca/student-financial-assistance/ for information about OSAP, bursaries, scholarships and jobs on campus.

»» Personal and emotional issues are impacting my studies.

There are various ways of dealing with stress. These can range from academic adjustments to personal counselling to crisis intervention. Your first step should be to contact Academic Advising (Kaitlyn & Lauren), who can explore some of the options with you and/or direct you to the appropriate support services on campus. You can also elect to contact the Centre for Student Development & Counselling directly at 416-979-5195 / www.torontomu.ca/healthandwellness/counselling/

»» I have (or I might have) a learning disability that requires accommodation of one type or another.

A part of Student Wellbeing, Academic Accommodation Support (AAS) supports students with disabilities. They work with students to create and implement individualized academic accommodation plans so students can more fully participate in their studies. AAS will work with any student enrolled at TMU who requires academic accommodation, regardless of program or course load. If you have a disability that can affect your academic performance you should register at the Academic Accommodation Support unit. You should also consider contacting this unit if you suspect that you have an undiagnosed disability. Refer to their website at <https://www.torontomu.ca/accommodations/> or phone the Centre at 416-979-5290.

»» I can't seem to figure out MyServiceHub.

The TMU Administrative Management Self Service is an important tool. It's worth spending some time to learn how to use it. Visit MyServiceHub support at <https://www.torontomu.ca/myervicehub-support/>

»» I am uncomfortable about the way someone on campus is treating me.

TMU promotes a civil, respectful atmosphere conducive to learning by everyone in its diverse campus community. If you have the sense that you are experiencing discrimination or harassment, you are advised to contact the Office of Discrimination and Harassment Prevention services (www.torontomu.ca/equity/) at 416-979-5379. As always, if you want or need to review options or get advise you can always contact the Academic Advising team.

>>> WHAT DO I NEED TO DO?

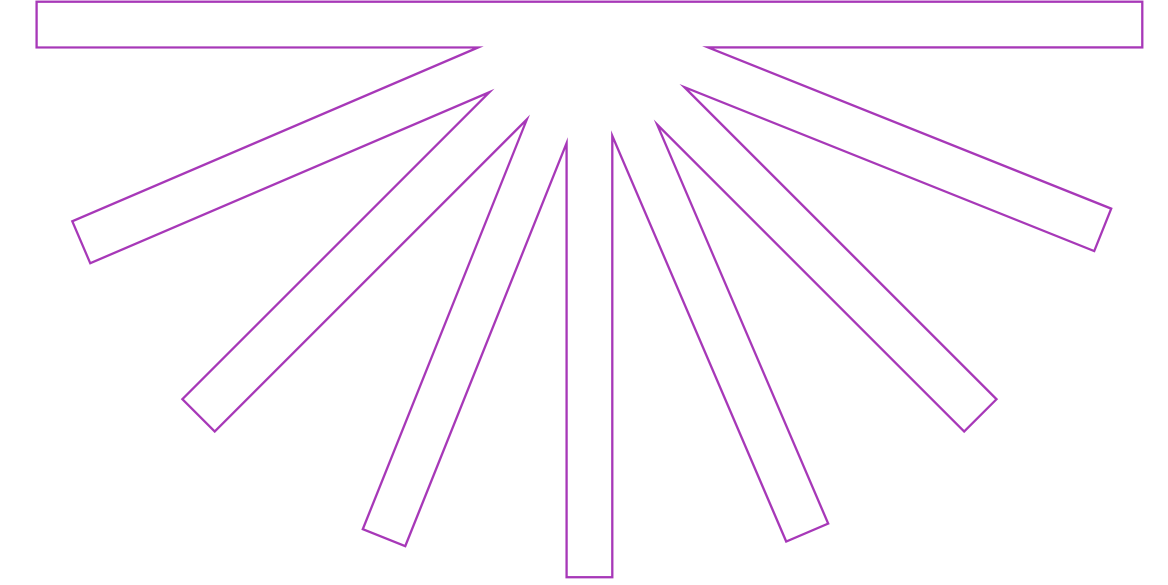
>>> Online Identity

Activate your online identity here: www.torontomu.ca/accounts/.

All students are required to activate and maintain their online identity and to monitor and retrieve messages and information issued to them by the University, their School and professors via TMU online systems on a frequent and consistent basis. Students have the responsibility to recognize that certain communications may be time-critical. For more information, please refer to the Student Email Policy (Senate Policy #157 at www.torontomu.ca/senate/policies/)

Once you have activated your online identity you will gain access to the following:

- Email (Gmail)**
- Calendar**
- Google Drive**
- Timetables**
- MyServiceHub**
- D2L Brightspace**
- Course Outlines**
- TMU One Card Request/Replacement**



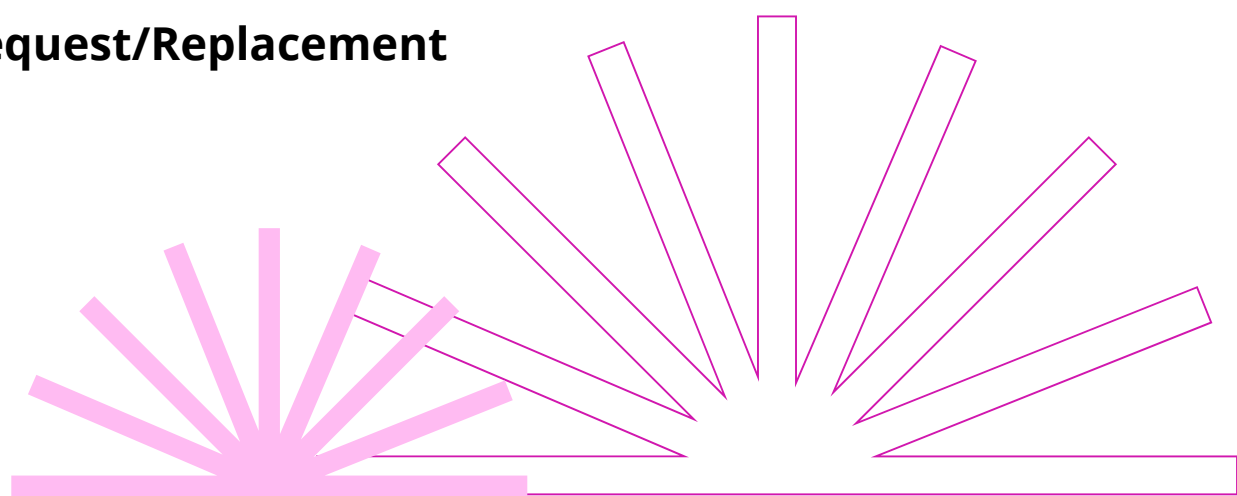
>>> OneCard

Your TMU student card (TMU OneCard) is the official identification card for the Toronto Metropolitan University community. It is required at all exams, and it serves as your service card for the following: library, printing and photocopying, food purchases, discounts, vending machines, equipment sign out, secure building access and more. For more information go to www.torontomu.ca/university-business-services/onecard/student-onecard/.

If you need access to a building or a room and your OneCard does not open the door or please see Emma Smith! She can only help you if she knows there is a problem!

>>> Lockers

A limited number of lockers are available for the year in the basement of the Rogers Communication Centre (RCC) and may be acquired on a first come, first served basis. If you're interested in obtaining one, see Emma Smith.



>>> WHAT DO I NEED TO KNOW?

>>> International Exchange (Study Abroad)

The School of Creative Industries offers a limited number of overseas studies opportunities for 3rd year students, through The Creative School's International Exchange Office. Typically these exchanges last one term and occur during the winter semester of third year. Students participating in the exchange program continue to be registered at TMU, pay regular TMU tuition fees and return to TMU to complete their degree. In most cases, classes are conducted in English and are taken at a normal course load. To be eligible to apply for exchange students must have a Clear academic standing and a minimum GPA of 2.5.

Creative Industries Exchange Partners for 2023/2024:

Amsterdam University of Applied Science (AUAS) – Netherlands
Auckland University of Technology (AUT) – New Zealand
Breda University – Netherlands
Danish School of Media and Journalism (DMJX) – Denmark
Edinburgh Napier University – Scotland
Hochschule der Medien (Stuttgart Media University) – Germany
KEA - Copenhagen School of Design & Technology – Denmark
London South Bank University (LSBU) – England
Queensland University of Technology (QUT) – Australia
University of Leeds – England
University of Westminster – England

>>> Significant Dates

Life in university is ruled by deadlines – for assignments, tests, and final exams, for courses to be added and dropped, for fees payment, and many more events.

Click here: <https://www.torontomu.ca/calendar/2023-2024/dates/> for all of Toronto Metropolitan University's significant dates for this year.

Due dates for assignments and tests are given to you on your course outlines at the beginning of each term. Dates and times for final exams are released by the Registrar's office towards the end of the term. Be sure not to make any travel plans for the end of terms before the exam schedule is available.

Note: Students interested in applying for these International opportunities must do so in 2nd year and should begin by consulting The Creative School's Exchange Office website at <https://www.torontomu.ca/the-creative-school/current-students/international/exchanges/outbound/> and attending an exchange information session during the fall term.



»» Course Registration

Students **MUST** familiarize themselves with module and degree requirements. It is **your** responsibility to select courses from term to term in order to fulfill these requirements. Individual progress toward completing degree requirements can and should be monitored through the Advisement Report function in MyServiceHub.

Information regarding course registration, significant dates, degree requirements, and FAQs are frequently posted on our website. Please bookmark our website and refer to it. www.torontomu.ca/creativeindustries/academic-advising/.

Advice regarding course selection is available within the School. It is recommended that you consult with CRI Advising (CRladvising@torontomu.ca) should you require information or clarification regarding your academic career.

Course descriptions for all courses are available online in the TMU Undergraduate Calendar, at <https://www.torontomu.ca/calendar/2023-2024/courses/>

Prerequisites

Students **MUST** check the prerequisite for all courses they want to select in the course description. If a prerequisite has not been successfully completed, the course **cannot** be taken. Students are not permitted to pursue a course with a prerequisite at the same time as the prerequisite course.

Departmental Consent

A few courses may require consent of the teaching School. In such cases students should contact the CRI Advising team at CRladvising@torontomu.ca.

There is no formal registration in a creative-content module. Students select and progress through each of their modules by virtue of their course selection.

Students may switch their creative-content modules. However, switching will often entail some loss of credits toward their degree, which must be regained through course overloads, summer courses if available, or extending their undergraduate program beyond 4 years.

Enrolment dates are issued by the TMU Registrar's Office on MyServiceHub and by email. Enrolment dates are issued by year and only allow you to register for courses designated for you to take in the year of your program you are going into.

»» Academic Standing

It is the student's responsibility to maintain a Clear academic standing in order to continue in the CI program from term to term without limitations. Your academic standing is determined at the end of each academic term based on your final course grades, and you must check your standing on MyServiceHub in a timely fashion as further action will be required on your part if you fail to maintain a Clear standing.

If your Academic Standing is Probationary - you **MUST** request an appointment with CRI Advising to clarify the basis on which your standing can become Clear. Also, you will be required to sign a Probationary Contract with restricted conditions for the following semester. It is important to note that you cannot continue in your degree on Probation without first establishing a Probationary Contract.

Failure to meet the terms of a probationary contract will result in a Required to Withdraw standing. Students with this standing are advised to attend a "Required to Withdraw Students Group Session" offered by the Centre for Student Development and Counselling. This workshop covers strategies to get reinstated and other educational options.

The following definitions are taken directly from the Full-time Undergraduate Calendar. Full information on the various academic standings can be found in that online document.

CLEAR - A cumulative grade point average (CGPA) of at least 1.67 (except where the student has violated an approved Department/School Standing variation or, while on Probation, the student has violated the terms of their Probationary Contract). Students with CLEAR Standing may continue their program studies with no restrictions except for the obligation to satisfy prerequisite requirements.

PROBATIONARY - A cumulative grade point average (CGPA) of 1.00 to 1.66. 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. 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, meet the terms of their Probationary Contract, and do not violate approved Department/School standing variations.

REQUIRED TO WITHDRAW (RTW) - 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).

Note: No student in their first semester at TMU will be RTW in December. Students with a GPA of less than 1.00 in their 1st semester will be advised about their prospects for success and continue in their program for the subsequent Winter semester on PROBATION.

»» Academic Integrity

Toronto Metropolitan University and the School of Creative Industries view violations of academic integrity very seriously. It is imperative that students conduct themselves with integrity and understand what constitutes academic misconduct as described in the Student Code of Academic Conduct, which will result in penalties ranging from a failure on a plagiarized assignment plus a disciplinary notice to expulsion from the University. For more information go to:

Senate Policy #60 at www.torontomu.ca/senate/policies/

You can avoid many problems by using proper citation in your essays. The School of Creative Industries recommends the format provided below for CI courses, but professors outside of CI may prefer a different format. Always be sure to ask.

»» Proper Citation

Creative Industries students take courses from a variety of disciplines from across the university, as such students should be familiar with both APA and MLA citation styles.

It is up to the student to confirm with the instructor of each course which citation style they accept. To learn more about MLA and APA please consult the style guides in the Library. Basic style templates for both MLA and APA can be found on the TMU Library website here:

<https://library.torontomu.ca/guides/style/>

(Most instructors include an example of the citation style they accept in the course outline, if you do not see one you should confirm with the instructor.)

»» Minors

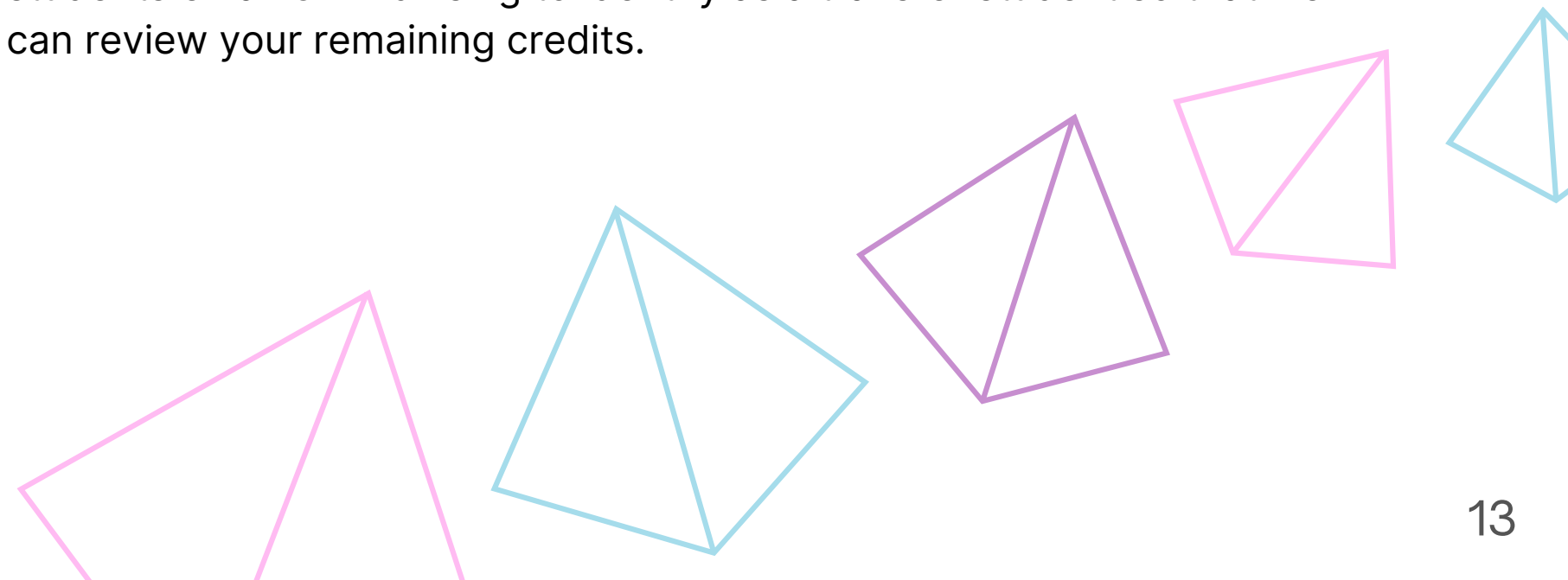
The University defines a minor as an opportunity for a student to explore a secondary area of undergraduate study either for personal interest beyond a student's degree program, or as an area of specific expertise related to the student's degree program that will serve the student's career choice. To complete a minor, students must complete a sequence of 6 courses in one of the subject areas identified in the University Calendar at:

www.torontomu.ca/calendar/2023-2024/minors/

A limited number of liberal studies electives, module course, and open electives may be applied to this goal, so students should consider this possibility at an early stage in their academic careers at TMU. Inquiries about an individual minor should be directed toward the School or Department offering the minor.

»» Transfer Credits

Students who have completed courses at TMU or another postsecondary program may apply for transfer credits through the University's online system. Detailed information about the application process is found at www.torontomu.ca/transfer-credits/. We also recommend that transfer students email CRI Advising to identify as a transfer student so that we can review your remaining credits.



>>> WHAT ARE THE RULES?

>>> Course Management

The University has a course management policy (Senate policy #145) that stipulates the information that must be provided to students enrolled in each course, including course objectives, evaluation scheme, attendance requirements, schedule of topics, reading lists, teaching methods and assignments. This information is provided by either hard or electronic copy in a course outline that serves, in essence, as a contract between the professor and the individual student. The content of course outlines will vary from course to course and from School to School. Students are expected to be familiar with the requirements itemized in each course outline and to conduct themselves accordingly.

>>> Assignments

Details of due dates and penalties for missing them are contained in the individual course outlines. Projects and/or assignments may be submitted on or before the given due date. Late submissions, if accepted at all, are likely to have grade penalties as stated in the course outlines. At the instructor's discretion, late assignments will not be accepted without proper medical documentation.

Only the original copy of an assignment is acceptable. Students must keep a copy of each assignment on file until the original has been marked and returned. Submission of all assignments will occur within assigned class times unless otherwise stated in the course outline.

>>> Medical Consideration for Missed Classes, Tests, Course Work

If you've missed an exam, assignment, or any other graded work due to illness or extenuating personal circumstances, you should request academic consideration. Academic considerations should be submitted within 72 hours of the missed deadline and should be submitted online through the [Academic Consideration portal](#).

Academic consideration requests should only be submitted for graded work. Please note that instructors are not obligated to grant academic consideration requests. [Policy 167](#) which governs 'Academic Consideration and Appeals' can also be found on the Senate website. As always if you have any questions, or require clarification, just ask. We can be reached via CRIadvising@torontomu.ca

»» Assignments

All Creative Industries courses are conducted in accordance with University Senate policy #159: Academic Accommodation of Students with Disabilities.

<https://www.torontomu.ca/senate/policies/academic-accommodation-of-students-with-disabilities-policy-159/>

Students who need academic accommodation support based on disability should register with Academic Accommodation Support:

www.torontomu.ca/accommodations/

Once registered, the student must activate the sending of an accommodation letter via the online system to each of their instructors outlining their approved accommodation(s) for each course. This should be done prior to a graded assignment, test or exam.

In some cases, arrangements related to a student's accommodation needs may be made by the student's Academic Accommodation Support Facilitator on behalf of the student. Students are not required to provide their personal health information or seek accommodation directly from their professors, course instructors or teaching assistants as it pertains to academic accommodation for disabilities.

»» Accommodation for Religious, Aboriginal and Spiritual

Observance Requests must be presented to the instructor (with a copy to the School's administrative office) no later than two weeks prior to the conflict in question (in the case of final examinations within two weeks of the release of the examination schedule). For details, see:

<https://www.torontomu.ca/senate/policies/accommodation-of-student-religious-aboriginal-and-spiritual-observance-policy-150/>

If the dates are not known well in advance because they are linked to other conditions, requests should be submitted as soon as possible in advance of the required observance. Given that timely requests will prevent difficulties with arranging constructive accommodations, students are strongly encouraged to notify instructors of an observance accommodation issue within the first two weeks of classes.

Requests for accommodation can be made informally or formally to the course instructor. Informal requests will be made verbally through private discussion or through an email between the student and instructor. For formal requests, student must submit a clear explanation of the observance and requested accommodation along with a copy of the Accommodation of Student Religious, Aboriginal and Spiritual Observance form.

Forms are available on the Senate website: www.torontomu.ca/content/dam/senate/forms/reobservforminstr.pdf

Instructors will confirm accommodations (if possible), in writing, within 5 days of receiving the request.

»» Assignments

As a TMU student you have the right to review how your final grade has been calculated. You also have the right to initiate an informal or formal appeal of a grade in a specific course or your overall academic standing. These rights and the procedures to be followed are explicated in the University's Undergraduate Academic Consideration and Appeals policies: [Policy 167 - Academic Consideration and Policy](#) & [168 - Grade and Standing Appeals](#)

Note: Grade appeals are submitted to the teaching School or Department in accordance with its procedures; only appeals of CRI courses and appeals of academic standing are submitted to our School's Academic Manager. The decision-maker for Level 1 appeals to the School of Creative Industries is the Chair; the decision-maker for Level 2 appeals is the Associate Dean for Faculty & Student Affairs, The Creative School.

Students should refer to University publications (the Calendars, the Student Guide, and the above-stated appeals policy) for detailed information on acceptable grounds for appeals, appeals forms and procedural instructions. Students are responsible for reviewing all pertinent information prior to the submission of a formal academic appeal. Incomplete appeals will not be accepted. Students are responsible to ensure that a formal appeal is submitted by the deadline dates published in the Calendar and must adhere to timelines established in the policy.


»» Student Behaviour

In order for all students to have a positive experience in their classes we must all demonstrate respect for each other and professionalism. This means, for starters, the exercise of common courtesy. Students are expected to familiarize themselves and to conduct themselves in accordance with the University's Discrimination and Harassment Prevention Policy and the Student Code of Non-Academic Conduct. This code includes the following statement:

You have the RESPONSIBILITY to refrain from behaviour which you know, or ought reasonably to know, obstructs teaching and learning....

Violations of this Code are serious and could affect a student's continuance at the University.

Refer to Senate policy #61 at: www.torontomu.ca/senate/policies/ and <https://www.torontomu.ca/senate/policies/student-code-of-non-academic-conduct-policy-61/>



If you have any questions that have not been covered in this Student Handbook please check the FAQ on the CRI Advising Website here:

www.torontomu.ca/creativeindustries/academic-advising/

