

# Essential Services & Departments

This document is a list of selected services and departments that provide teaching support for new faculty.

Compiled by the Learning and Teaching Office  
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# Academic Accommodation Support

## Contact Information

Website: <http://www.ryerson.ca/studentlearningsupport/academic-accommodation-support/>

For faculty on the Academic Accommodation Process:

<http://www.ryerson.ca/studentlearningsupport/for-faculty/index.html#tab3>

Location: Student Learning Centre, SLC-4<sup>th</sup> floor

Phone: 416-979-5290

Fax: 416-979-5094

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

## What does AAS do?

Academic Accommodation Support for students living with disabilities looking for help with their academic accommodations.

- Develop your Academic Accommodation Plan
- Get guidance on the use of adaptive technologies
- Connect with RU-Noted – the student note-taking program
- Apply for the Bursary for Students with Disability
- Learning Specialist consultations

## What types of disabilities do Academic Accommodation Support registrants have?

The varieties of disabilities include physical, sensory, chronic illness/medical conditions, learning disabilities and psychological/mental health conditions. Students may also receive accommodations on a temporary basis, as a result of injury or accident.

## What is an Accommodation Letter?

An Accommodation Letter indicates to faculty that the student is registered with the Access Centre. It also outlines the student's individualized accommodations.

## What if I have questions about a student's accommodations or I am concerned that those recommended may compromise academic requirements?

When you have questions about a student's accommodations or you are concerned that the recommended accommodations may compromise the academic standards of your course/program, please call the student's Accommodation Facilitator listed on the bottom of the Accommodation Form for Professors.

## Academic Accommodation Support Online System

Support for faculty: <http://ryerson.ca/studentlearningsupport/academic-accommodation-support/index.html>

AAS faculty system: <https://clockwork.ryerson.ca/ClockWork/user/instructor/Login.aspx#maincontent>

Access a students' accommodation letters, review and approve test/exam requests and upload a copy of test/exam.

Make-up Test Centre faculty system: <https://ss.cf.ryerson.ca/makeuptestcentre/professors/login/login.cfm>

Review and approve make-up test/exam requests

# Academic Integrity Office

## Contacts:

John Paul Foxe  
Director  
Phone: ext. 3660  
Email: [johnpaul.foxe@ryerson.ca](mailto:johnpaul.foxe@ryerson.ca)  
Location: JOR 1232

Andrea Ridgley  
Academic Integrity Officer  
Phone: ext. 3273  
Email: [aridgley@ryerson.ca](mailto:aridgley@ryerson.ca)  
Location: JOR 1231

Suzanne Hicks  
Administrative Assistant  
Phone: ext. 7800  
Email: [suzanne.hicks@ryerson.ca](mailto:suzanne.hicks@ryerson.ca)  
Location: JOR 1230

General inquires: [aio@ryerson.ca](mailto:aio@ryerson.ca)  
Website: [www.ryerson.ca/academicintegrity](http://www.ryerson.ca/academicintegrity)

The Academic Integrity Officer (AIO) works with both faculty and students on issues related to academic integrity and the Student Code of Academic Conduct ([www.ryerson.ca/senate/policies/pol60.pdf](http://www.ryerson.ca/senate/policies/pol60.pdf)). The Office also has responsibility for the Academic Integrity Council (<http://www.ryerson.ca/academicintegrity/about/#council>), which works on educational issues related to integrity and hears initial appeals on findings of academic misconduct.

## The AIO:

- may be consulted by any member of the Ryerson Community for advice on academic integrity and academic misconduct issues;
- acts upon requests as a facilitator in academic misconduct discussions between faculty and students (Facilitated Discussions);
- makes presentations at orientations and to classes on academic integrity;
- maintains all records of academic misconduct and reports this information to the University;
- maintains the Academic Integrity website;
- oversees the Academic Integrity Council; and
- oversees final exams at the Ryerson gyms.

# Campus Store

Where is the bookstore situated?

The bookstore is located at 17 Gould Street (corner of Gould and Victoria Street), Toronto.

How do I contact the bookstore?

Phone: 416 979-5116

Fax: 416 979-5175

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

Website: <http://campusstore.ryerson.ca/>

## Regular Hours of Operation

Mon. - Thur. 9:00 AM – 6:30 PM

Fri. 9:00 AM – 4:30

Sat. & Sun. CLOSED

What services does the bookstore offer?

The bookstore offers an extensive range of:

- Reference and handbooks in computers, engineering, architecture, interior design, fashion and other subjects
- Arts, drafting, and stationery supplies
- CD-R, floppy, LS-120, Zip disks
- Power bars, media organizers, inkjet/toner cartridges
- Reading Club
- Ryerson clothing (from T-shirts to leather jackets)
- Gifts
- School rings
- Greeting cards
- Knapsacks
- TTC Tickets
- Postage Stamps

Please visit [campus.ryerson.ca](http://campus.ryerson.ca) for faculty and staff information on:

- Online textbook order form (<http://campusstore.ryerson.ca/t-textbookordering.aspx>)
  - Information regarding textbook ordering (includes Textbook Order Form)
- Conflict of interest policy (<http://campusstore.ryerson.ca/images/document/Policy1-442.pdf>)
  - Explaining policy and procedure for textual manual and declaration of interest in their adoption
- Custom publishing (<http://campusstore.ryerson.ca/t-custompublishing.aspx>)
  - Order custom manuals and other information on the bookstore's custom publishing service

# Centre for Student Development and Counselling

Where is the CSDC located?

JOR-07C, Jorgenson Hall, Lower Ground Floor

What are the hours of operation?

Monday - Friday 9:00 AM – 4:45 PM

How can I contact the CSDC?

Call: 416-979-5195

Fax: 416-979-5291

[csdc@ryerson.ca](mailto:csdc@ryerson.ca)

<http://www.ryerson.ca/counselling>

What are the procedures for making an appointment?

Students can make their own appointments by either calling the CSDC at 416-979-5195 or by dropping by JOR-07C in Jorgenson Hall. There are no fees for our service.

How can I make an urgent referral?

In case of an emergency, if you feel that your safety or the safety of others is imminently at risk, please make the urgency of your situation known to the receptionist immediately upon your arrival. Faculty and Staff wishing to refer their students to the Centre for Student Development and Counselling during a time of crisis, urgent need, or in emergency situations are encouraged to contact the receptionist directly by phone at (416) 979-5195 for further instructions.

What services does the CSDC provide to students?

[http://www.ryerson.ca/healthandwellness/counselling/facultyandstaff/How Our Groups Can Help Your Students.html](http://www.ryerson.ca/healthandwellness/counselling/facultyandstaff/How_Our_Groups_Can_Help_Your_Students.html)

The CSDC provides a range of individual counseling sessions and group therapy programs in a professional and friendly environment. All services are free and confidential. Typical presenting issues include: Depression, Anxiety, Relationship problems, Domestic/partner violence, Grief, Body image issues, Perfectionism, Low self-esteem, Sexuality and sexual orientation concerns, Trauma, Shyness, Career confusion, Academic concerns

Are there resources for faculty and staff regarding students in crisis?

[http://www.ryerson.ca/healthandwellness/counselling/facultyandstaff/Referring a Student.html](http://www.ryerson.ca/healthandwellness/counselling/facultyandstaff/Referring_a_Student.html)

Resources for faculty and staff on referring students, identifying and responding to students in distress, training, employability skills in the classroom (resume and interview preparation), etc.

Crisis Intervention Referral Process

<http://www.ryerson.ca/content/dam/healthandwellness/counselling/files/Crisis%20Intervention%20Referral%20Process.pdf>

Referral Guidelines for Faculty

[http://www.ryerson.ca/healthandwellness/counselling/facultyandstaff/Steps To Take Concerning Behaviour.html](http://www.ryerson.ca/healthandwellness/counselling/facultyandstaff/Steps_To_Take_Concerning_Behaviour.html)

# Digital Media Projects Office (DMP)

## Where is the DMP situated?

The DMP is located in the basement of the Library Building, 350 Victoria Street. DMP offices and faculty suites are located within Computing and Communications Services (CCS). Visit CCS reception in LIB-B99 via the L1 stairway, directly across from the ground floor Registration and Records desk.

## How do I contact the DMP?

Website: <http://www.ryerson.ca/dmp/>  
Technical Assistance (CCS Help Desk): 416 979-5000 ext. 6806  
Faculty/Staff D2L support: [help@ryerson.ca](mailto:help@ryerson.ca)

Restiani Andriati  
DMP Manager  
[restiani@ryerson.ca](mailto:restiani@ryerson.ca),  
ext.7669

## When is the DMP open?

Mon. - Fri. 8:30 AM - 4:30 PM

## What services does the DMP offer?

1. Support for the use of instructional technologies for teaching and learning
  - Accessibility tools and resources
  - Blogs, wikis and social media
  - Clickers
  - Digital copyright
  - Multimedia (images/audio/video)
  - Online course shells
  - Online surveys
  - Video/audio online
  - web conferencing
2. Consultation
  - The DMP provides consultation service to brainstorm, discuss, and plan on if and how to incorporate technologies in your teaching.
3. Production Assistance
  - Fully equipped multimedia production suites, for faculty, staff and TA/GA use.
  - Fully equipped audio recording facility is operated by a DMP operator and can be booked in advance. There is a fee associated with this service.
4. Production Services
  - Full service digital media production such as
    - Website development
    - Promotional and educational purposes
    - Diagram or illustrated animation
    - Interactive virtual model
    - Filming and online distribution of an event, lecture, demonstration or guest presentation



# Duplicating and Printing Services

Where is DPS situated?

- The office and central print shop are located at 105 Bond Street, Toronto, Ontario.
- A satellite print shop and the Student Print Centre are located in room POD-52a, Jorgenson Hall, 350 Victoria Street, Toronto, Ontario.
- A satellite print shop is located in room TRS-1-154, Ryerson Business Building – Ted Rogers School of Management at 55 Dundas St. West, Toronto, Ontario.

When are DPS locations open?

105 Bond Street Call #6950

[dpsbon@ryerson.ca](mailto:dpsbon@ryerson.ca)

This central location prints all exams for MTCC. Large runs and their required finishing including stapling, binding, folding and laminating. Everything to do with the printing and/or scanning of Test Response Sheets and Faculty Course Evaluations.

Monday to Friday	8am to 10pm
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TRS-1-154 Call #6557

[dpsbus@ryerson.ca](mailto:dpsbus@ryerson.ca)

Exams and general printing, colour copies, folding, cutting, cerloxing and three hole punching.

Monday to Friday	8am to 4pm
Closed for Lunch	11:45am-1:00pm

Contacts:

Website: <http://www.ryerson.ca/dps/>

Associate Director: Kelly Abraham  
416-979-5000 ext. 7364  
[kabraham@ryerson.ca](mailto:kabraham@ryerson.ca)

Supervisor: Eric Derlich  
416- 979-5000 ext.7837/  
[ederlich@qwemail.ryerson.ca](mailto:ederlich@qwemail.ryerson.ca)

## Test Response System (TRS)

The Test Response System is a computerized method of scoring multiple choice tests.

<http://www.ryerson.ca/ccs/services/applications/TRS.html>

# Office of Vice-President, Equity and Community Inclusion

## Contacts:

Denise O'Neil Green  
Assistant Vice-President, Equity and  
Community Inclusion  
416-979-5000 x3113  
[doneilg@ryerson.ca](mailto:doneilg@ryerson.ca)

Kristine Browne  
Administrative Coordinator  
  
416-979-5000 x3243  
[k1browne@ryerson.ca](mailto:k1browne@ryerson.ca)

Location: Jorgenson Hall, Room 1112  
Phone: 416 979 500 ext.3243  
Website: <http://www.ryerson.ca/equity/>

The vice-president, equity and community inclusion provides strategic leadership and support for the achievement of Ryerson's vision to be a leader in equity, diversity and inclusion in all aspects of our mandate.

## This office directly oversees:

- Office of Aboriginal Initiatives (<http://www.ryerson.ca/aboriginal/>)
- Accessibility/Access Ryerson (<http://www.ryerson.ca/accessibility/>)
- Human Rights Services (<http://www.ryerson.ca/humanrights>)
- Education, Awareness and Outreach
- Special Projects

## EDI Mission

- Address campus-wide systemic issues
- Play a central role in education initiatives
- Expand partnerships within the university and the broader community
- Provide expertise, insight, consultation, and assistance to the entire Ryerson community

# Environmental Health & Safety (EHS)

The EHS team is committed to promoting a secure, safe, and risk-optimizing work and learning environment for our staff, faculty, students, and visitors. Our team can work collaboratively with you to conduct hazard assessment for any learning or work activities you undertake at Ryerson University and to provide you with risk management strategies and resources.

## Contact Information:

EHS Office: 415 Yonge Street, 18<sup>th</sup> floor, suite 1802

Phone: 416-979-5000 ext.553770

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

<http://www.ryerson.ca/facilities-management-development/contact/environmental-health-safety/>

## EHS services:

- **Safety Training**

We deliver and provide customized safety training. We encourage you to visit our e-learning on Personal Protective Equipment, machine and equipment safety, ergonomics.

- **Hazard assessment, analysis and control**

We conduct hazard (chemical, biological, radiological, ergonomic and safety) assessments on activities and conditions that can cause workplace injury or illness and/or damage to property.

- **Risk management**

We provide risk management tools, advice and support so that community member who is responsible for a decision, activity or course of action can effectively manage the associated risks.

- **Legislative compliance**

EHS act as a resource to assist the University to stay in compliance with environmental, health and safety legislation.

- **Laboratory, workshop and studio safety**

We provide lab signage; safe operating procedures; training; emergency response; and facilitate hazardous waste disposal and training on transportation of dangerous goods.

- **Policies, programs, procedures and guidelines**

Our team develops safety programs, policies, procedures, and guidelines to address the university's most serious hazards.

- **Community assistance**

We respond to questions and concerns related to health and safety from the Ryerson community.

- **Investigation and Surveys**

Our office conducts investigations on injuries, incidents/accidents, near misses, concerns related to indoor air quality, exposure to hazardous materials, X-Rays, and lasers. We work with the community to establish corrective measures and facilitate reporting to external agencies when required.

## Resources:

**Your rights and responsibilities in environmental health and safety:** <http://www.ryerson.ca/facilities-management-development/environmental-health-safety/roles-responsibilities/>

**Hazards at Work:** <http://www.ryerson.ca/facilities-management-development/environmental-health-safety/hazards-at-work/>

## Facilities Department

Ryerson Facilities has several multifunctional spaces to rent such as Lecture Halls, Classrooms & Conference Rooms.

Who to contact?

For rental info: [booking@ryerson.ca](mailto:booking@ryerson.ca)

Website: <http://www.ryerson.ca/facilities/>

Judi Irwin  
Manager  
[jirwin@ryerson.ca](mailto:jirwin@ryerson.ca), ext.5009

Stephen Chong  
Coordinator  
[s1chong@ryerson.ca](mailto:s1chong@ryerson.ca),

## Other University Business Services

Parking at Ryerson: <http://www.ryerson.ca/ubs/parking.html>

Shipping and Receiving:

<http://www.ryerson.ca/dps/shipping.html>

Conference Services and Lodging:

<http://www.ryerson.ca/conference/> Ryerson Eats:

<http://food.ryerson.ca/>

# Office of Faculty Affairs

## Contact Information

Phone: 416-979-5101

Fax: 416-979-5112

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

Location: 16th floor, YDI (Yonge-Dundas I), 1 Dundas Street West

Saeed Zolfaghari

Vice Provost, Faculty

Affairs 416-979-5101

Location: YDI-1661

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

Brad Walters

Director, Office of the Vice Provost, Faculty

Affairs 416-979-5000, ext. 6286

Location: YDI-1660

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

Nellie De Lorenzi

Director, Office of the Vice Provost, Faculty

Affairs 416-979-5000, ext. 6263

Location: YDI-1657

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

Iris Clark

Administrative Assistant

416-979-5000 ext: 6287

Location: YDI-1663

Email:

Ilona Karasyova

Technology Support

Specialist 416-979-5000

ext: 4556

Location: YDI-1659

## What does the Office of Faculty Affairs do?

The mandate of the Office of Faculty Affairs is to enhance the academic mission of Ryerson through programs and activities that support and guide faculty and instructors in their relationship with students and the University community.

The Office provides leadership in all areas of employee relations concerning the Ryerson Faculty Association, CUPE 3904 Units #1, #2, and #3 (representing sessional and part-time instructors, continuing education instructors and teaching assistants).

## Academic Administrators

List of Chairs, Directors, Associate Deans and Deans:

[http://www.ryerson.ca/teaching/acad\\_admins/index.html](http://www.ryerson.ca/teaching/acad_admins/index.html)

## Where to find...

...your collective agreement: <http://www.ryerson.ca/teaching/agreements/index.html>

...committee membership forms and guidelines: <http://www.ryerson.ca/teaching/committees/index.html>

...information on faculty course surveys: <http://www.ryerson.ca/teaching/fcs/index.html>

...information on tenure dossier: [http://www.ryerson.ca/teaching/tenure\\_dossier/index.html](http://www.ryerson.ca/teaching/tenure_dossier/index.html)

# Office of the General Counsel and Board Secretariat

How to contact us?

Website: <http://www.ryerson.ca/gcbs/>

Contact Us: <http://www.ryerson.ca/gcbs/OurTeam.html>

## Mission Statement:

"The General Counsel and Board Secretariat advises and guides the Board, faculty and staff on policies, laws, governance and managing risk, in order to guard and uphold the reputation of the university."

## General Counsel and Board Group ("GCBG")

The General Counsel and Board Group ("GCBG") is comprised of the senior leadership of the Office of the General Counsel and Board Secretariat. As a group of professionals with expertise in governance, legal services, information access and privacy, and information systems security, GCBG plays a key strategic role in safeguarding and upholding the reputation of Ryerson. GCBG advises on matters of law and policy in order to manage risk and also ensures that sensitive information is safely handled throughout the Ryerson community. On top of its day-to-day functions, GCBG also provides educational outreach and assistance to students, faculty and staff on the following areas:

- Good governance practices
- Legal advice, contract review, compliance and risk management
- Information access and privacy
- Records management

## Services We Provide:

**Governance:** manage Board and Board Committee meetings, keep official Board records, coordinate and facilitate Board members' engagement with Ryerson, manage Board elections, provide outreach on good governance practices and Board education.

**Legal Services:** provide legal advice, review and negotiate agreements, manage litigation, provide educational outreach related to compliance, legal risks and legal processes, and manage practicum placement agreements. **Information Access and Privacy:** manage and process freedom of Information or FIPPA requests, manage privacy incidents and privacy risk assessments, oversee policies related to access and privacy, provide educational outreach related to access and privacy.

**Information Systems Security:** define and implement information security governance through a policy framework, conduct threat and risk assessments of systems, provide security consultation on secure system design and practices, coordinate security incident response, and provide educational outreach related to information security.

**Compliance:** manage and comply with government legislation and the University's academic standards and plan. **Records Management:** develop and implement university records management program, provide advice on records classification, retention, and file management, oversee policies and provide educational outreach related to records management.

**Records Management:** develop and implement university records management program, provide advice on records classification, retention, and file management, oversee policies and provide educational outreach related to records management.

**University Administrative Policy Management:** provide guidance on policy development, manage the university administrative policy website.

# Human Rights Services

Where is the Human Rights Services situated?

It is located at 350 Victoria Street, Toronto, Ontario M5B 2K3, POD-254-A (on the same level as the Library in the direction of the Snack Stop)

How do I contact Human Rights Services?

Phone: 416 979-5349

Fax: 416 979-5173

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

Website: <http://ryerson.ca/humanrights/>

Who do I contact?

Tanya De Mello

Director

[tdemello@ryerson.ca](mailto:tdemello@ryerson.ca)

ext. 6340

Katherine Solomon

Complaints Resolution Advisor

[katherine.solomon@ryerson.ca](mailto:katherine.solomon@ryerson.ca)

ext. 4510

Jasmine Chaykowsky

Intake and Support Administrator

[jchaykowsky@ryerson.ca](mailto:jchaykowsky@ryerson.ca)

ext. 7494

What services does the Human Rights Services offer?

- Education through core and customized workshops, seminars and speakers to promote awareness of human rights issues, the law, and the rights and responsibilities of all members of the Ryerson community.
- Providing complainants, respondents and administrators information about the formal and informal options available to address human rights concerns.
- Free and completely confidential complaint resolution services with an approach to resolve complaint matters at the lowest level possible using an educative and ameliorative approach. We integrate a variety of alternative dispute resolutions and advise when more formal options such as mediation and investigation would be appropriate. When a concern does not fall within our jurisdiction we will refer you to the appropriate service.
- Conciliation of informal and formal complaints where the parties involved agree that an informal resolution is possible and preferable to a formal investigation.
- Investigation of all formal complaints concluding with a written fact-finding report to the decision-makers.
- Crisis intervention and referral in situations involving criminal harassment ("stalking"), assault, sexual assault and violence in relationships.
- Our resource room with books, government documents, case law, articles and videos on human rights and related issues is available to the entire Ryerson community.

## Resources

Resource Room: <http://ryerson.ca/humanrights/resources/>

Workshop Series: <http://www.ryerson.ca/equity/events-workshops/>

DHPS Policy: <http://ryerson.ca/policies/board/dhpspolicy.html>

# The Interpersonal Skills Teaching Centre (ISTC)

## Where is the ISTC situated?

The ISTC is located in the Sally Horsfall Eaton Centre for Studies in Community Health, Room 672, 6th floor, 99 Gerrard Street East, Toronto.

## How do I contact the ISTC?

Interpersonal Skills Teaching Centre,  
Faculty of Community  
Services, Ryerson University  
350 Victoria Street, Toronto, ON, M5B 2K3

Phone: 416 979-5000, ext. 4802  
Fax: 416 598-5909  
Email: [istc@ryerson.ca](mailto:istc@ryerson.ca)  
Website: <http://www.ryerson.ca/istc/>

## When is the ISTC open?

Mon. - Fri., 10:00 AM - 2:00 PM or by appointment.

## Who do I contact at the ISTC?

Brenda Massey-Beauregard  
Program Manager  
Tel: 416 979-5000, ext. 6339  
Email: [istc@ryerson.ca](mailto:istc@ryerson.ca)

## What services does the ISTC offer?

The ISTC Catalogue of Simulations contains over 100 scenarios and interactive workshops designed to meet a broad range of learning, teaching and professional development objectives. The complete catalogue is available online at <http://www.ryerson.ca/istc/learnmore/Catalogue.html>

## What is a Live-actor Simulation?

Live-actor simulations are re-enactments of events that may occur during actual face-to-face interactions with clients, patients, consumers, or employees in the workplace. Unlike role-play exercises or interactive computer programs, ISTC simulations involve highly skilled actors trained to portray the history, personality and physical/emotional state of a particular character.

A live-actor simulation is a more powerful tool than a role-play or case study assignment. Participants interact with simulators (actors) in real time, in a realistic atmosphere, with low risk to individuals. Unlike other forms of experiential learning "the simulator plays a predetermined role familiar only to the simulator and the facilitator." When interacting with the simulator, learners employ interpersonal skills appropriate to the situation. Immediate feedback offered by the simulator provides an opportunity for each participant to reflect on his/her individual interpersonal abilities. Through this process learners have an opportunity to internalize knowledge and skills that they are subsequently able to apply to their professional careers.

## Why Use ISTC Simulations?

ISTC simulations can be used to teach, to evaluate and to challenge. They provide a wide range of experiences allowing learners to practice their interviewing skills, supervisory skills, group leadership skills and/or team-building skills. Because the simulations are standardized and repeatable they can be used to assess a learner's skill and knowledge over time. Each simulation can meet a variety of objectives allowing for a broader application of skills.



# Learning & Teaching Office (LTO)

## Who do I contact?

Website: [www.ryerson.ca/lt](http://www.ryerson.ca/lt) ext. 3213  
General Inquires: [lto@ryerson.ca](mailto:lto@ryerson.ca) Room: KHW 373

Eric Kam  
Director  
[erickam@ryerson.ca](mailto:erickam@ryerson.ca)  
ext. 6943

Gosha Zywno  
Faculty Associate  
[gzywno@ryerson.ca](mailto:gzywno@ryerson.ca)  
ext. 6105  
ENG463

Lauren Wilson  
Manager  
[lauren.wilson@ryerson.ca](mailto:lauren.wilson@ryerson.ca)  
ext. 6570

Michelle Schwartz  
Instructional Design & Research  
Strategist  
[michelle.schwartz@ryerson.ca](mailto:michelle.schwartz@ryerson.ca)  
ext.2094

Curtis Maloley  
Educational Developer  
[cmaloley@ryerson.ca](mailto:cmaloley@ryerson.ca)  
ext. 6598

Amira Rezkalla  
Program Assistant  
[amira.rezkalla@ryerson.ca](mailto:amira.rezkalla@ryerson.ca)  
ext. 3213

## Teaching Chairs

Teaching chairs are available to work with faculty members in their specific faculty and also centrally with the Learning and Teaching Office.

## What services does the LTO offer?

The LTO provides services and programs that are focused on improving student learning, addressing diversity through appropriate teaching methods, engaging faculty in interdisciplinary experiences, and strengthening the connection between teaching and research. The LTO provides many services related to the promotion of teaching excellence, such as:

- New faculty orientations (January and August bi-annually)
- Ryerson Faculty Conference (held annually in May)
- Seminars and workshops throughout the year
- University Teaching Development Program (UTDP)
- Instructional Skills Workshops (ISW)
- E-Learning Faculty Development Programs
- English Language Support for Faculty
- Learning and Teaching Enhancement Fund (LTEF Grant)
- Teaching about Diversity Fund (TDF Grant)
- Open Door Program

## What is Teachnet?

To SUBSCRIBE to teachnet:

Email [teachnet+subscribe@ryerson.ca](mailto:teachnet+subscribe@ryerson.ca)

Teachnet is a listserve run by the LTO. The purpose of the list is to give you the opportunity to find out about upcoming LTO courses, workshops, events and other announcements related to faculty development.

## Media Services

### Where is Media Services situated?

The Media Services office is located on the second floor in East Kerr Hall, room KHE-227.

### How do I contact Media Services?

Phone: ext. 4444 for bookings, enquiries, or emergency A/V classroom

support. E-mail: [avhelp@ryerson.ca](mailto:avhelp@ryerson.ca)

Website: <http://www.ryerson.ca/ccs/services/mediaservices.html>

Visit: <http://www.ryerson.ca/ccs/> for all Computing & Communication Services (CCS).

### When is Media Services open?

Monday to Friday: 8:00 AM - 10:00

PM Saturday: 8:30 AM - 4:30 PM

Sunday: Closed

### What does Media Services offer?

- Presentation Technology Classroom Support and Training
- Loan of portable presentation equipment from room KHE227
- Support of Events and Conferences
- Videoconferencing and Teleconferencing services
- Web Streaming Services
- Sound system setups
- Video and audio recording

## PRESENTATION TECHNOLOGY CLASSROOMS

Currently, 132 General Purpose Classrooms on the Ryerson campus are equipped with Presentation Technology (PT) for multimedia presentations and assigned to instructors based on the needs of a course. For a full list of Presentation Technology classrooms, including what equipment is installed in each type of PT classroom, visit <http://www.ryerson.ca/ccs/services/mediaservices/classrooms.html>

If you have been scheduled to teach in a PT classroom and would like to use the equipment installed in the room:

1. You must have a valid Ryerson One Card.  
(for more information, visit <http://www.ryerson.ca/onecard/>.)
2. Your One Card must be encoded at the Media Services Office (KHE-227) for podium access.
3. You must have an active Matrix ID (email) to log into the computers in these rooms. (for more information, visit <http://www.ryerson.ca/accounts/>)

To use a classroom presentation technology podium, faculty and staff are encouraged to take a short training session for an overview of the equipment. To schedule a podium training session, please contact the Media Services Office at [avhelp@ryerson.ca](mailto:avhelp@ryerson.ca).

For instructors who have some familiarity with this type of equipment, a training video that provides a convenient overview of the standard presentation technology on campus is available at:

<http://www.ryerson.ca/ccs/services/mediaservices/classrooms/training.html>

## PORTABLE PRESENTATION EQUIPMENT

Portable presentation equipment is available for pick up at the Media Services Office in East Kerr Hall, room KHE227. A wide range of equipment is available including digital projectors, public address systems, and TV/VCRs. For a full list of equipment, visit: <http://www.ryerson.ca/ccs/services/mediaservices/equipment.html>

Presentation Carts that include a computer, digital projector, document camera, and DVD/VCR are available for pick up by faculty and staff for classrooms without presentation technology. For more information about presentation carts, visit: <http://www.ryerson.ca/ccs/services/mediaservices/pt-carts.html>

If you would like to borrow equipment from Media Services, all first time users of portable equipment must register in person at the Media Services Office (KHE-227) before borrowing equipment. To register, a user must present valid Ryerson identification.

1. Each time equipment is borrowed, users must show valid Ryerson ID.
2. A signature of the borrower is required on the loan agreement.
3. Advance booking of portable presentation equipment is recommended, and may be arranged by contacting the Media Services Office. Equipment bookings are subject to availability, and made on a first-come first- serve basis.

A full overview of borrowing guidelines is available at:

<http://www.ryerson.ca/ccs/services/mediaservices/guidelines.html>

Instructors are required to setup borrowed portable presentation equipment. Instructors who are not familiar with the equipment on the carts must arrange for a demonstration prior to usage by contacting the Media Services Office.

Equipment delivery is available for larger items such as TV/VCRs and Presentation Carts to most classrooms on campus. Bookings for delivery of portable presentation equipment must be made at least 48 hours in advance and depend on availability of staff. A delivery charge will be applied to your department for this service.

## Office of the Ombudsperson

Where is the Office of the Ombudsperson situated?

The Office of the Ombudsperson is located at Oakham House, 63 Gould Street, Rooms 215/216, Toronto, ON. The office is accessible by elevator through the Student Campus Centre.

What are the ways to contact the Ombudsperson?

Contact the Office of the Ombudsperson if you believe you have been treated unfairly or need to talk about your concerns and options for moving forward.

Phone: (416) 979-5000, extension 1-7450

Fax: (416) 979-5170

E-mail: [ombuds@ryerson.ca](mailto:ombuds@ryerson.ca)

Website:

[www.ryerson.ca/ombuds](http://www.ryerson.ca/ombuds)

When is the Office of the Ombudsperson open?

Monday to Thursday 10:00 AM – 6:30 PM, Fridays 10:00 AM to 4:30 PM

After-hours and off-campus appointments can be arranged. We make every effort to respond to voicemails and emails within 1-2 business days.

Who would I contact in the office?

Nora Farrell

Ombudsperson

416-979-5000 ext. 7451, Room OAK-215

Purpose:

- To advise students of their responsibilities and rights and the proper procedures to follow in order to address their concerns and complaints.
- To investigate student complaints which have not been resolved elsewhere.
- To identify gaps or inadequacies in University policies and procedures that might jeopardize the principles of fairness and natural justice.
- To determine if procedures and policies affecting students are adequately and consistently applied and that criteria and rules on which decisions are based on are appropriate.

When would you refer a student to the Ombudsperson:

As a preventative approach when an unusual, difficult or complex problem arises:

- to assist student to generate and evaluate options for resolving a concern or complaint
- to acquire in-depth advice and referral
- if there are a number of problems, to assist student to identify priorities and

timelines As a place of last resort:

- when all avenues appear to have been explored and the issue has not been resolved.
- the student has gone through a process and it does not seem fair
- the student has received a decision and believes it is

unfair In between:

A decision-making process has been initiated and the student advises that a University policy or procedure is not being followed, for example, the student has not been allowed to register for courses after initiating an appeal, or students have not been allowed to view their final exams

The essential characteristics of the Office of the Ombudsperson are:

**CONFIDENTIALITY:** All information provided to us is kept confidential, unless we have explicit permission for names and/or details to be released and we consider it to be appropriate to do so.

**IMPARTIALITY:** We consider all of the information we receive and collect with the highest degree of objectivity. Our ultimate aspiration is to ensure that everyone involved believes their perspectives have been understood and considered and that they have been treated fairly.

**INDEPENDENCE:** The Office and staff operate independently of the University, including all administrative and academic structures and student government.

The Ombudsperson has access to all University records which are relevant to a matter that is being reviewed. All contact with the Office is confidential. We are not an office of notice. Action is only taken with the explicit consent of the person who raised the concern. All matters raised with the Office of the Ombudsperson are dealt with as expeditiously as possible.

## Operations Support and Student Records

How do I contact Operations Support and Student Records? Administrative support by phone (9am to 4pm): 416.979.5000 ext. 2292

General faculty support: [facultysupport@ryerson.ca](mailto:facultysupport@ryerson.ca)

Website: <http://www.ryerson.ca/facultysupport>

What services does Operations Support provide for faculty?

- Resources for the administrative side of teaching
- Step-by-Step instructions to assist with the submission of grades or downloading class lists
- Significant dates: <http://www.ryerson.ca/calendar/2016-2017/dates.html>
- Forms:
  - Grade/Academic Standing Revision Forms (<http://www.ryerson.ca/facultysupport/forms/RevisionForm.pdf>)
  - Incomplete Grade Update Form (<http://www.ryerson.ca/facultysupport/forms/INCGradeForm.pdf>)
  - Redeemable Failure Request Form (<http://www.ryerson.ca/currentstudents/forms/RedeemableFailure.pdf>)
  - Visiting Instructor ID Request Form (<http://www.ryerson.ca/facultysupport/forms/VisitingInstructorID.pdf>)
  - Withhold Form (<http://www.ryerson.ca/facultysupport/forms/Withhold.pdf>)

## Curriculum Advising and Transfer Credits

General curriculum advising: [gradinfo@ryerson.ca](mailto:gradinfo@ryerson.ca)

General transfer credit assistance:

[tcredits@ryerson.ca](mailto:tcredits@ryerson.ca)

# Ryerson University Library and Archives

Where is the library situated?

**Library main entrance:** 2nd floor of 350 Victoria Street, Toronto.

**Research Advisory Office, Ted Rogers School of Management:** 8th floor – TRSM2-168. (The office is staffed from Monday to Friday from 11 am until 2 pm)

When is the library open?

During the academic term:

Website: [www.library.ryerson.ca](http://www.library.ryerson.ca)

Monday to Friday, 8 am - 12 midnight

Saturday and Sunday, 10 am - 12 midnight

For summer and other hours, please consult the Library

How do I contact the library?

Circulation Desk	416-979-5055, option 2	<a href="mailto:access@ryerson.ca">access@ryerson.ca</a>
Reference Desk	416-979-5055, option 3	<a href="mailto:refdesk@ryerson.ca">refdesk@ryerson.ca</a>
Reserve	416-979-5000 ext. 4939	<a href="mailto:reserve@ryerson.ca">reserve@ryerson.ca</a>
InterLibrary Loan Desk	416-979-5314	<a href="mailto:racer@ryerson.ca">racer@ryerson.ca</a>
Audio-Visual Services	416-979-5099	<a href="mailto:avbook@ryerson.ca">avbook@ryerson.ca</a>
Geospatial, Map and Data Centre		<a href="mailto:librdata@ryerson.ca">librdata@ryerson.ca</a>
Archives 3rd Floor Room 387, open from 9-4 Mon. to Fri.	416-979-5000 ext.7027	<a href="mailto:archives@ryerson.ca">archives@ryerson.ca</a>
Special Collections 4th Floor Room 492, open from 10am-5pm, Mon. to Fri. Appointments are recommended.	416-979-5000 ext.4996	<a href="mailto:specialcollections@ryerson.ca">specialcollections@ryerson.ca</a>

Chat: Ask a Librarian chat reference (<http://library.ryerson.ca/info/policies/ask-privacy/>) Services for Faculty: <http://library.ryerson.ca/services/faculty/>

Who is my Subject Librarian?

Ryerson Library Subject Librarians are responsible for selecting library materials in all formats to support teaching and research in specific disciplines. In addition, they are available to conduct subject specific library instruction for your classes.

Subject Librarian listings: <https://library.cf.ryerson.ca/staffDirectory/?type=subject>

Supporting Your Teaching...

**One-Stop Course Readings:** Collaboration between Campus bookstore and Library to better facilitate the development of your course reading requests.

- Go Electronic - Use the Library's copyright checking service, One-Stop Course Reading Service. You will have more time to prepare your course materials and spend less time worrying about copyright. Please send your reading list with full citations and dates needed to [reserve@ryerson.ca](mailto:reserve@ryerson.ca). For more information, please visit: <http://library.ryerson.ca/copyright/faculty/teaching/one-stop-course-reading-service/>
- I Prefer Print - Order print course packs sold at the Campus Store OR print reserve items using the One-Stop Course Reading Service. If you order print course packs not available from the Bookstore, note that you must use approved vendors. For more information, please visit: <http://library.ryerson.ca/copyright/faculty/teaching/one-stop-course-reading-service-print/>

**Library instruction and orientation for your classes:** contact your subject librarian to arrange for library instruction sessions to develop the research and information literacy skills of your students.

**Audio-Visual Services:** booking of AV materials for classroom use.

**Ordering titles for the Library collection:** the Library encourages faculty requests to purchase books, videos, and other materials. Please contact your subject librarian.

**Accessible Format Production Centre:** Part of the Library Services for Persons with Disabilities (<http://library.ryerson.ca/services/disabilities/>).

- We can convert instructors' course content into accessible formats
- We can help source accessible videos or can arrange for the addition of closed captions or audio description to videos
- Students registered with the AAS can obtain course readings in formats that are compatible with the particular adaptive software they may be using (Word, PDF)
- Please note that turnaround times can vary for accessible format production, so we encourage instructors to plan ahead.
- For more information on the Accessible Format Production Centre, please visit <http://library.ryerson.ca/services/disabilities/>

Supporting Your Research...

- **Long-term loans:** faculty can borrow books from the main stacks for 100 days, with one renewal.
- **Remote access:** connect to the Library's collection of electronic resources from off-campus with your my.ryerson account.
- **InterLibrary Loan:** use RACER to request books and articles not held at the Ryerson Library.
- **Inter-University Borrowing:** with a Ryerson OneCard, faculty can borrow materials directly from any university library in Canada.
- **RefWorks:** your web-based bibliographic citation manager which allows you to collect, save and organize bibliographic citations to journal articles, books, web sites and other sources that you have found during your research. (<http://library.ryerson.ca/services/faculty/ref/>)

Archives and Special Collections

**Special Collections** holdings include significant photography collections, films, cultural history objects, and rare books. The Archival holdings provide administrative, academic, fiscal, legal, social, and cultural record of Ryerson University. The library catalogue can be found here: <http://catalogue.library.ryerson.ca/>

**The Geospatial Map and Data Centre (GMDC)** is located on the main floor of the Ryerson University Library, within the Ronald D. Besse Information and Learning Commons. The GMDC provides access to a wide range of geospatial information resources.

Resources: <http://library.ryerson.ca/gmdc/>



# Senate

Website: <http://www.ryerson.ca/senate/>

Faculty Information: <http://www.ryerson.ca/senate/FacultyInfo.html>

Senate is the academic arm of the bicameral governance system at Ryerson. It is responsible for the approval of all academic policies and for approving and ensuring the quality of all academic programs at the University. Members include the Chancellor, the President (who is the Chair), the Vice Presidents, the Registrar and the Chief Librarian as ex-officio members, fifty-one elected representatives who include thirty-two faculty, a librarian, sixteen students and two alumni, and four Associate Members from CUPE II and the Chang School. Faculty terms are for two years and elections are held each February for the following year. Senate meetings are open and the schedule is posted on the Senate website.

The Office is responsible for:

- The agenda and organization of all Senate meetings;
- Senate elections;
- The coordination of many of the standing committees of Senate;
- Collection of nominations for Honorary Doctorates;
- Collection of submissions for curriculum change, new program proposals, and program review;
- All student appeals (grade, standing and misconduct) at the final (Senate) level;
- The administration of Faculty Course Surveys; and
- Interpretation of academic policies.

Policies specifically related to undergraduate teaching are:

[Policy 46 - Policy on Grading Promotion and Academic Standing](#)

[Policy 51 – Policy on Research involving Human Subjects](#)

[Policy 52 - Ethics Review of Research Involving Animals](#)

[Policy 57 - Establishment of Student E-mail Accounts for Official University Communication](#)

[Policy 60 – Academic Integrity](#)

[Policy 61 - Student Code of Non-academic Conduct](#)

[Policy 134 - Undergraduate Academic Consideration and Appeals](#)

[Policy 135 - Examination Policy](#)

[Policy 145 - Course Management Policy](#)

[Policy 150 - Accommodation of Student Religious, Aboriginal and Spiritual Observance Obligations](#)

[Policy 159 - Academic Accommodation of Students with Disabilities](#)

**All policies:** <http://www.ryerson.ca/senate/PoliciesNمبر.html>

Other resources:

- Information on FIPPA (<http://www.ryerson.ca/gcbs/accessprivacy/fippafaqs.html> )
- Guide to Course Management Outline ([https://ce-online.ryerson.ca/ce/forms/instructor/guide\\_to\\_course\\_management\\_and\\_outlines.pdf](https://ce-online.ryerson.ca/ce/forms/instructor/guide_to_course_management_and_outlines.pdf))
- Information and forms for appeals (<http://ryerson.ca/senate/Forms.html>)
- Information on Field Trips (<http://ryerson.ca/content/dam/senate/riskform.pdf> ) Contact Carol Scanlan at ext. 5013 (email: [cscanlan@ryerson.ca](mailto:cscanlan@ryerson.ca)).
- Undergraduate Curriculum Framework (<http://www.ryerson.ca/content/dam/senate/forms/curriculumchange.pdf> )
- Student medical certificate guidelines (<http://www.ryerson.ca/content/dam/senate/forms/medical.pdf> )

## Student Services

The Office of the Vice Provost, Students designs and delivers programs and services that are student-centered and developmentally focused. These activities facilitate student success, including achievement of students' immediate and long-term academic, career, and personal goals.

The Office of the Vice Provost, Students is an active partner with students, faculty, administrators, and external agencies in furthering the teaching and learning, applied research, and the services which support the mandate of the University.

General information about these offices, as well as individual programs, is available on the Student Services website: <http://www.ryerson.ca/student-services/>

### Selected Student Services

Office/Department	Email	Ext.	Room
Office of the Vice Provost, Students: Interim Vice-Provost, Students, John Austin	<a href="mailto:john.austin@ryerson.ca">john.austin@ryerson.ca</a>	2736	
Student Conduct Office	<a href="mailto:rsc@ryerson.ca">rsc@ryerson.ca</a>	2741	POD-62
Student Services Information Desk	<a href="mailto:studentinfo@ryerson.ca">studentinfo@ryerson.ca</a>	5187	POD-61
Sexual Violence Support & Education	<a href="mailto:osvse@ryerson.ca">osvse@ryerson.ca</a>	3596	
Athletics and Recreation: Director, Ivan Joseph	<a href="mailto:i joseph@ryerson.ca">i joseph@ryerson.ca</a>	5089	MAC3206C
Athletics and Recreation	<a href="mailto:rac@ryerson.ca">rac@ryerson.ca</a>	5096	RAC-103
Registrar's Office: Registrar, Charmaine Hack	<a href="mailto:chack@ryerson.ca">chack@ryerson.ca</a>	5100	JOR-1206
Operations Support and Student Records	<a href="mailto:essr@ryerson.ca">essr@ryerson.ca</a>	5136	POD-64
Curriculum Advising	<a href="mailto:gradinfo@ryerson.ca">gradinfo@ryerson.ca</a>	5151	POD-355
University Scheduling, Robert Rocca	<a href="mailto:rrocca@ryerson.ca">rrocca@ryerson.ca</a>	6371	YNG-1801
Student Community Life: International Services for Students	<a href="mailto:issask@ryerson.ca">issask@ryerson.ca</a>	6655	POD-50A
Student Life Program	<a href="mailto:studentlife@ryerson.ca">studentlife@ryerson.ca</a>	5177	POD-60
Housing & Residence Life	<a href="mailto:housing@ryerson.ca">housing@ryerson.ca</a>	5284	PIT-100
Tri-Mentoring Program	<a href="mailto:tmentor@ryerson.ca">tmentor@ryerson.ca</a>	6634	POD-54
Student Health and Wellness: Director, Allan Macdonald	<a href="mailto:allan.macdonald@ryerson.ca">allan.macdonald@ryerson.ca</a>	2286	JOR-05
Centre for Student Development and Counselling	<a href="mailto:cfdc@ryerson.ca">cfdc@ryerson.ca</a>	5195	JOR-07C
Health Promotion	<a href="mailto:healthpromotion@ryerson.ca">healthpromotion@ryerson.ca</a>	4295	POD-256C
Medical Centre	<a href="mailto:medicalct@ryerson.ca">medicalct@ryerson.ca</a>	5070	KHW-181

## Student Learning Support (SLS)

Student Learning Support – or SLS – offers a range of support programming designed to help students develop the skills necessary for academic success and participate fully in their academic programs. All of our programs are free, and open to undergraduate, graduate and continuing education students at Ryerson. We offer the following academic support:

- Academic Accommodation Support (<http://www.ryerson.ca/studentlearningsupport/academic-accommodation-support/index.html>)
- English Language Support (<http://www.ryerson.ca/studentlearningsupport/english-language-support/index.html>)
- Graduate Student Support (<http://www.ryerson.ca/studentlearningsupport/graduate-student-support/index.html>)
- Math Support (<http://www.ryerson.ca/studentlearningsupport/math-support/index.html>)
- Study Skills and Transition Support (<http://www.ryerson.ca/studentlearningsupport/study-skills-and-transition-support/index.html>)
- Writing Support (<http://www.ryerson.ca/studentlearningsupport/writing-support/index.html>)
- Test Centre (<http://www.ryerson.ca/studentlearningsupport/test-centre/index.html>)

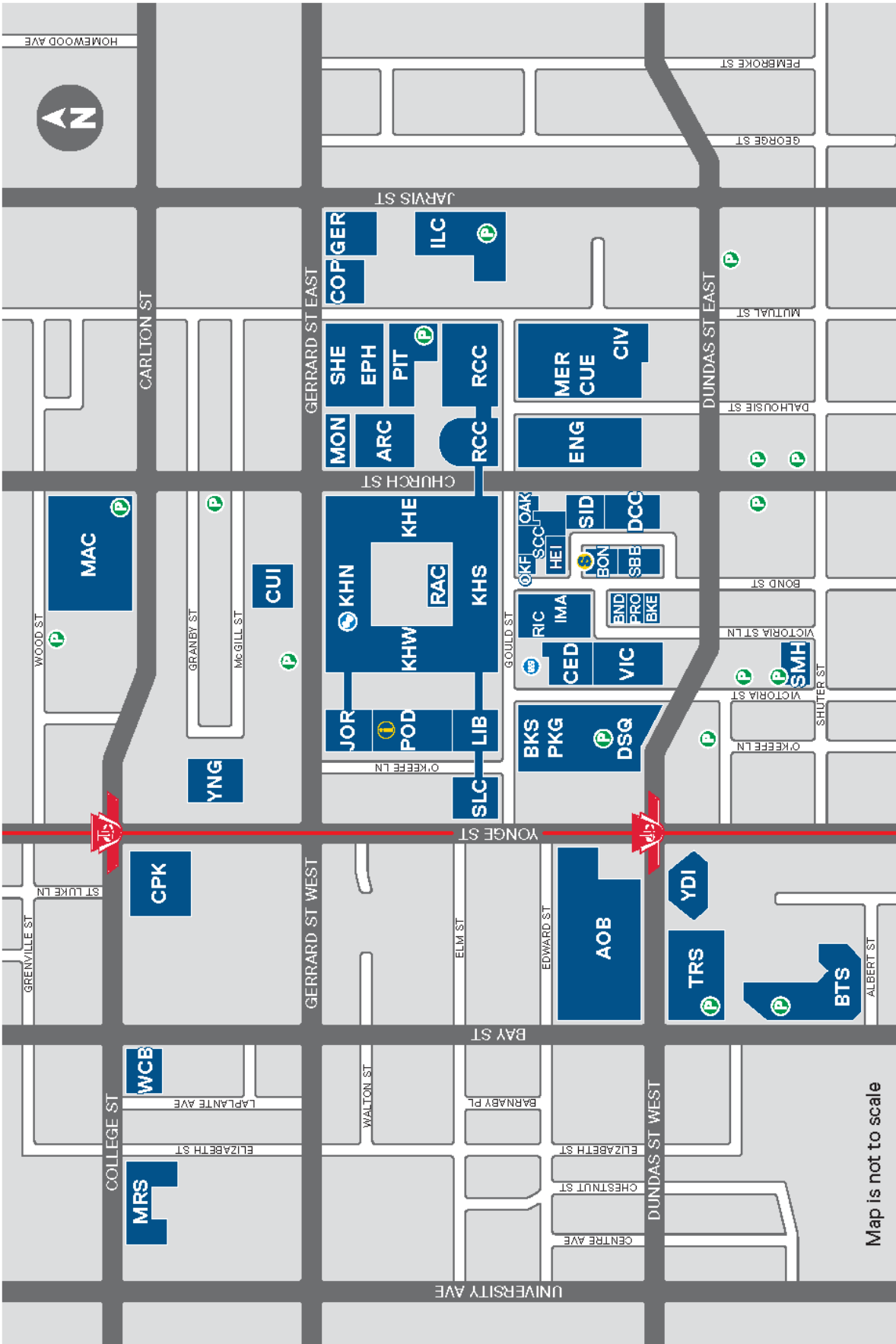
### Support for Faculty

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

- Request Customized In-Class Support
  - Past topics include: Writing a Research Essay/Book Report/Lab Report, Creating an Annotated Bibliography, Test and Exam Preparation and Time Management
  - Typical classroom-based support is typically offered at no cost, more customized/intensive workshops tailored to curricular requirements may come with a fee.
- Academic Accommodation Process
  - Contact Academic Accommodation Support at 416-979-5290, Email: [aasadmin@ryerson.ca](mailto:aasadmin@ryerson.ca)
- Make-up Test and Exam Process
  - Contact the Test Centre at 416-979-5000, ext. 3592 Email: [testcentrefaculty@ryerson.ca](mailto:testcentrefaculty@ryerson.ca)
- Online Resources and Tools
  - Programming information for course syllabi
  - SLS quick reference guide
  - Essay Tutorial through RU Search
  - Online Interactive Learning Modules covering topics such as basic essay writing and time management

### Contacts:

Office/Department	Email	Phone.	Room
Director, Christina Halliday	<a href="mailto:challida@ryerson.ca">challida@ryerson.ca</a>	416 979 5000 ext.6629	SLC-412
Academic Accommodation Support	<a href="mailto:aasadmin@ryerson.ca">aasadmin@ryerson.ca</a>	416 979 5000 ext.5290	SLC-4th floor
Student Learning Support	<a href="mailto:sls@ryerson.ca">sls@ryerson.ca</a>	416 598 5078	SLC-4th floor
Test Centre	<a href="mailto:testcentre@ryerson.ca">testcentre@ryerson.ca</a>	416 979 5000 ext.7932	VIC-B-16



Map is not to scale