



YOUR KEY TO THE CASTLE

WELCOME. WE'RE GLAD YOU'RE HERE.



WELCOME



Congratulations on making one of the most important decisions of your career and life!

At Royal Roads University, we know that returning to school or choosing a new program of study requires a leap of faith.

It may be many years since

some of you have been in a classroom. For others, coming to Royal Roads may continue a learning path to enhance your education and gain new knowledge and skills for the workplace.

Whatever the case, you're investing your time, money, commitment and belief in us as a university that will help you realize your dreams. You want to ensure that your decision is the right one, that your experience will be successful, and that you will have a supportive environment for achieving your learning goals.

That's what this handbook is all about. It not only explains the rights and responsibilities of RRU students – but outlines what you can expect from us in terms of university services and encouragement. We know that by engaging fully in the rich experience of learning and campus life, our students gain confidence, achieve academic success, build strong networks, and create lasting friendships.

The Royal Roads community is dedicated to lifelong learning, innovative research, collaboration and knowledge sharing, and creating a sustainable future. These years are exciting ones, as we plan new buildings on campus, new programs in emerging areas, and an outstanding experience for our students that strengthens our leadership as Canada's university for working professionals.

We welcome your contribution to relevant and meaningful learning that will prepare you for tomorrow's careers and the challenges that shape our world. Your participation makes all the difference.

Allan Cahoon
President and Vice-Chancellor

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MYRRU

MyRRU is the gateway into your online community at Royal Roads University. MyRRU is an interactive website that offers news, information and services to members of the RRU community. The site is designed to assist you prior to your program and beyond, as a student and as a proud RRU alumnus. The online services will engage you in the broader RRU community.

Many of the services through MyRRU are available to you prior to registration in an academic program. Once you become a registered student, you will be provided with an RRU username and password that will give you full access to the MyRRU online community.

Through MyRRU, you will:

- › Link to course materials
- › Connect to a variety of student services
- › Engage with the University community
- › Manage your personal account information

Please take some time to familiarize yourself with this site and its services prior to the start of your academic program.

Contact Information:

Web student.myrru.royalroads.ca

Orientation Services

Orientation services are provided for all new Royal Roads students and consist of online and in person resources and sessions. New students can find self-serve orientation information on MyRRU at student.myrru.royalroads.ca, which includes descriptive information as well as links to campus resources and services. Orientation sessions will take place for students as they start their programs. Sessions are provided via Blackboard Collaborate (a web-based conferencing tool, formerly known as Elluminate) and in person once students have arrived on campus. These sessions, provided by a number of campus services, help introduce students to both the academic and extracurricular aspects of being a Royal Roads student. In addition to information sessions, social events are also regularly scheduled during the early weeks of a student's stay on campus. Open to all students, these events allow for students to connect with their peers and meet students from other programs. If you have any questions about orientation or student events, please contact the Orientation & Activities Assistant.

Contact Information:

Email orientationassistant@royalroads.ca

CAMPUS

Bank Machine

There is a bank machine available 24 hours a day located on the first floor of the Millward building.

Bookstore

Textbooks and course material are available in the Library. Textbooks may be ordered by email or phone, or purchased in person at the Library circulation desk, weekdays and weekends, until 30 minutes before the Library closes.

Customer Service Desk

Monday to Friday 9:00 am – 4:00 pm

Hours of Operation:

Monday – Thursday 8:00 am – 9:00 pm

Friday 8:00 am – 6:00 pm

Saturday 10:00 am – 6:00 pm

Sunday 10:00 am – 9:00 pm

Holidays Please see website for holiday hours

Contact Information:

Email rru-bookstore@royalroads.ca

Phone 250-391-2600 ext. 4263

Toll Free 1-866-379-0873

Web student.myrru.royalroads.ca/student-services/bookstore

Campus Chapel

The Chapel, which is located at the west end of the Quarterdeck on the second floor of the Grant building, is available 24 hours a day. For entry outside of regular business hours, please contact Campus Security in the Millward building at 250-391-2525.

Please refer to the local telephone directory for a listing of places of worship.

Campus Food Services

Royal Roads University is proud to have the Truffles Group as our exclusive food and beverage provider on campus. A leading caterer in the city of Victoria since 1990, their reputation for exquisite food, artful presentation and friendly customer service make them renowned. Habitat Café is located on the second floor of the Grant building and offers a comfortable atmosphere for relaxing with friends, with an assortment of beverages and a variety of hot and cold menu items. The Learning and Innovation Centre (LIC) Kiosk is located on the main floor of the LIC and offers a selection of muffins, pastries, sandwiches and hot and cold beverages.

Value Card

For your dining convenience, a Value Card can be purchased from a Habitat cashier. This card can be used as a method of payment at both the cafeteria and kiosk. There is no minimum amount that must be loaded onto your card, but for any initial amount under \$20, a one-time charge of \$2 per card will be added. For amounts over \$100, a bonus is applied.

Purchase	\$100 – 199	\$200 – 499	\$500 +
Bonus	\$5	\$20	\$75

Any amount on your Habitat Value Card is nonrefundable, but is transferable to your next residency.

Hours of Operation:

Monday - Friday 7:00 am – 7:00 pm (Kitchen closes 6:30 pm)

Saturday/Sunday 9:00 am – 6:00 pm

Contact Information:

Web student.myrru.royalroads.ca/student-services/food-services

Campus Learning Space

There are breakout rooms for student use in the Learning and Innovation Centre (LIC), Library, Arbutus, Nixon and Grant buildings. These breakout rooms can be signed out by individuals or teams for two hour time blocks, seven days a week. Sign-up sheets are located on the exterior doors of each breakout room.

Some classrooms, containing audio-visual equipment, may also be signed out for two hour time blocks during evenings and weekends. For more information on which classrooms are available, please contact Campus Security in the Millward building at 250-391-2525.

Computer Labs

Learning and Innovation Centre (LIC) Lab (Windows)

This computer lab is available to students for drop in use when not required for academic instructional sessions.

Monday – Friday 7:00 am – 11:00 pm

Saturday – Sunday Open on request

(Contact Security at 250-391-2525)

Library Lab (Windows)

Monday – Thursday 8:00 am – 9:00 pm

Friday 8:00 am – 6:00 pm

Saturday 10:00 am – 6:00 pm

Sunday 10:00 am – 9:00 pm

Holidays Please see website for holiday hours

LIC Media Lab (Mac)

This computer lab is for scheduled classes through program areas.

Millward Annex Lab (Windows)

24 hours every day – This lab is available for drop in use, when not scheduled for classes. Students not staying in residence have priority seating. Class hours are posted on the front door to the lab. Please see Campus Security on the first floor of the Millward building for access.

Millward Residence Print/Workstation (Windows)

24 hours every day – Millward residence students only.

First Aid

Campus Security provides basic first aid response 24 hours a day, 7 days a week, 365 days a year. Occupational First Aid Level Two services are provided during business hours Monday through Friday. To access these services contact Campus Security.

Basic First Aid Response

24 hours every day

Occupational First Aid Level Two Services

Monday – Friday 8:00 am – 4:00 pm

Contact Information:

Campus Security 250-391-2525

Please refer to page 16 for a listing of local medical clinics.

Gift Shop

The Hatley Park Gift Shop and Museum is located at the west entrance of Hatley Castle and is open seven days a week. The shop features crafts from local artists, RRU products, clothing, toiletries, postage stamps, phone cards and stationery items.

Hours of Operation:

Monday – Sunday 10:00 am – 5:00 pm

Closed Daily 1:15 pm – 2:00 pm

Contact Information:

Phone 250-391-2600 ext. 4456

Toll Free 1-800-788-8028

Housing

University housing offers dorm rooms and ensuites for students and visitors. Two residence buildings, Millward and Nixon, are situated in the main campus circle, within a short distance of the academic buildings, Cafeteria, Library, Recreation Centre and Hatley Castle.

These residence buildings offer:

- › Student Short-Term Residences (one to four weeks)
- › Visitor Accommodation

All residence housing is community-oriented, co-educational and smoke-free.

Hours of Operation:

Monday – Friday 8:00 am – 4:00 pm

Saturday – Sunday Closed

Holidays Closed

Contact Information:

Email housing@royalroads.ca

Phone 250-391-2549

Toll Free 1-800-788-8028

Fax 250-391-2635

Web student.myrru.royalroads.ca/student-services/housing

Locker Registration

Lockers within the Grant and Arbutus buildings are available to students for academic use. Lockers are also available in the Learning and Innovation Centre (LIC) for use by students who wish to take advantage of the shower facilities located on the lower floor of this building. Registration and rental for these lockers is managed through University Reception on the main floor of the LIC. Lockers can also be rented at the Recreation Centre on a monthly basis.

Size	Half	Full
\$/Month	\$5.60	\$7.84

Parking and Transportation

Parking

All vehicles parked on campus must display a valid parking permit.

Permits

Time	1 day	1 week	2 week	3 week	4 week	1 year
Cost	\$8	\$16.25	\$26.88	\$32.48	\$37.53	\$123.20

Regulations

Daily tickets can be purchased at each parking lot.

Weekly, monthly and yearly permits can be purchased at University Reception, on the main floor of the Learning and Innovation Centre (LIC).

Vehicles parking overnight must park in Lot 3, below Hatley Castle.

Please refer to the website for more detailed information with regard to parking for persons with disabilities, hybrid/smart cars, motorcycles and scooters.

Carpool

At the time of this publication, the carpool program is under review. For information please contact University Reception in the LIC.

Ride-Share Program

Royal Roads University values sustainability and encourages a ride-share culture. Students who are registered in full-time on-campus programs will be given a free parking permit for the first week of their on-campus classes in order to secure possible ride-share opportunities.

BC Transit

Monthly discounted bus passes for students are available for purchase at University Reception, in the LIC.

Students who are registered in full-time on-campus undergraduate programs are automatically enrolled in the Universal Bus Pass (U-Pass) program. The U-Pass provides students with unlimited access to all public transportation within the Victoria Regional District (including handyDART) for the duration of their academic program. For more information about the U-Pass, please visit the web site.

Web student.myrru.royalroads.ca/student-services/u-pass

Schedule Information transitbc.com/regions/vic

Bike

For those who bike to campus, bike racks are available outside all buildings on campus. Covered bike racks can be found in front of the Grant and Millward Buildings, between the Grant and Nixon Buildings and in front of the Recreation Centre. Showers are available at the Recreation Centre and the LIC.

Contact Information:

Email rru-parking-enquiries@royalroads.ca
Phone 250-391-2511
Toll Free 1-800-788-8028
Fax 250-391-2500
Web student.myrru.royalroads.ca/student-services/parking

Photocopying and Printing

Coin-operated photocopying machines are available in the Library, on the third floor of the Grant building, main floor of the LIC, and the Arbutus building. The cost of photocopying is 10 cents per page.

Every student has a print account to which print credits can be added. Print credits can be purchased at University Reception in the LIC, or at the Library. The cost of printing is 10 cents per page or 7 cents each side when printing double sided. There is a printer located in each computer lab, and an additional one on the second floor of the LIC. There is a colour printer located in the Library, and one in the Business Centre on the main floor of the LIC. The cost of printing to these printers is 40 cents per page. Print credits are nonrefundable.

Recreation Centre

All RRU students are members of the RRU Recreation Centre. The Student RRU ID card serves as a membership card for facility access.

The Recreation Centre offers:

- › Drop-In Activities
- › Squash Courts
- › Gymnasium
- › Weight Room
- › Cardio Room
- › Locker Rental
- › A Full Schedule of Fitness Classes

For a complete listing of current registered courses, please visit the Recreation Centre website as listed below.

Hours of Operation:

Monday – Friday 5:30 am – 9:00 pm
Saturday 8:00 am – 6:00 pm
Sunday 8:00 am – 4:00 pm
Holidays 8:00 am – 4:00 pm

Contact Information:

Email rru-rec-centre@royalroads.ca
Phone 250-391-2700
Web student.myrru.royalroads.ca/student-services/recreation-centre

Security Services

Campus security services are provided to Royal Roads University by the Canadian Corps of Commissionaires. Campus Security personnel patrol the campus 24 hours a day, 7 days a week, 365 days a year. The office is located on the first floor of the Millward building.

Emergency telephones are located at the Marquee/Kiosk, outside the south-east corner of the Grant building, and at the entrance to Parking Lot 3. There are also emergency telephones in the elevators which connect to Security.

Other duties and services include:

- › Building access and lockup services
- › Closed circuit TV monitoring
- › Emergency Preparedness
- › Housing check-in and check-out
- › Lost and Found
- › Safe walk services between buildings and parking lots
- › Traffic and parking services and enforcement

Hours of Operation:

Open 24 hours every day

Contact Information:

Email rru-security@royalroads.ca
Phone 250-391-2525
Web student.myrru.royalroads.ca/student-services/security

Student ID Cards

Any student registered in credit courses at RRU will be provided with a photo student ID card. A registered student can obtain an ID card 30 days prior to the start of their course or program, at University Reception, located in the LIC, during regular business hours. New students can upload a photo through MyAdmin so that cards can be pre-printed and available for pick-up at Reception on the first day of class. Uploaded photos must meet the technical specifications and criteria listed on MyAdmin. Students are required to show some form of personal identification, such as a driver's licence or passport. An RRU student card is a library card, provides access to the Recreation Centre, and is used for visual identification around Campus. Any lost or stolen student card must be reported immediately to University Reception, and will be replaced at a cost of \$20.00 plus tax.

University Reception

University Reception, located on the main floor of the Learning and Innovation Centre (LIC), assists students through all stages of their RRU experience.

Services provided to students, alumni, and visitors include:

- › Bus Pass Sales / Transit Schedules
- › Campus Information
- › Locker Registration
- › Parking
- › Print Account Credits
- › Program Brochures
- › RRU ID Cards (Student Identification, Library Card and Recreation Centre Membership)
- › Transcript Requests
- › Tuition Payments

Hours of Operation:

Monday – Friday 8:30 am – 4:30 pm
Saturday – Sunday Closed
Holidays Closed

Contact Information:

Email info@royalroads.ca
Phone 250-391-2511
Toll Free 1-800-788-8028
Fax 250-391-2500
Web student.myrru.royalroads.ca/student-services/reception



RRU ONLINE

“Two years ago I entered into the MA in Leadership program at RRU. I thought I would be getting an in-depth education that would allow me to advance in my career. What I ended up with is a new beginning to my outlook on life and purpose. The program at RRU changed the way I view the world, and hopefully the way the world views me. As the first totally blind learner at RRU I had a challenge ahead of me; to help the university learn the best ways to accommodate a student with a visual disability. The staff and faculty at RRU were up to the challenge and along the way I have made friends who have supported my learning. RRU is open to new and innovative ideas and challenges. The best advice that I can offer new students is to remember that your education is yours to own and experience. You make it what it is. The most important thing is to hang on tight and enjoy the ride!”

Diane Bergeron,
Master of Leadership '09

Computer Services

Computer Services is the point of contact for all campus technical support. Computer Services personnel act to efficiently resolve problems or facilitate their resolution. They are located on the second floor of the Millward building, but services are also offered via online service requests, email and telephone.

Services provided to students include:

- › RRU computer/email accounts
- › RRU campus lab computing equipment
- › RRU data network and Internet
- › RRU phone services
- › RRU network printing and copying

Please visit the Computer Services website for troubleshooting tips, resources, hours of operation and other useful information. Computer Services can serve you faster if you request assistance online!

Online Service Requests:

computerservices.royalroads.ca/get_help

Contact Information:

Email computerservices@royalroads.ca
 Phone 250-391-2659
 Toll Free 1-866-808-5429
 Web computerservices.royalroads.ca

MyRRU and MyAdmin

MyRRU is the gateway into your online community at Royal Roads University. This is an interactive website that offers a collective space for news, information and services for all students in all programs.

Through MyRRU you can access a variety of online resources (including New Student Orientation) that will support you through your academic journey. You will also have the opportunity to engage with the broader RRU community through MyRRU Groups. (Please refer to page 2 for more information).

MyAdmin, (which can be accessed through MyRRU), is a site where you can manage your individual account. Through MyAdmin you can:

- › Upload a photo for your RRU student ID card (Please refer to page 5 for more information)
- › Change contact information e.g. mailing address, e-mail address, phone number
- › Request a statement of grades

- › Request a transcript
- › Submit an application to attend convocation

Your MyAdmin account is separate from the student account you will use to access your RRU courses (Moodle) and e-mail during your program. While your RRU course account will expire after you complete your course, your MyAdmin account will not! Your MyAdmin account can be used to access an ever growing number of services on-line during and after your course work.

Both MyRRU and MyAdmin are designed to assist you prior to your program and beyond, as a student and as a proud RRU alumnus.

Your Computer Account

Your computer account provides you with access to online services at RRU. Before your classes begin, you will receive your RRU username and password via email. You will need these in order to access your course material, and other things.

While enrolled in classes at RRU, your account will provide you access to:

- › A variety of online student services including: tuition payments, address changes and statement of grades
- › Your RRU email account
- › Your online courses
- › RRU web communities
- › Shared team and workgroup files
- › The RRU Library databases and electronic books

Please note: Your computer account can be frozen if there is an outstanding balance on your student account, or if there is an issue that needs to be addressed.

Your computer account will expire 15 days after convocation, and Computer Services will send an automated reminder to remove your files before the expiry date.

STUDENT SERVICES

Aboriginal Relations

The office of Aboriginal Relations promotes an awareness and appreciation of First Nations culture. The Aboriginal Relations Coordinator assists with community programming, event planning, RRU policy development, and student advocacy.

It is also the mandate of the Aboriginal Relations Coordinator to develop and strengthen relationships between RRU and local First Nations communities, and to engage in the sharing of knowledge with other post-secondary institutions. Aboriginal Relations is located in the Office of Research, Grant building, room 135.

Hours of Operation:

Monday – Friday 8:30 am – 4:30 pm
Saturday – Sunday Closed
Holidays Closed

Contact Information:

Email aboriginalrelations@royalroads.ca
Phone 250-391-2600 ext. 4394
Toll Free 1-800-788-8028
Web student.myrru.royalroads.ca/student-services/aboriginal-relations

Alumni Relations

As an RRU graduate, you are a member of an extraordinary group of leaders and lifelong students. This membership entitles you to services and benefits to enhance your career, help you stay connected and promote lifelong learning. Alumni Relations seeks to bring even more value to your RRU experience.

The most popular services we provide include online social networking opportunities to stay connected, frequently updated news and feature stories on the new alumni website that spotlight our amazing alumni members and their achievements, special discounts and events, as well as opportunities to be involved through an Alumni Branch in your area.

Alumni Relations offers more than just services for graduates. We support our current students, our future alumni, through special events and programming.

Alumni Relations is located in the Grant Building, room 130, and services are also available via email and by phone.

Hours of Operation:

Monday – Friday 8:30 am – 4:30 pm
Saturday – Sunday Closed
Holidays Closed

Contact Information:

Email rru-alumni-relations@royalroads.ca
Phone 250-391-2600 ext. 4121
Toll Free 1-800-788-8028
Web alumni.royalroads.ca

Career Enhancement Services

Career enhancement services are available to both students and alumni, and are designed to help students advance in the modern workplace. The Career Enhancement Advisor helps individuals manage their career and maximize the potential from their RRU degree. Services focus on career decisions, work search, and career management. The Career Enhancement Services office distributes job postings that are generated by students, alumni and friends of the University.

Career Enhancement Services is located in the Grant building, room 130, and services are also available via email and by phone.

Hours of Operation:

Monday – Friday 8:30 am – 4:30 pm
Saturday – Sunday Closed
Holidays Closed

Contact Information:

Email career-services@royalroads.ca
Phone 250-391-2641
Toll Free 1-800-788-8028
Web student.myrru.royalroads.ca/student-services/career-enhancement

Counselling Services

Royal Roads currently has a contract with PPC Canada to provide free counselling services to all RRU students. PPC counsellors and advisors are fully qualified professionals (registered psychologists, clinical counsellors and/or social workers, as well as addictions specialists) with several years of experience. They are recruited for their specialist expertise in occupational healthcare, psychology and counselling, social work, finance and law. Our counsellors receive regular supervision/consultation, and ongoing professional development, so you can be sure you are getting the very best help and advice.

Confidentiality is of the utmost importance and is maintained at all times, so that every effort is taken to ensure client anonymity.

How do you make an appointment?

Appointments can be made via email or phone (see contact info below). Simply identify yourself as an RRU student.

Telephone and In-Person Counselling

Toll Free 1-800-663-9099
Email counselling@royalroads.ca
(strictly confidential service)

Vancouver Island Crisis Line

We are also able to refer students to the Vancouver Island Crisis Line, a 24-hour crisis support response service.

Toll Free 1-888-494-3888
Web civics.ca

Disability Services

Students with a disability are encouraged to contact Disability Services at their earliest convenience to discuss the physical and/or academic accommodations they may require, to reduce barriers for their learning journey. Students will require documentation of their disability, obtained within the last two years from a medical practitioner or registered psychologist as approved by Disability Services. Academic or physical accommodations provided will be based on documented recommendations. Please refer to the Disability Services pages on MyRRU for information about relevant procedures and forms.

If a student believes they have a disability, but hasn't yet obtained a formal diagnosis, Disability Services can provide referrals which may be helpful in determining a diagnosis and recommendations for physical and/or academic accommodations. Students must pay for all costs associated with diagnoses and documentation.

While students with a disability have the right to self-identify and seek accommodation at any point, it is strongly urged that they do so upon acceptance of admission. If a student has self-identified on the application form, but has not yet been contacted by Disability Services, please send an email to disabilityservices@royalroads.ca as soon as possible. Please note that it is the student's responsibility to contact Disability Services during regular business hours.

Hours of Operation:

Monday – Friday	8:30 am – 4:30 pm
Saturday – Sunday	Closed
Holidays	Closed

Contact Information:

Email	disabilityservices@royalroads.ca
Phone	250-391-2600 ext. 4849
Toll Free	1-800-788-8028
Fax	250-391-2670
Web	student.myrru.royalroads.ca/student-services/disability-services

Financial Aid and Awards

University Life's Financial Aid & Awards team provides information and application assistance for student loans, awards and master's research grants.

Financial Aid & Awards is located in the Grant building, room 130. Services are also available online and by phone.

Hours of Operation:

Monday – Friday	8:30 am – 4:30 pm
Saturday – Sunday	Closed
Holidays	Closed

Contact Information:

Email	rrufinancialaid@royalroads.ca
Phone	250-391-2600 ext. 4830
Toll Free	1-800-788-8028
Fax	250-391-2670
Web	www.royalroads.ca/finance/financial-aid-awards

Financial Services

Student Accounts, a department of Financial Services, manages tuition payments and other mandatory fees for all graduate, undergraduate, diploma and certificate programs. Tuition fees for degree programs are assessed on a yearly basis. Assessed fees are due on or before the dates specified in the Payment Option Form for each program.

To view the Payment Option form for any degree program, visit royalroads.ca/finances/payment-information/payment-schedules.htm.

Students may elect to pay tuition by instalments over the course of the year; however, an instalment fee will be applied to the student's account for this service which is due with the first instalment payment. Tuition fees for diploma programs and certificate programs are due on or before the date(s) specified in the Payment Option Form for each program.

To Make a Payment

The preferred method of payment is by Visa, MasterCard or American Express online at royalroads.ca/mypayments

Payment can also be made:

- › Through most major Canadian banks using their telephone or electronic bill payment service. Your six-digit student number is your account number.
- › By cheque or money order made payable to Royal Roads University and mailed to Student Accounts, Royal Roads University, 2005 Sooke Road, Victoria, B.C., V9B 5Y2. The student's name, student number and program must be noted on the cheque or money order.
- › In person at University Reception, located on the main floor of the LIC, or at Student Accounts, located on the second floor of Hatley Castle, room 215. All methods of payment, including debit card, Visa, MasterCard, American Express, money order, cheque and cash, are accepted at these locations.

Non-Payment

If a student's account is in arrears after the payment due date, the student's account is automatically placed on financial hold and a late payment fee will be applied. This hold prohibits access to transcripts, statement of grades, or registration in any further courses or programs until the overdue amount is paid in full. The University reserves the right to withhold services or require withdrawal if payment terms are not met. The University reserves the right to transfer any overdue account to an external collection agency for further action.

If you cannot meet your financial obligations, contact Financial Services BEFORE the payment due date to discuss your situation. Customized payment plans can be obtained for special circumstances.

Tuition Refund Policy

A student may withdraw from a course or a program in progress by notifying the Registrar's Office in writing. The date of the withdrawal is the date the written notification is received.

A portion of the tuition paid may be refunded if a student withdraws from a course (for part-time students) or a program (for full-time students) prior to completion. The minimum amount retained



in any case for each term or quarter is the amount equivalent to the tuition deposit. Please note that all programs and certificates are not necessarily subject to the above refund calculation. If you have any questions regarding the refund of tuition or fees, please contact Financial Services.

Hours of Operation:

Monday – Friday 8:00 am – 4:30 pm

Saturday – Sunday Closed

Holidays Closed

Contact Information:

Email rru-student-accounts@royalroads.ca

Phone 250-391-2600 ext. 4282

Toll Free 1-800-788-8028

Fax 250-391-2656

Web student.myrru.royalroads.ca/student-services/my-account

International Student Services

The International Programs and Global Advancement department works in conjunction with other campus offices to develop and provide services to international students.

These services currently include:

- › International Student Orientation Sessions
- › Online International Student Resources
- › Academic Workshops and Tutoring Programs
- › Off Campus Work Permit Program and Study Permit Renewal Support
- › Housing Assistance
- › Socio-Cultural Activities
- › Support for Study and Work Abroad
- › English Language Assistance – Individual Tutoring and Writing Help

For more information on current and developing services and programs for international students, contact the International Programs Office.

Hours of Operation:

Monday – Friday 8:30 am – 4:30 pm

Saturday – Sunday Closed

Holidays Closed

Contact Information:

Email international@royalroads.ca

Phone 250-391-2514

Toll Free 1-800-788-8028

Fax 250-391-2623

Web international.royalroads.ca



"It's imperative that you get involved outside of the classroom. Meeting new people, trying your hand at new challenges and building your experience not only makes your year positive, but it enhances overall student life as well. Join a club or committee or just volunteer your time.

The biggest learning experiences during my time at RRU weren't directly from a lecture or a reading, but were a combination of study, volunteering and getting involved with the student body. Test your limits and see how much you can learn and experience by connecting with others and giving of yourself."

Lindsey Poepping,
Bachelor of Professional
Communication '10

Library

The Library has an extensive collection of print, media, and electronic resources to support the University's unique programs, including over one hundred online databases and tens of thousands of ebooks. These electronic databases allow library services to be available to online students 24 hours a day.

The award-winning Library building was built in 1974 and dedicated to four members of the Royal Naval College of Canada who were lost in action during the Battle of Coronel in 1914. The building offers wireless computer access, six bookable meeting rooms, and a silent study area.

Hours of Operation:

Monday – Thursday	8:00 am – 9:00 pm
Friday	8:00 am – 6:00 pm
Saturday	10:00 am – 6:00 pm
Sunday	10:00 am – 9:00 pm
Holidays	See website

Hours are subject to change, please contact the Library for confirmed times.

Contact Information:

Email	reflib@royalroads.ca
Phone	250-391-2575
Toll Free	1-800-788-8028
Web	library.royalroads.ca

Ombudsperson

The University does not have an Ombudsperson, but individuals with concerns that have not been addressed after attempted resolution, or individuals who are uncomfortable approaching those directly involved with their concerns, may contact the Coordinator, Student Services. Dranna Andrews-Brown, the Coordinator, Student Services, can help students understand University administrative channels, processes and procedures, and is charged with the responsibility to investigate student issues and make recommendations to support student success and satisfaction.

Contact Information:

Email	dranna.andrewsbrown@royalroads.ca
Phone	250-391-2600 ext. 4760
Toll Free	1-800-788-8028
Web	student.myrru.royalroads.ca/ student-services/ombuds-services

Registrar's Office

The Registrar's Office is responsible for managing student academic records, establishing and ensuring compliance with academic regulations, and providing responsive services to students and academic program areas. These services include registering students into programs and courses, maintaining grades and issuing official transcripts.

Hours of Operation:

Monday – Friday	8:30 am – 4:30 pm
Saturday – Sunday	Closed
Holidays	Closed

Contact Information:

Email	registrar-inquiries@royalroads.ca
Phone	250-391-2600 ext 4862
Toll Free	1-800-788-8028
Fax	250-391-2522
Web	student.myrru.royalroads.ca/ registrar/registrars-office

Research Office

The Office of Research supports and fosters all research conducted by RRU students and faculty members. This office works with both students and faculty to help them understand and follow the Royal Roads Research Ethics Policy.

Most research conducted at RRU, whether by a faculty member or a student (either for a major research paper or for a course assignment), requires an ethical review by the Royal Roads University Research Ethics Board. The only situation in which a researcher would not be required to complete an ethical review is one where all of the information gathered in the research comes from publicly available publications, rather than from humans. Failure to comply with the requirements of the Research Ethics Policy will normally result in a student not being academically eligible to graduate.

If you are enrolled in a program which requires you to complete a research project, you will receive information about working with the Office of Research from your program area.

For funding opportunities to support student research grants, see: student.myrru.royalroads.ca/student-services/financial-aid-awards

For opportunities to work with faculty members on faculty research, see research job postings: student.myrru.royalroads.ca and for further information on faculty research, see: royalroads.ca/research

Hours

Monday – Friday	8:30 am – 4:30 pm
Saturday – Sunday	Closed
Holidays	Closed

Contact Information:

Email	ethicalreview@royalroads.ca
Phone	250-391-2600 ext 4206
Toll Free	1-800-788-8028
Fax	250-391-2624
Web	royalroads.ca/research

Innovation and Commercialization

The Office of Research is the liaison for knowledge and technology transfer services to help inventors and creators protect and/or commercialize their intellectual property (IP). Students are encouraged to contact the Office of Research if they have any IP-related questions or want to explore the commercial potential of their innovations and/or entrepreneurial initiatives.

Contact Information:

Email	innovation@royalroads.ca
Phone	250-391-2600 ext. 4269
Toll Free	1-800-788-8028

RRU Student Association

The Royal Roads University Student Association (RRUSA) is incorporated under the Society Act of British Columbia as the University's undergraduate student association. RRUSA provides a variety of resources to undergraduate students and serves as the collective voice of the undergraduate students at Royal Roads University.

Resources and activities include:

- › Bursaries
- › Clubs
- › Opportunities for social engagements and sporting events
- › Securing the full-time undergraduate extended health care plan

All undergraduate students are members of the RRUSA, and may vote in elections and referenda, establish and join organizations under the leadership of the RRUSA executive, nominate or be nominated for the Council, and stand for election or hold executive office in Council. University Life provides an Advisor to act as a liaison between the University and RRUSA.

Contact Information:

Email	rru-sa-executive@royalroads.ca
Web	student.myrru.royalroads.ca/rrusa/student-association

Undergraduate Extended Health Care Plan

Extended health, dental and travel plans, established by student referenda, are provided to all undergraduate students enrolled in condensed, full-time, on-campus programs. Health and dental benefits are carried by Sun Life Assurance Company of Canada, and travel benefits by Blue Cross. The administrator and service provider of these benefits is studentcare.net/works. Coverage is from September 1 to August 31. Claim forms and submission guidelines are available online.

In order to be eligible to opt out of RRU's extended health, dental and travel plans and receive a reversal of coverage fees, proof of enrolment in an equivalent coverage must be received during the Change-of-Coverage period. Information on opting-out of the medical and dental plans is available online. Family plans are also available at an additional cost. The "opt-out" date and "family enrolment" date is announced in September of each year. Submissions received after the Change-of-Coverage period, will not be accepted. Pay-Direct cards are issued in PDF format, and will be available online at the end of October of each year. For more detailed information please visit the website.

Web	student.myrru.royalroads.ca/student-services/undergraduate-healthcare-plan
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International Undergraduates

International undergraduate students enrolled in condensed, full-time, on-campus programs with coverage under the British Columbia Medical Service Plan, are eligible for extended benefit coverage.

Contact Information:

Email	service@studentcare.net
Toll Free	1-877-789-8714
Web	studentcare.net/works

Writing Centre

The Writing Centre provides instruction to RRU students to help them achieve excellence in their academic writing. Assistance is available face-to-face, online, and/or by telephone. Services do not include editing or proofreading.

Hours of Operation:

Monday – Friday	10:00 am – 5:00 pm
Saturday – Sunday	Closed
Holidays	Closed

Contact Information:

Email	rruwritingcentre@royalroads.ca
Phone	250-391-2600 ext 4353
Toll Free	1-800-788-8028
Web	student.myrru.royalroads.ca/student-services/writing-centre

POLICIES AND REGULATIONS

This section identifies a few key policies that have been selected to help introduce you to RRU.

Academic Regulations

It is the responsibility of students to be familiar with and comply with the policies and procedures outlined in the Academic Calendar. Please pay special attention to the Academic Regulations which can be found on the RRU Web: student.myrru.royalroads.ca/policies-guidelines/academic-regulations-policies. For more information, please contact the Registrar's office.

Contact Information:

Email registrar-inquiries@royalroads.ca
Phone 250-391-2600 ext 4862
Toll Free 1-800-788-8028
Web student.myrru.royalroads.ca/registrar/registrars-office

Student Rights and Responsibilities

Students are expected to conduct themselves in a manner consistent with the educational mandate of the University as an institution of higher learning, and in accordance with generally accepted standards of behaviour and published University policies, procedures, and guidelines. In addition to enjoying the rights accorded them by law, students have the right to free and open intellectual inquiry and to membership in the University community. Students are responsible for making themselves aware of applicable laws and University policies, procedures, and guidelines that are available on the University website, and abiding by these.

This Policy applies to all students enrolled in the University, regardless of place of residence, and applies to behaviours or conduct occurring in both academic and non-academic settings and may be applied to behaviours or conduct occurring on campus, off campus or online if the rights of members of the University community to use and enjoy the University's learning, living, or working environments are adversely affected. Where an event impacts the University environment, the University also reserves the right to enforce this Policy regardless of whether any legal proceedings are undertaken in any other forum or by any other party.

Guidelines

The following guidelines are intended to describe the general rights and responsibilities of students. These guidelines do not limit the powers of the President conferred by the Royal Roads University Act [RSBC 1996], nor do they preclude the University from publishing additional policies, procedures, and guidelines not described herein, which students must respect.

- 1.0 Students have the right to engage in free and open intellectual inquiry.
- 2.0 Students have the responsibility to adhere to academic and non-academic regulations and abide by the University's Policies.
- 3.0 Students have the right to a University community characterized by mutual respect and equal opportunity.
- 4.0 Students have the responsibility to treat all members of the University

with respect, to not intimidate, interfere with, threaten or otherwise obstruct any University activity, nor to hinder members of the University community in the pursuit of their legitimate activities. Students have the responsibility not to engage in behaviour that a reasonable person should reasonably know is unsafe or inappropriate.

- 5.0 Students have the right to access University resources designated to help them plan and achieve their educational and career objectives upon payment of required fees.
- 6.0 Students have the responsibility to respect the right of others to use those same resources, and not to monopolize University resources to the exclusion of others.
- 7.0 Students have the right to use University facilities and resources designated for students and to enjoy the University campus.
- 8.0 Students have the responsibility to respect the natural and cultural attributes of the University campus and the responsibility to respect the hours of operation and limits on entry where such conditions exist, the prohibition of smoking in or near buildings, the prohibition on sleeping or living in tents or cars without permission, and the prohibition on the possession of weapons on campus.
- 9.0 Students have the right to an environment that is free from interference and disruption, while enjoying the right to dissent, and the right to peaceful assembly.
- 10.0 Students have the responsibility to respect the rules of the University, and the lawful directions of University personnel, including campus security, and the responsibility not to destroy, tamper with, deface or vandalize, unlawfully access or remove or possess property that is not their own. Students have the responsibility to comply with the University's rules on consumption of alcohol. Consumption of alcohol is prohibited on campus except in licensed premises or individual residence rooms.

Process

The following process is intended to apply where there is reason to believe that there may have been a violation of this Policy. The University reserves the right in its discretion to modify the process as it determines may be appropriate in any particular instance.

- 1.0 If the University has reason to believe that a student may be in violation of this Policy, the University may initiate the processes set out below.
- 2.0 If a person wishes to register a complaint that a student has violated this Policy, that complaint should be submitted in writing to the Coordinator, Student Services as soon as possible. If the complaint involves a matter of University Life, the complaint will be sent to a university staff member appointed by the Vice President, Academic and Provost. Normally complaints should be filed within seven days. Anonymous complaints may not be investigated.
- 3.0 Where appropriate, the Coordinator, Student Services will work to find an informal resolution of the matter. If a resolution of the matter is found to the satisfaction of any complainant and the student that is consistent with the interests of the University, the matter will be closed. Written confirmation of closure of the matter may be requested by any party.
- 4.0 Should an informal resolution not be found, the matter will be referred to the Associate Vice President, Academic and Student Services who shall make such inquiries as are necessary to determine whether a violation of this Policy has occurred and to take, or to recommend the taking of, appropriate action in response. Such action may include one or more of the following: a warning; required written apologies; required restitution; denial of access to specific University facilities, services, or activities; restrictions on areas of access; a fine; an undertaking to be of good behaviour; a probationary period; or a recommendation to the President for suspension or expulsion. Prior to

making a decision, the Associate Vice President, Academic and Student Services shall provide the student an opportunity to be heard in connection with the allegations against them.

4.1 The Vice President, Academic and Provost may appoint an alternate to the Coordinator, Student Services, or the Associate Vice President, Academic and Student Services, if deemed that either has a conflict of interest in any complaint.

5.0 Except where the decision of the Associate Vice President, Academic and Student Services is to recommend suspension or expulsion of the student, the student shall have the right to appeal a decision of the Associate Vice President, Academic and Student Services to the Review Committee on Student Rights and Responsibilities which will consider the matter and which may meet with the student.

5.1 The Review Committee will be comprised of one student at the same academic level (i.e. undergraduate or graduate) from a program other than that in which the student is enrolled, a core faculty member from the Faculty in which the student is not enrolled, and staff member who is not a member of the Faculty. Members will be appointed by the Vice President, Academic and Provost. The members will select a chair by majority vote.

5.2 The Review Committee shall determine its own procedure, having regard to its duty to act fairly toward the student. Students have the right to an opportunity to be heard in connection with the allegations against them. The Review Committee will determine whether it will hear from the student in person, in writing, or by some other means.

5.3 If the Review Committee decides to meet with the student, the Review Committee will make a reasonable effort to notify the student in writing of the meeting no less than five business days before the meeting; a reasonable attempt will be made to arrange the meeting at the convenience of the student.

5.4 On an appeal, the Review Committee shall have the power to deny the appeal, to allow the appeal and to set aside the decision of the Associate Vice President, Academic and Student Services, or to vary the decision of the Associate Vice President, Academic and Student Services, including substitution of any penalty imposed by the Associate Vice President, Academic and Student Services. The Review Committee may impose a penalty greater or lesser than that imposed by the Associate Vice President, Academic and Student Services, and has the power to recommend the suspension or expulsion of the student.

5.5 Decisions of the Review Committee shall be final and not subject to further appeal.

6.0 If the Associate Vice President, Academic and Student Services or the Review Committee recommends to the President that the student be suspended or expelled, the President shall, prior to making a decision to suspend or expel the student, provide the student an opportunity to be heard. The President shall determine whether to hear from the student in person, in writing or by some other means.

7.0 The student may appeal the decision of the President to suspend or expel the student. If the student wishes to appeal that decision, he or she must submit a notice of appeal to the Secretary of the Board of Governors within five working days of receipt of the decision of the President. The appeal shall be considered by the Board of Governors Appeals Committee, the decision of which is final and binding.

8.0 Notwithstanding anything in this Policy, the President, on the recommendation of the Associate Vice President, Academic and Student Services or the Vice President, Academic and Provost, may summarily temporarily suspend a student, suspend a student's online or academic privileges, or bar the student from access to campus if, in the judgment of the Associate Vice President, Academic and Student Services or the Vice President, Academic and Provost, the safety or personal well-being of others or of University property is threatened

or if the student has been charged with a legal offence such that in the judgment of the Associate Vice President, Academic and Student Services or the Vice President, Academic and Provost it renders their continued participation in their program inadvisable pending the disposition of such charges. In such circumstances, the student will be provided the opportunity to request a review by the President of such suspension, at which review the student will be provided an opportunity to be heard.

This process reflects updates as of July 2011.

Contact Information:

Phone 250-391-2600 ext 4760

Toll Free 1-800-788-8028

Web student.myrru.royalroads.ca

Tuition Refund Policy

A student may withdraw from a course or a program in progress by notifying the Registrar's Office in writing. The date of the withdrawal is the date the written notification is received.

A portion of the tuition paid may be refunded if a student withdraws from a course (for part-time students) or a program (for full-time students) prior to completion. The minimum amount retained in any case for each term or quarter is the amount equivalent to the tuition deposit. Please note that all programs and certificates are not necessarily subject to the above refund calculation. The Tuition Refund Policy can be found on MyRRU: student.myrru.royalroads.ca/policies-guidelines/academic-regulations-policies If you have any questions regarding the refund of tuition or fees, please contact Financial Services.

Sustainability Initiatives at RRU

Environmental sustainability is a key principle at Royal Roads University. We teach it, we research it, and we model it.

Ways to get involved with Sustainability at RRU:

- › Bike, walk, ride the bus, carpool, join Jack Bell Rideshare – reduce your carbon footprint!
- › Compost all organic material, including meat, soiled paper, paper plates, disposable coffee cups, pizza boxes, paper towel.
- › Contribute to energy and water conservation by switching off lights, turning down the heat and turning off taps after use.
- › Bring your own reusable drink container!
- › Recycle paper, glass, plastic (#1-7), tin, tetra packs, batteries, styrofoam, ink cartridges and soft plastics (all collected on campus).
- › Incorporate Sustainability in your research and submit your Sustainability Story to the Sustainability Website.
- › Participate and volunteer in Community Green Events and Green Campus Events – Earth Day is April 22!

Contact Information:

Phone 250-391-2600 ext 4852

Toll Free 1-800-788-8028

Web sustainability.royalroads.ca



"Nosce te ipsum is a statement that I will recall every time I think about my fabulous experience at Royal Roads University. The Master of Business Administration program is not for the faint at heart. However, once you step on to the hallowed grounds of Hatley Park you will understand the entire University is at your disposal, and involved in helping you to succeed. Without the entire support of the University, I would not know thyself."

Dale Tasic,
Master of Business
Administration '10

CONVOCATION: THE FINALE!

Convocation is a time to celebrate and recognize the personal and academic success of our graduates as they transition to alumni of Royal Roads University. All degree, diploma and certificate graduates are invited to participate in the scheduled ceremonies. All event information will be communicated to respective graduates in the months leading up to the event with the request to complete an Application to Attend Convocation (ATAC) available online (see website below).

We look forward to celebrating your achievements.

Contact Information:

Email convocation@royalroads.ca
Phone 250-391-2600 ext 4188
Toll Free 1-800-788-8028
Web student.myrru.royalroads.ca/convocation

LOCAL SERVICES

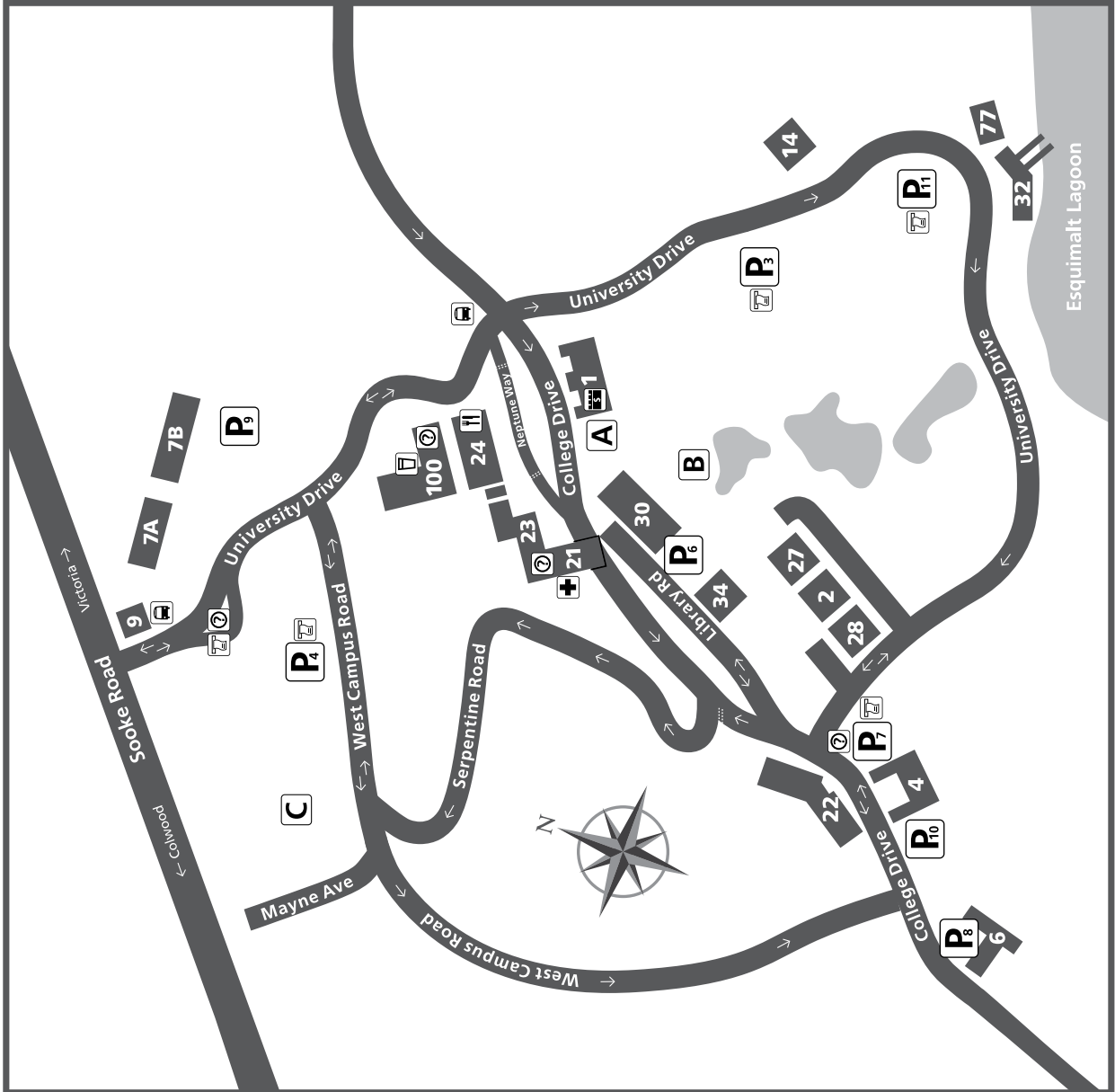
The following list of local community services is provided for your information. The University does not endorse any of these specifically.

Service	Name	Address	General Location	Phone
Banking	Bank of Montreal	101-735 Goldstream Ave	Langford Station	250-389-2485
	CIBC	310 Goldstream Ave	Juan de Fuca Plaza	250-391-2190
	Royal Bank	507-1913 Sooke Rd	Colwood Corners	250-356-3338
	Scotiabank	2230 Sooke Rd	Hatley Park Shopping Centre	250-391-3500
	TD Canada Trust	126-2945 Jacklin Rd	Westshore Town Centre	250-391-3450
Coffee Shops	Chocolat Au Lait Café	10-310 Goldstream Ave	Juan de Fuca Plaza	250-474-2828
	Starbucks	142-2945 Jacklin Rd	Westshore Town Centre	250-474-3450
	Serious Coffee	104B-1910 Sooke Rd	Colwood Corners	250-474-5333
	Tim Hortons	1820 Old Island Highway	Old Island Hwy = Sooke Road	250-478-0356
Drug Stores	London Drugs	1907 Sooke Rd	Colwood Corners	250-474-0900
	Shoppers Drug Mart	2945 Jacklin Rd	Westshore Town Centre	250-474-1114
Grocery Stores	Canadian Superstore	835 Langford Parkway	Westshore Town Centre	250-391-3137
	Fairway Market	2945 Jacklin Rd	Westshore Town Centre	250-478-8998
	Thrifty Foods	1860 Old Island Highway	Juan de Fuca Plaza	250-544-1234
	Western Foods	772 Goldstream Ave	Langford Centre	250-478-8306
Medical and Dental Clinics	Colwood Medical	1910 Sooke Rd	Across from Colwood Corners	250-478-8833
	St. Anthony's Medical	582 Goldstream Ave		250-478-6242
	Westshore Dental	152-2945 Jacklin Rd	Westshore Town Centre	250-474-2296
Pubs	Country Rose Pub	592 Ledsham Rd	Behind Dairy Queen	250-478-4200
	Crossroads Bar & Grill	1889 Old Island Highway	Colwood Corners	250-478-1311
	Six Mile Pub	494 Old Island Highway	Old Island Hwy = Sooke Road	250-478-3121
	Station House Pub	2835 Bryn Maur Rd	Langford Station	250-391-8597
Postal Outlets	Colwood Corners	3-310 Goldstream Ave	Juan de Fuca Plaza	250-391-0495
	Fairway Market	2945 Jacklin Rd	Westshore Town Centre	250-478-8998
	Western Foods	772 Goldstream Ave	Langford Centre	250-478-8306
Restaurants	Akemi Sushi	737 Goldstream Ave	Langford Station	250-590-8686
	Asian Noodle House	313 Goldstream Ave	Colwood Corners	250-391-0803
	Chris's 2 for 1 Pizza	732 Goldstream Ave	Langford Centre	250-474-4343
	Columbo's Taverna	777 Goldstream Ave	Opposite Langford Centre	250-474-4664
	Dad's Homemade Soups & Sangy's	112-1913 Sooke Rd	Colwood Corners	250-391-0689
	Dairy Queen	2205 Sooke Rd	Across from Hatley Park Shopping	250-478-3722
	Eugene's Greek Restaurant	100A-1913 Sooke Rd	Colwood Corners	250-590-8744
	Goodview (Chinese)	305-1913 Sooke Rd	Colwood Corners	250-474-0822
	Jasmine Restaurant	1752 Island Hwy	Old Island Hwy = Sooke Road	250-391-8648
	May Gold Village	701 Goldstream Ave		250-391-8899
	Romeo's Place	2945 Jacklin Rd	Westshore Town Centre	250-474-2121
	Royal Roads Café	1949 Sooke Rd	Entrance to RRU	250-474-3628
	Salty's Fish & Chips	738 Goldstream Ave	Langford Centre	250-474-6662
	Subway	5-2244 Sooke Rd		250-478-1065
	White Spot	1845 Sooke Rd		250-391-8823

ROYAL ROADS UNIVERSITY

Campus Legend

Arbutus Building	7A	Gardens	
Boat House	32	Croquet Lawn	A 2
Boat Shed	77	Greenhouses	A B B
Butler's House	14	Italian Garden	
Cedar Building	6	Japanese Garden	
Commandant's House	27	Rose Garden	
Conference Centre / Mews	4		
Gate House	9	Recreation	
Grant Building	24	Recreation Centre	22
Greenhouses	2	Tennis Courts	C
Hatley Castle	1		
Learning and Innovation Centre (LIC)	100	Services	
Library	30	Cafeteria	II
Mews / Conference Centre	4	Campus Reception	100
Millward Building	21	Coffee / Snack Counter	F
Museum	1	Information	©
Nixon Building	23	Museum	1
Quarterdeck	24	Public Transit	ST
Recreation Centre	22	Retail Store	+
Rose Garden House	34	Security / First Aid	P
Shipping & Receiving	7B		
Student Residences	21 / 23	Parking	
Vice-Commandant's House	28	Cedar Bldg / General	P8
		Conference / General	P10
		Conference / Rec Centre	P7
		General	P3,4,6,7,8,9,10,11
		Library/General	P6
		Parking Ticket Dispenser	T
		Visitor Parking	P3



Wheelchair accessible parking is available near each building



Pay Parking is in effect in all areas, 24 hours a day, 7 days a week

Notice: Royal Roads University utilizes closed circuit television (CCTV) as an aid in providing a safer campus environment.



STUDENT HANDBOOK

VICTORIA BC CANADA



ROYAL ROADS UNIVERSITY

CONTACT US

1-800-788-8028

www.royalroads.ca

info@royalroads.ca

Royal Roads University
2005 Sooke Road
Victoria, BC
Canada V9B 5Y2

The information contained in this brochure is subject to change. Please refer to the University website for up-to-date information
royalroads.ca