

Welcome to Trent!

Graduate Student Orientation – Student Services

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Trent University Experience



Agenda

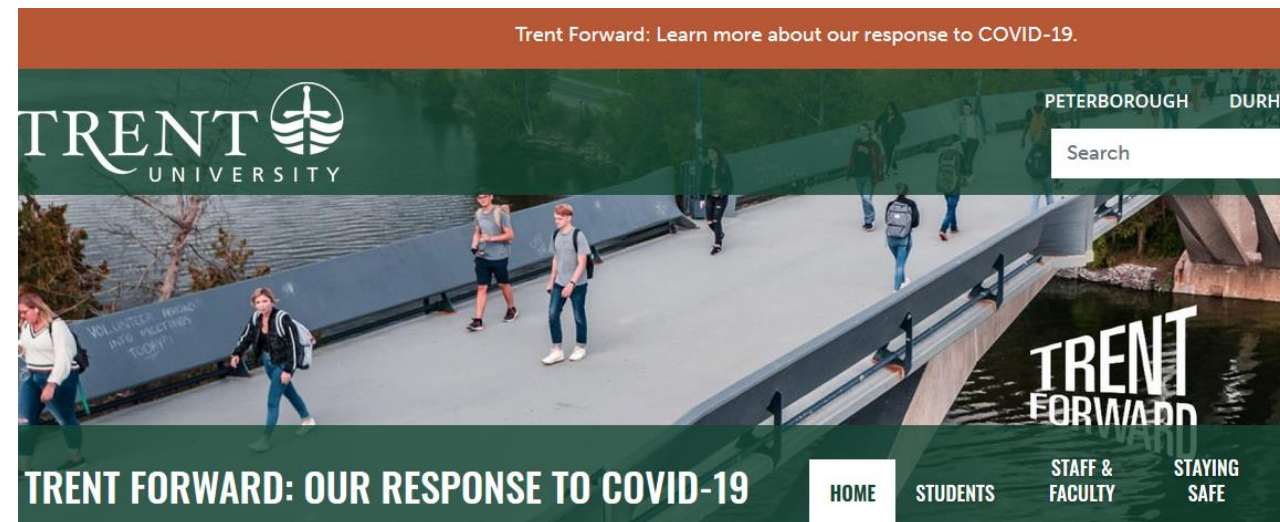
- Introduction
- COVID-19 planning update
- Common challenges
- Student services, resources and referrals
- When things go wrong ...

* Content note: we will be talking about some difficult issues that could affect students, including mental illness and sexual violence. We will focus on prevention and support resources.

If you would like a copy of this slide deck, please email nonarobinson@trentu.ca

COVID-19 Planning Update

- **Trent Forward:**
<https://www.trentu.ca/coronavirus/>
- Vaccination requirement
- Resources and support for students, faculty, staff and visitors including work/study-plans, health and safety, and wellness screening
- Communication and engagement (including increased summer communication to students)
- Contingency planning



TRENTU.CA / TRENT FORWARD: OUR RESPONSE TO COVID-19

Be Vigilant. Keep Our Community Safe.

The Trent Forward plan is the road map to our return to in-person learning and physical campus services. As we prepare to welcome back students, faculty and staff for an in-person fall, the following priorities continue to guide our efforts:

- **A Safe and Healthy Trent:** The health and safety of our students, faculty, staff and community are foremost in our considerations as we re-open our campuses this fall for education and research.
- **The Trent Student Experience:** We remain deeply committed to providing all our students – wherever they may be – with the high quality, engaging student experience they have come to expect at Trent.
- **A Role in the Post-COVID Future:** Trent will be part of the solution as our communities confront the realities of COVID today and reimagine a better tomorrow.

Starting graduate work

Some anxieties:

- Won't like program/supervisor
- Graduate work will be isolating
- Being a TA will be scary
- Difficulty finding a community (especially if just moving to Peterborough)
- Distance from support system
- Individual issues or challenges, work-life balance

Student services are here for both undergrad and grad, and we try to make them as easy as possible to access. Graduate students in many cases may think services aren't for them – but that's not the case!

Campus resources and services – www.trentu.ca/currentstudents

CAMPUS RESOURCES AND SERVICES

STUDENT ADVOCACY	ACADEMIC ASSISTANCE	SAFETY & SECURITY	FINANCIAL MATTERS	HOUSING & FOOD	HEALTH & WELLNESS	INDIGENOUS STUDENTS	STUDENT AFFAIRS & CAREERS	OTHER USEFUL RESOURCES
<p>TCSA Student Centre 2.15 705-748-1000 info@trentcentral.ca</p> <p>GSA (for grad students) 223 Wallis Hall Trail College 705-748-1011 x6423 gsa@trentu.ca</p> <p>College Offices Trail College: 748-1011 x1736 trail@trentu.ca Champlain College: 748-1011 x.7788 champlain@trentu.ca Lady Eaton College: 705-748-1011 x7022 eaton@trentu.ca Gzowski College: 748-1011 x 1743 gzowski@trentu.ca Otonabee College: 748-1011 x7742 otonabee@trentu.ca</p> <p>Office of Student Affairs 206 Champlain College 705-748-1011 x7754 studentaffairs@trentu.ca</p> <p>Centre for Human Rights, Equity, & Accessibility 121-124 Otonabee College 705-748-1011 x7725</p> <p>CUPE 3908 Trail College 116 Wallis Hall 705-775-2873</p>	<p>Teaching Assistant, Professor or Program department</p> <p>Academic Advising Located in colleges: 705-748-1011 x7333 Trail College: jorsetto@trentu.ca Otonabee College: lindsaymorrison@trentu.ca Lady Eaton College: msedge@trentu.ca Gzowski College: christycarlson@trentu.ca Champlain College: lindygameau@trentu.ca</p> <p>Academic Skills (Workshops, one-on-one help) Located in the colleges acskills@trentu.ca 705-748-1011 x7098 Book appointments at www.trentu.ca/sep</p> <p>Trent University Library & Archives 705-748-1011 x7420 libraryhelp@trentu.ca</p> <p>Trent Online Otonabee College 206 705-748-1011 x1025 online@trentu.ca</p>	<p>Walkhome 306 Champlain College 225 Wallis Hall Call: 705-748-1748 Text: 705-931-0032</p> <p>Campus Security 103 Blackburn Hall 705-748-1328</p> <p>Parking and Access Control 103 Blackburn Hall 705-748-1011 x7324</p> <p>TrentU Card Office 104 Blackburn Hall 705-748-1011 x7431 campuscard@trentu.ca</p> <p>Emergency First Response Team (TUEFRT) 705-748-1333 tuefrt@trentu.ca</p>	<p>Financial Services (Student accounts, tuition payments) 114 Blackburn Hall 705-748-1317</p> <p>Financial Aid (OSAP, bursaries, & scholarships) financialaid@trentu.ca 705-748-1524</p> <p>TCSA (Grocery assistance Program) Student Centre 2.15 705-748-1000 Info@trentcentral.ca</p> <p>Graduate Studies Office Blackburn Hall 115 705-748-1011 x7245 graduate@trentu.ca</p>	<p>Housing Services (Residence Life Coordinators) 129 Blackburn Hall residence@trentu.ca 705-748-1011 x7127</p> <p>Housing Service Centres (mail, etc.) 211 Lady Eaton 212 Gzowski Trail 130 Wallis Hall</p> <p>Food Services food@trentu.ca 748-1011 x7791</p> <p>Maintenance Students use Housing Services Portal in mytrent Employees contact: fixit@trentu.ca For emergencies call Trent security 705-748-1333</p>	<p>Student Wellness Centre</p> <p>Health Services 111 Blackburn Hall 705-748-1481</p> <p>Student Accessibility Services 132 Blackburn Hall 705-748-1281 sas@trentu.ca</p> <p>Counselling Services 113 Blackburn Hall 705-748-1386 counselling@trentu.ca</p> <p>Centre for Academic Testing 211 Otonabee College 705-748-11011 x8135 examcentre@trentu.ca</p> <p>Sexual Violence Prevention Coordinator 705-748-1011 x7792 robymocean@trentu.ca</p> <p>Peer Support Drop-in, 12-4, Mon-Fri Student Centre 3.04 peersupport@trentu.ca</p> <p>Spiritual Affairs 705-748-1011 x7229 lohannahart@trentu.ca</p> <p>TCSA Student Benefits Student Centre 2.15 benefits@trentcentral.ca 705-748-1000</p> <p>GSA Student Benefits Wallis Hall 223, Trail 705-748-1011 x6423 gradhealth@trentu.ca</p>	<p>Indigenous Student Success Coordinator First Peoples House of Learning 705-748-1011 x7358 stephanieneelson@trentu.ca</p> <p>Cultural Counsellor First Peoples House of Learning 705-748-1011 x7072 bettycambraint@trentu.ca</p> <p>Trent International (Immigration, advising, wellness counselling, programming) 3rd floor, Champlain 705-748-1314 international@trentu.ca</p> <p>Trent International Students' Association 202.6 Champlain 705-748-1481</p> <p>Trent ESL 206.1 Champlain 705-748-1314 esl@trentu.ca</p>	<p>Careerspace (Career counselling, workshops) Student Centre 310 careers@trentu.ca 705-748-1011 x8012</p> <p>Orientation Summer orientation, orientation week N110 Champlain College orientation@trentu.ca 705-748-1011 x7162</p> <p>Co-curricular record Track co-curricular experiences at www.trentu.ca/sep</p> <p>Retention programming (Peer support, First Generation & LGBTQ2S+ programming) N110 Champlain College 705-748-1011 x7836</p> <p>Job Board worklink@trentu.ca Access the job board at www.trentu.ca/sep</p>	<p>Office of the Registrar (course registration, transcripts, application to graduate) registrar@trentu.ca</p> <p>(letter of permission, transfer credits) admissions@trentu.ca</p> <p>101 Blackburn Hall 705-748-1215</p> <p>IT Helpdesk Main circulation desk Bata Library 705-748-1010 it@trentu.ca</p> <p>Campus Print 136 Blackburn Hall printshop@trentu.ca 705-748-1403</p>



Student Support Certificate (faculty/staff)

Geared toward teaching staff (especially new instructors and teaching assistants) and non-academic staff who have direct contact with students. These courses aim to enhance the capacity of Trent faculty and staff members to effectively assist students in a variety of situations, and to help create a supportive environment that builds students' life skills and ability to cope with a range of issues.

Certificate: Five Core Series workshops, and a minimum of four additional optional workshops.

- **Examples of core series:** Conflict Resolution with Students, Valuing Diversity, Student Development Theory, Referrals and Resources 101 Including Campus Tour and Confidentiality, Effective One-on-One Communication with Students
- **Students in Difficulty:** Advising Students in Academic Jeopardy, Understanding Mental Health, Dealing with Difficult Behaviour, safeTALK, Self-Care for Student Supporters, More Feet on the Ground: Mental Health Awareness, Sexual Violence on Campus: Prevention, Intervention and Survivor Support
- **Examples Student Life:** First Year Experience, Accessibility Services, Supporting Indigenous Students, Supporting International Students Part 1 & 2, Supporting Issues of Multi-faith, Positive Space Training, Managing and Leading Effective Student Teams

www.trentu.ca/currentstudents/student-support/student-support-certificate

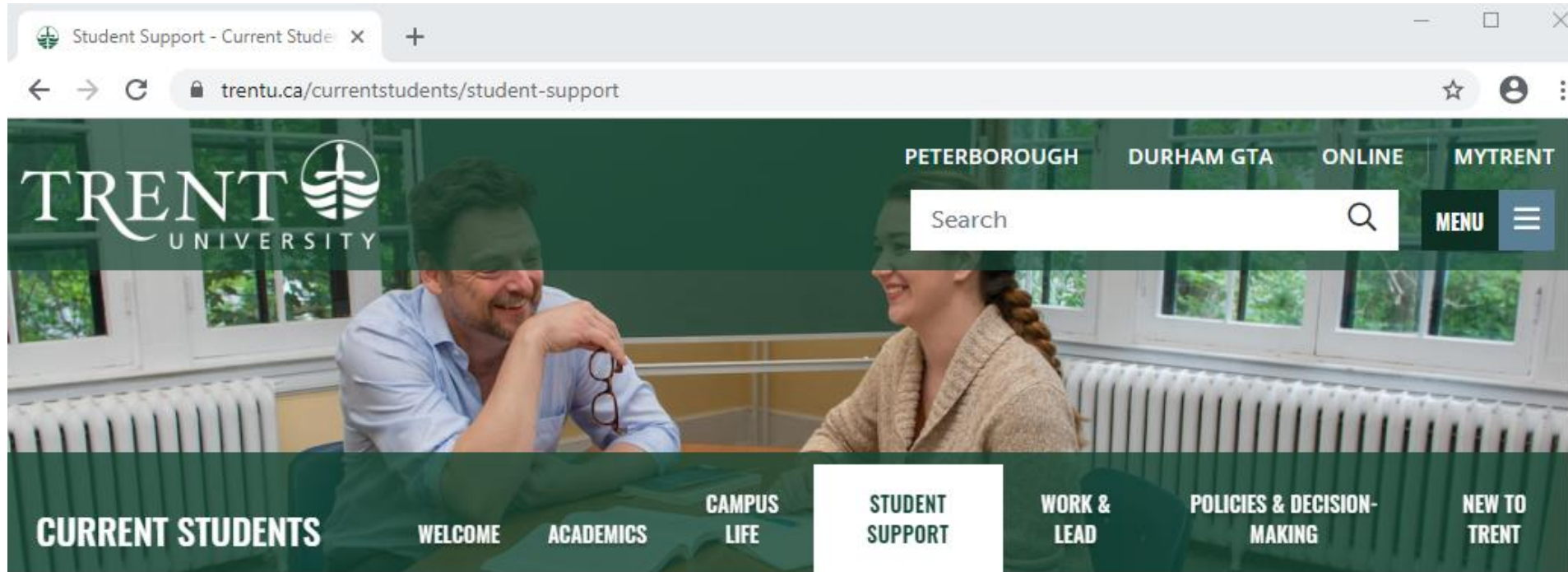
Student success factors

- Motivation
- Self-confidence
- Connections: academic and with campus
- Self-reliance
- Skill development
- Early identification of issues and help-seeking

Your strengths

- Consider for yourself what are three strengths you have that have helped you be academically successful.
- How can those strengths help your student to succeed in graduate work?

Current Students website – resources: www.trentu.ca/currentstudents



TRENTU.CA / CURRENT STUDENTS / STUDENT SUPPORT

Student Support

Many students describe their time at Trent University as rewarding, transformational, and as a time of great personal growth. However there also may be times when students face challenges in their academics or their personal lives. Students, faculty and staff all work together to build a strong, supportive campus community, which includes a range of student support services. We also provide a range of preventive education around conflict management, discrimination, sexual violence, and suicide (see Work & Lead section). If you encounter any difficulties, the resources and services listed on this page are here to help you.

[➔ LOGIN TO MYTRENT](#)

- STUDENT SUPPORT**
- Academic Advising
- Academic Skills
- Accessibility Services



Academic supports

- Faculty and academic departments
- Graduate Studies office
- Academic Advisors – one in each college
 - Academic pathways, advising on challenges, forms/petitions, graduation checks
- Academic Skills Instructors – one in each college
 - Thesis writing support and retreats
- Fellow students

www.trentu.ca/advising

Career pathways support

- Employment/academic skills development, academic pathways, and goals
- People can expect to change careers (not jobs) on average 5-7 times; identifying your transferable skills
- CareerSpace – Located in the Student Centre; online resources, advising, counselling

www.trentu.ca/careers

Financial supports

- Graduate Studies Office and Financial Aid Office
 - OSAP
 - Bursaries
 - Scholarships
 - Emergency loans

www.trentu.ca/financialaid

Social supports

- Graduate Student Association
- College and department activities
- Student groups
- University and student events
- Hanging out with friends

Office of Student Affairs www.trentu.ca/studentaffairs

Trent Graduate Student Association <https://trentgsa.ca>

Trent Colleges: www.trentu.ca/colleges

BIPOC student supports

- Black Student Support Group <https://www.trentu.ca/currentstudents/academics/peer-support/black-student-support>
- BIPOC Counsellor <https://www.trentu.ca/wellness/counselling>
- First Peoples House of Learning www.trentu.ca/fphl
 - Available to all students; programming particularly intended to support Indigenous students
 - Outreach to students who have self-identified through application or other contacts with FPHL
 - Gathering Space, traditional areas, elders and knowledge-keepers, cultural programming
 - Indigenous student financial support, academic advising, tutoring, student mentorship
 - Cultural counselling

Physical health supports

- Health Services – www.trentu.ca/healthservices
- Athletics Centre – www.trentu.ca/athletics
 - Providing online fitness support, some in-person fitness activities if feasible
 - Fitness classes, intramurals, varsity sports
- Food Services -- www.trentu.ca/foodservices

Mental health and accessibility services

- Most common mental health concerns:
 - Stress and anxiety
 - Depressive episodes
- Major mental health issues
- Counselling Centre
 - Stepped approach – can usually be seen by Counselling within one business day. Initial intake then determination of appropriate support resources. These including online, workshops, peer support, therapeutic e-support, group programming, individual therapy, specialist consultations/community referrals, and crisis management
- Student Accessibility Services Office
 - Physical disabilities, mental health, learning disabilities

www.trentu.ca/counselling

www.trentu.ca/sas

Sexual assault prevention

- Sexual Violence Prevention & Response Co-ordinator
- Support for survivors of recent or historical sexual violence
- Partnerships with Kawartha Sexual Assault Centre (Peterborough) and Durham Rape Crisis Centre (Durham campus)
- Focus on prevention and enthusiastic consent; being an intervener: directly; as a distraction; or call for help
- Complainant/survivor-centred processes

<https://www.trentu.ca/sexualviolence/>

Questions about services and support?

- Raise hand/ask in Chat

When you start to worry or struggle ...

- Finding more information – website, resources
- Early help-seeking
- Contact me if you need to. My email is nonarobinson@trentu.ca
- Everyone may hit a wall at some point! We're here to help.

Great things

- Learning – both academic and through involvement and work
- Growth – becoming an expert in your subject
- Excitement – feeling passionate about your academics
- Connection – academically and socially
- Skills development
- Satisfaction and fulfillment

Good luck!!!

- Questions? Please post in chat or email us (also if you'd like a copy of this presentation)

Office of Student Affairs
studentaffairs@trentu.ca
www.trentu.ca/studentaffairs
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