

2023-2024 STUDENT HANDBOOK

Department of Leadership, Higher and Adult Education





Message from the Chair

My name is Dr. Creso Sá and I am the Chair of the Department of Leadership, Higher and Adult Education (L H A E) at O I S E. I would like to welcome you to our department. You have joined one of the largest graduate departments at the University of Toronto. With three graduate programs and three collaborative specializations, L H A E is a vibrant academic environment with many opportunities for learning, collaboration, and professional development. We are also a gateway to the numerous opportunities that the University of Toronto provides for graduate students to enrich their programs of study.

This handbook provides a starting place for you to learn about our work and the resources and services available. We encourage you to take an active role in pursuing activities and connections that will enhance your academic journey. Do participate in departmental events and let us know how we can improve your student experience. We hope that you will find that we are a collegial and welcoming community.

Once again, on behalf of all our faculty and staff, welcome to L H A E!

All the best,

Creso Sá

Professor and Chair of the Department of Leadership, Higher and Adult Education

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About Us

The Department of Leadership, Higher and Adult Education (L H A E) at the Ontario Institute for Studies in Education (O I S E) is a dynamic and inclusive learning community comprised of scholars focused on educational leadership, administration and service, policy and change, social justice and community engagement.

We are located on the St. George Campus of the University of Toronto (U of T) at:
Ontario Institute for Studies in Education
6th and 7th Floors
252 Bloor Street West
Toronto, ON M5S 1V6

1.1 Graduate Liaison Office (G L O)

The Graduate Liaison Office (G L O), otherwise known as the G L O Team supports prospective, incoming, and current students. We look after all the academic student services in the Department. If we are not the appropriate contact for your inquiry, we will redirect you accordingly.

1.1.1 O I S E Online Service Hub

The [O I S E Online Service Hub](#) is intended for all current L H A E student inquiries pertaining to services and support regarding our programs, finance, operations, and communications. Kindly submit your requests via this ticketing system.

1.1.2 L H A E Contacts

Current Master's Students

416-978-1251

LHAE.masters@utoronto.ca

Current Doctoral Students

416-978-1205

LHAE.doctoral@utoronto.ca

Prospective and Incoming Students

416-978-0729

LHAE.admissions@utoronto.ca

Concerns and Appeals

brandon.wells@utoronto.ca

Funding and Awards

LHAE.awards@utoronto.ca

Recruitment and Communications

LHAE.communications@utoronto.ca

Collaborative Specializations

416-978-0892

cidec.OISE@utoronto.ca

csep.OISE@utoronto.ca

wpl.OISE@utoronto.ca

Manager, Departmental Academic Operations and Administrative Services

ivanka.pribramska@utoronto.ca

Business Officer

416-978-1251

diedra.dick@utoronto.ca

Finance and Operations Assistant

416-978-1201

alex.calomino@utoronto.ca

Chair's Office

416-978-1254

caroline.song@utoronto.ca

1.1.3 G L O Team Office Hours

Monday	9:00 am – 5:00 pm (hybrid)
Tuesday	9:00 am – 5:00 pm (office)
Wednesday	9:00 am – 5:00 pm (office)
Thursday	9:00 am – 5:00 pm (office)
Friday	9:00 am – 5:00 pm (hybrid)

1.2 Acronyms

The University of Toronto loves acronyms. Learning all of them will take some getting used to, but here are a few to get you started:

- **S G S** = School of Graduate Studies
- **R O S E** = O I S E Registrar's Office and Student Experience
- **L H A E** = Leadership, Higher and Adult Education
- **A E C D** = Adult Education and Community Development
- **E L P** = Educational Leadership and Policy
- **H E** = Higher Education
- **C S E P** = Collaborative Specialization in Educational Policy
- **C I D E** = Comparative International Development Education (collaborative specialization)
- **W L S C** = Workplace Learning and Social Change (collaborative specialization)
- **M R P** = Major Research Paper
- **D S A** = Department Student Association

1.3 Ontario Institute for Studies in Education (O I S E)



[L H A E](#) is a graduate department (also referred to as a “graduate unit”) within the [Ontario Institute for Studies in Education](#) (O I S E), which is the faculty of education at the University of Toronto. Including L H A E, O I S E is home to four graduate units:

- Applied Psychology and Human Development (A P H D)
- Curriculum, Teaching and Learning (C T L)
- Leadership, Higher and Adult Education (L H A E)
- Social Justice Education (S J E)

1.3.1 The Registrar’s Office and Student Experience (ROSE)

All O I S E students, including L H A E students, are served by the faculty’s [Registrar’s Office and Student Experience](#) (ROSE). ROSE is responsible for registrarial services, including admissions, registration, course enrolment, tuition and fees, graduation, and so on. It also offers student services such as counselling, financial advising, accommodations, career services, and professional development. Refer to the [ROSE contact page](#) to find the appropriate staff representative for your inquiry.

1.4 School of Graduate Studies (S G S)



The [School of Graduate Studies \(S G S\)](#) is responsible for graduate education at the University of Toronto. All graduate departments, including O I S E’s four, are within its purview. The School defines and administers University wide rules and regulations, which are published on an annual basis in the [S G S Calendar](#). Note that because O I S E students have their own registrar’s office, the first point of contact for O I S E students is ROSE, not S G S.

1.5 University of Toronto (U of T)



The [University of Toronto](#) is located on the traditional lands of the Huron Wendat, the Seneca, and the Mississaugas of the Credit. Today, it is still the home to many Indigenous people from across Turtle Island.

The University provides diverse and extensive areas of study, both at the undergraduate and graduate levels across three campuses: St George (downtown), Scarborough (U T S C), and Mississauga (U T M). [Tours](#) are available at all three campuses.

By virtue of being an L H A E student, you are also a graduate student at the University. As such, you can access many resources and services that are open to all U of T Students, including its many [libraries](#), [athletic centers](#), and [student life offices](#).

More importantly, as a U of T student, you are now part of a prominent community of scholars that is considered a global leader in research and teaching. Currently, the University has a network of over 640,000 accomplished alumni around the world. We look forward to counting you among them!

1.6 Programs within L H A E

L H A E offers three graduate programs that consider education across the lifespan: Adult Education and Community Development (A E C D), Educational Leadership and Policy (E L P), and Higher Education (H E). These programs are enriched by our internationally recognized faculty and diverse student population.

Within our three programs, there are several degrees and field options. Below is a breakdown by program:

- **Adult Education and Community Development**
 - Degrees offered: M.Ed., M.A., PhD, PhD flex
- **Educational Leadership and Policy**
 - Degrees offered: M.Ed., M.A., PhD, PhD flex, Ed.D., International Ed.D.
 - M.Ed. streams: Coursework only, M R P + coursework
 - M.Ed. cohorts: Online and hybrid cohort, geographical cohorts (e.g., York Region, Hamilton)
- **Higher Education**
 - Degrees offered: M.Ed., M.A., PhD, PhD flex
 - M.Ed. fields:
 - General Higher Education
 - Education in the Professions (Coursework only option or M R P option)
 - Leadership
 - Student Development and Student Services

Often, students will identify most closely with their Program or Field but will keep their Departmental and Faculty association. For example, you may be a...

- PhD Flex student in the Adult Education and Community Program (A E C D), or
- M.Ed. student in the Student Development and Student Services (S D S S) field in the Higher Education Program (H E), or
- Ed.D. Student in Educational Leadership and Policy Program (E L P)

However, as a student registered in one of L H A E's three programs, you are also a...

- L H A E student
- O I S E student
- University of Toronto's School of Graduate Studies (S G S) student

1.7 Collaborative Specializations

L H A E participates in twelve Collaborative Specializations, three of which are housed in our department*:

- **Aging, Palliative and Supportive Care Across the Life Course**
 - Adult Education and Community Development: M.A., M.Ed., PhD
- **Community Development**
 - Adult Education and Community Development: M.A., M.Ed.
- **Comparative, International and Development Education***
 - Adult Education and Community Development: M.A., M.Ed., PhD

- Educational Leadership and Policy: M.A., M.Ed., Ed.D., PhD
 - Higher Education: M.A., M.Ed., Ed.D., PhD
- **Educational Policy***
 - Adult Education and Community Development: M.A., M.Ed., PhD
 - Educational Leadership and Policy: M.A., M.Ed., Ed.D., PhD
 - Higher Education: M.A., M.Ed., Ed.D., PhD
- **Engineering Education**
 - Higher Education: M.A., M.Ed., PhD
- **Environmental Studies**
 - Adult Education and Community Development: M.A., M.Ed., PhD
- **Environment and Health**
 - Adult Education and Community Development: M.A., M.Ed., PhD
- **Ethnic, Immigration and Pluralism Studies**
 - Educational Leadership and Policy: M.A., M.Ed., Ed.D., PhD
- **Sexual Diversity Studies**
 - Adult Education and Community Development: M.A., M.Ed., PhD
 - Educational Leadership and Policy: M.A., M.Ed., Ed.D., PhD
 - Higher Education: M.A., M.Ed., Ed.D., PhD
- **Women and Gender Studies**
 - Adult Education and Community Development: M.A., M.Ed., PhD
 - Educational Leadership and Policy: M.A., M.Ed., Ed.D., PhD
 - Higher Education: M.A., M.Ed., Ed.D., PhD
- **Workplace Learning and Social Change***
 - Adult Education and Community Development: M.A., M.Ed., PhD

2

Rules, Regulations and Forms

As members of L H A E, O I S E, S G S and U of T, students are bound by the rules and regulations of the department, the faculty, the School of Graduate Studies and the University of Toronto.

2.1 University of Toronto Policies

University wide policies can be found on the [Governing Council website](#). Of particular importance to L H A E students are the following policies:

- Code of Behaviour on Academic Matters
- Code of Student Conduct
- University Assessment and Grading Practices Policy
- Policy of Official Correspondence with Students

2.2 School of Graduate Studies Policies

The School of Graduate Studies (S G S) [Calendar](#) (published annually in July) is the authoritative source of information on a wide variety of graduate related matters, including academic appeals, candidacy and doctoral supervision. Students are encouraged to familiarize themselves with the Calendar as early as possible, paying particular attention to the degree requirements listed for their degree program for the year in which they were admitted.

TIP: The S G S Calendar is your contract between you and the School. As such, you are bound by the rules, regulations and degree requirements listed therein.

2.3 O I S E Policies

O I S E also has faculty specific policies. Most of these are contained in the [Bulletin](#) and the [ROSE website](#), both managed by the Office of the Registrar and Student Services. Funding related policies are managed by the [Student Funding Office in the Dean's Office](#).

2.4 L H A E Policies

Department policies can be [found on our webpage](#). Questions related to academic appeals can be directed to the Academic Programs Coordinator at brandon.wells@utoronto.ca.

2.5 Forms

There are multiple requests students can make, most frequently by submitting forms. Departmental forms can be found on the [L H A E](#) website, while most registrarial forms can be found on the [ROSE](#) and [S G S](#) websites. O I S E students should always start with [O I S E forms](#). We typically use very few [S G S forms](#).

3

The Role of the Faculty Advisor vs. Thesis Supervisor

All O I S E students are assigned a faculty advisor at the time of admission, often based on common research interests. These faculty members are able to provide you with assistance in course selection and academic direction. Faculty advisors are also your first resource if any academic problems arise. Note that your advisor is unable to review assignments or edit your coursework. Questions related to a specific course should be directed to the instructor.

If you are an M.A. or PhD student, note that your faculty advisor is not your thesis supervisor. The faculty advisor guides research stream students from the onset up until a student chooses a thesis supervisor. Once a thesis supervisor is identified, the faculty advisor's role comes to an end. The faculty advisor may, eventually, become your supervisor. However, as you progress in your studies and solidify your research direction, you may decide to work with a different faculty member. When the time comes to form your thesis committee, your thesis supervisor will be your main academic support. A thesis supervisor works with research stream students to provide guidance on a thesis. If you are a doctoral student and do not have a supervisor at the time of your comprehensive exam, your advisor will support you in the process of developing your exam portfolio. Formal descriptions of the supervisor's role can be found in the S G S [Graduate Supervision Guidelines](#).

TIP: Advisors and supervisors are not expected to be your sole source of information on academic opportunities. Don't miss out! Keep abreast of institutional emails and documents.

4

Important Dates and Sessions

A calendar of [Important Dates](#) for O I S E students is posted on the Registrar's Office and Student Experience website. The Important Dates calendar is updated annually. We strongly recommend that you bookmark this page and consult it frequently!

At U of T, there are three sessions in an academic year. The **Fall** session runs from September to December; the **Winter** runs from January to April and the **Summer** runs from May to August. In the **Summer**, O I S E splits the session into two: May to June and July to August. This division is O I S E specific and applies only to course delivery (i.e., half courses, that are normally offered over the course of a four month term are compressed into six week 'half' terms, one in May to June and the other in July to August). For all other purposes, both 'halves' are still considered to be one term by the University. See section 9 of this Student Handbook for more information.

5

Getting Started

Below is a sequence of the important tasks you will undertake before September. Sections 5 and 6 will expand on the steps in more detail.

1. Activate your JOINid to log into ACORN
2. Activate your UTORid, UTMail+ and get your TCard
3. Review the Important Dates Calendar for enrolment and registration details
4. Consult the S G S Calendar for program requirements and the O I S E Bulletin for course descriptions
5. Review the O I S E Course Schedule for course availability in the upcoming terms
6. Enrol in your courses via ACORN
7. Pay your fees (i.e., register) in July to August
 - International students who need to pay fees in advance to satisfy immigration requirements can make arrangements to do so with the Student Accounts Office
8. Attend the L H A E Orientation in September
9. Review your syllabi for your courses on Quercus
 - If the course uses Quercus, as not all instructors use this portal

5.1 JOINid

When admitted before you become a registered student, you will use your JOINid to log onto [ACORN](#). Your JOINid is a temporary log in until you activate your official UTORid.

Every applicant to the University of Toronto is assigned a JOINid. It was provided to you through an email from S G S (admissions.SGS@utoronto.ca). You must enable your JOINid and create a password if you wish to access ACORN before arriving on campus, and this can be done [online](#). If you have trouble locating the email sent to you with your JOINid, contact admissions.SGS@utoronto.ca.

If you lose your JOINid password, you can use the enabling site to change your password. Note that updates to passwords can take 24 hours. If you are unable to reset your password using the enabling site, call 416-978-HELP, or email help.desk@utoronto.ca to reset your password.

5.2 ACORN

[ACORN](#) is the online student service system that allows you to manage your course enrolment, registration, personal information, and so on. In the past, the system was called R O S I and many people still refer to it as such. Thus, the terms ACORN and R O S I are mostly interchangeable. Some of the main features of ACORN include:

- **Personal:** Print tax forms (T 2202 A), changing your address, phone number, and email, request graduation tickets
- **Academic:** Add and Drop courses, view academic history, request transcripts
 - Note ACORN has information on courses, however the authoritative source of information about O I S E courses is the [ROSE Course Schedule](#)

- **Financial:** View fees and invoices, pay tuition and fees by credit card, enter bank information for direct deposit, request to register without payment

5.3 TCard

All students are required to obtain a TCard, which is a University of Toronto official photo I D. TCards are used to access the library, student facilities and services. You can also load funds onto it and use it to pay for printing, photocopying, etc.

To get a TCard, bring your Offer of Admission, photo I D, and confirmation of your legal status in Canada to the TCard office. The [TCard website](#) will provide you with information on obtaining your I D, as well as details on the [required documentation](#) to bring with you. Students are able to obtain their TCard *after paying their fees*, which typically occurs in mid July.

5.4 UTORid and Email

Like your TCard, your UTORid is a form of identification, used to access technology related services that are supported centrally by the University of Toronto, such as the wireless network, the library and the U of T learning portal, Quercus.

As part of the [UTORid](#) setup process, you will be asked to setup an email address on the UTMail+ system (firstname.lastname@mail.utoronto.ca). Activate your account on the UTORid main site by using the secret activation key received with your TCard.

TIP: Comparable to a signature, your UTORid is your unique and individual I D. Keep it private and confidential!

Under [University policy](#), students are required to maintain a University based email account and regularly check it for messages. The University will send official correspondence to your u toronto email account. It is your responsibility to ensure that your email address, mailing and permanent address, and telephone numbers are up to date at all times.

5.5 Quercus

Quercus is the online learning platform at U of T. Students whose courses are on Quercus can access course materials, submit assignments, and find their syllabus on this system. Quercus can be accessed at q.utoronto.ca. Use your UTORid to log into the system. Note, not all instructors use Quercus.

The [Quercus for Students](#) blog site is a great resource that is written from a student's perspective and contains tips and helpful information on navigating the site.

6

Registration and Tuition Fees

When an individual pays their fees by the [sessional deadline](#), they officially become a registered University of Toronto student. Students must register before the start of their program and at the beginning of each academic year (or term, if returning from a leave or stop out) up until they satisfy their degree requirements, inclusive of M R Ps, theses, and Final Oral Exams for doctoral students. It is the student's responsibility to ensure they register before the sessional deadline in order to avoid incurring late registration fees or becoming financially cancelled (aka "F I N C A").

6.1 Tuition and Fees

Tuition fees are calculated based on one's full time or part time status, regardless of the number of courses a student takes. In other words, tuition fees are charged per session, not per course. Tuition fee schedules and information on paying fees are available on the [Student Accounts website](#). Once on the webpage, select "Tuition and Fees". Then, under the heading "Current Fall and Winter Tuition Fee and Refund Schedule," scroll down to "Graduate Studies, School of" and choose the link that applies to you (e.g., "Domestic Students").

For most O I S E students (with some exceptions), summer fees are exempt. This means that if you are a part time student and you've been registered in the Fall and Winter sessions, you will not be asked to make another payment for the summer. For full time students, you would need to have been registered in either Fall or Winter in order to be exempt from summer fees. The rules around this are rather complicated and can affect the final cost of your degree if you are a master's student (see below for more information and consult your registration specialist in the [ROSE](#)).

Some O I S E students are not required to be [continuously registered](#). During the periods that you are not registered, you will be an active student (i.e., within your degree time limit) but not a registered student. This difference is important, especially if you are planning to conduct research or use the library, which require registration.

In addition to academic fees, students are required to pay incidental fees, which include campus and student society fees. Details can be found on the [University wide incidental fees](#) page.

TIP: Domestic students who already have health insurance, may be eligible to opt out of this incidental. Consult with your [Graduate Student Union](#) for more info.

For University of Toronto employees only: Some U of T employees are eligible for a tuition waiver. For more information, talk with your H R division representative.

6.2 Minimum Degree Fee and Balance of Degree Fee for M.A. and M.Ed. Students

All master's students studying at the University of Toronto must pay a [minimum degree fee](#), which is based on the full time program length for each graduate master's program and is assessed prior to graduation. Students who finish their degree program

requirements in less time than the defined program length will be subject to a balance of degree fee (whether registered full time or part time). Note there is no maximum degree fee.

For information on how to calculate your balance of degree fee, consult the [ROSE Balance of Degree Fee](#) page and direct further questions to your [Registration Specialist](#).

6.3 Making a Payment

You will be able to access your invoice on ACORN under “Financial Account”. On your invoice, you will find the ‘Minimum Payment to Register.’ [Payments](#) can be made by credit card on ACORN or at the bank.

6.4 Register without Payment

Some students are eligible to defer making a payment if they are waiting to receive a major award (including O I S E fellowships, which are a part of the base funding package), government funding (e.g., O S A P), or third party sponsorship. To register without payment, ensure you defer your fees before the [registration deadline](#). Consult the [ROSE website](#) for more information. Students in the funded cohort can also consult with the Student Funding Officer in the Dean’s Office at OISE.gradfinasst@utoronto.ca.

6.5 Failure to Register

Students who fail to register by the [deadline](#) will become “Financially Cancelled” (“F I N C A”, aka “lapsed”). During the period in which a student is financially cancelled, they are not a registered student at the University of Toronto. Lapsed students are removed from courses and are not permitted to conduct fieldwork or use University resources such as the library. Should you fail to register in time and are required to be continuously registered, contact the [ROSE](#) immediately to register again.

TIP: Some students are eligible to “stop out” and will see a F I N C A status on ACORN until they register again. If you are not eligible for a stop out, but are unable to register for a session, you may be eligible for a Leave of Absence.

7

Stop Out and Leaves of Absences

7.1 Tuition and Fees

Some students are eligible to “stop out” (i.e., not required to enrol in course(s) in a particular session, provided they complete their degree within their time limit). To learn more about stop outs and eligibility consult [ROSE](#). Questions related to attendance status can also be directed to your [Registration Specialist](#).

7.2 Leave of Absence

Students in need of parental leave or personal leave (medical, etc.) may apply for a [Leave of Absence](#) (L O A) from their program, ranging in length from one session (e.g. Fall session) to up to three sessions (i.e. 1 full year). The start and end of an L O A typically coincide with the start and end of academic session dates (i.e., September, January or May).

When on an official leave, a student’s degree completion ‘clock’ stops for the duration of the leave. Students do not work on their degree (take courses, collect data, etc.) and do not pay tuition when on leave.

8

Attendance Status and Course Load

Your attendance status (full time, part time, flex time) determines not only your fees, but also impacts the number of courses that you are able to take in a given session as well as your eligibility for major awards, employment on campus, etc. Some degrees are able to be taken on a full or part time basis, while others are restricted to full time.

8.1 M.Ed.

In the Fall and Winter, full time M.Ed. students are able to take between 2 to 3 courses per session. For the summer session, full time students are eligible to take up to 2 courses in May to June and up to 2 courses in July to August.

Part time M.Ed. students are able to take 1 course in each session (**Fall**: September to December; **Winter**: January to April; **Summer**: May to August) for a total of 3 courses per academic year.

8.2 M.A.

In the Fall and Winter, full time students are able to take between 2 to 3 courses per session. For the summer session, full time students are eligible to take up to 2 courses in May to June and up to 2 courses in July to August. Full time students must continue to register on a full time basis and pay the full time fee once they have completed the defined Program Length or have begun their last required course (whichever comes first), until all degree requirements have been completed, inclusive of thesis completion.

Part time M.A. students are able to take 1 course in each session (**Fall**: September to December; **Winter**: January to April; **Summer**: May to August) for a total of 3 courses per academic year.

Questions related to attendance status can be directed to your [Registration Specialist](#) in ROSE.

8.3 PhD, PhD Flex and Ed.D.

PhD funded students must maintain continuous full time registration up until they complete the degree (i.e., defend and upload their post defense thesis to the online thesis repository). During the coursework stage of the degree, funded students must be enrolled in at least 2 courses per term (unless they only have 1 remaining).

PhD flex students are also required to be continuously registered full time up to the end of their 4th year. Upon completing their 4th year, flex students are eligible to switch to part time status for year 5. Connect with a [Registration Specialist](#) to do so.

Ed.D. students who began their degree in or after 2018 are required to be continuously registered as full time students for each session up until they complete their degree. Part time Ed.D. students who began their degree prior to 2018 may remain part time,

however, they must register full time for at least one year prior to graduation to satisfy their degree requirements.

In Fall and Winter, all full time doctoral students are able to take between 2 to 3 courses per session. For the summer session, full time students are eligible to take up to 2 courses in May to June and up to 2 courses in July to August. Note that PhD flex students may choose to take 1 per session, and Ed.D. students will follow their cohort schedule, which may mean enrolling in 1 course at a time.

9

Course Selection

The first stage of your academic journey should focus on building a knowledge base in your chosen field of study. Choose courses that will properly help you to build this foundation, while paying attention to those that are required by your program. It is important that you become familiar with your degree requirements and fulfill them in a timely manner. Degree requirements can be found in the [School of Graduate Studies Calendar](#).

9.1 O I S E Bulletin and Course Schedule

The [O I S E Bulletin](#) contains an extensive list of all O I S E courses and their descriptions. Note that because a course is listed in the Bulletin this does not mean that it will be offered in a particular year. Check the [O I S E Course Schedule](#) for up to date course information, including dates, locations, restrictions and special instructions.

TIP: Thesis students are encouraged to plan their courses strategically, guided by their thesis topic in consultation with their faculty advisor.

9.2 Course Codes

Course numbers (also referred to as “Activity Codes” or “Course Codes”) are listed as a string of nine characters (e.g., L H A 1100 H S) in alpha numeric order. Other than the letter prefixes, each O I S E department has its own nomenclature. Below you will find information on ours – i.e., L H A E’s.

9.2.1 The Letter Prefixes – Offering Department

The first three letters indicate which O I S E department is offering the course (e.g., L H A, C T L, S J E, etc.). On the [O I S E Course Schedule](#) you can filter courses to see only those offered by your home department (i.e. “L H A E”).

In L H A E, the vast majority of our courses start with the prefix “L H A”. Collaborative specialization courses have their own prefixes (C I D E = “C I E”; Educational Policy = “E D P”; Workplace Learning = “W P L”) as do research methods courses that are joint collaborations with other departments (e.g., J O I 3048 H).

9.2.2 First Digit – Level of Study

In L H A E, we use the 1000 and 5000 level to identify master’s level courses and the 3000 and 6000 level courses to identify doctoral level courses.

- 1000 Regular Master’s Level Course
- 5000 Special Topics Master’s Level Course
- 3000 Regular Doctoral level Course
- 6000 Special Topics Doctoral Level Course

In both the Adult Education and Community Development (A E C D) and Higher Education (H E) programs, most elective courses are open to both masters and doctoral

students. The numerical differentiation is mostly historical. The Educational Leadership and Policy (E L P) program, on the other hand, still distinguishes between the two (though not exclusively). Always check the [O I S E Course Schedule](#) to read if there are any restrictions placed on particular courses.

9.2.3 Second Digit – Offering Program

L H A E houses three graduate programs, and we use the second digit to differentiate between A E C D, E L P and H E.

- L H A 1000, 3000, 5000 and 6000 series are E L P courses
 - e.g., L H A 1003 H or L H A 6002 H
- L H A E 1100, 3100, 5100, and 6100 series are A E C D courses
 - e.g., L H A 1100 H or L H A 3102 H
- L H A 1800, 3800, 5800, 6800 series are Higher Ed courses
 - e.g., L H A 1803 H or L H A 5804 H

9.2.4 Letter Suffixes – Weight and Session

The first letter following the four digits (e.g. “L H A 1803 **H**” F) indicates the weight of the course while the last (e.g. “L H A 1803 H **F**”) represents the session in which it is offered.

Weight

- Letter: H
 - Course Length: Half Course
 - Duration: 1 session (e.g. Fall or May to June)
 - Course Weight: Half a credit (i.e. 0.5 Full Course Equivalent)
- Letter: Y
 - Course Length: Full Year Course
 - Duration: 2 sessions (e.g. Fall and Winter; or May to June and July to August)
 - Course Weight: Full credit (i.e. 1 F C E)

Session

- Letter: F
 - Course Session: First (i.e. Fall)
 - Duration in Fall and Winter Terms: September to December
 - Duration in Summer Term: May to June
- Letter: S
 - Course Session: Second (i.e. Winter)
 - Duration in Fall and Winter Terms: January to April
 - Duration in Summer Term: July to August
- Letter: Y
 - Course Session: Full Year
 - Duration in Fall and Winter Terms: September to April
 - Duration in Summer Term: May to August

For example, in L H A 1040 H F, the H designates the weight, valued at half a credit (0.5 F C E) and the F designates the first term.

9.3 Enrolling in Courses in your Program

Students enroll in courses using ACORN (with some exceptions). We advise that you select your courses in advance of the [course enrolment date](#) and place your top choices in your “enrolment cart”. **Note that simply adding a course to your enrollment cart will not enrol you in the course. You must click “enrol”** but this can only be done once course enrolment opens. Courses are filled on a first come first served basis so we strongly recommend you “enroll” at 6:00 am E T on the course enrolment day. For help with online enrolment, see [ACORN Help](#).

Some courses require the approval of the instructor. In such cases, you might be able to enrol in the course via ACORN but your status will be “interim” (“I N T”) until you get the instructor’s permission. This can be done by having them sign a [course add drop form](#). Once the form is processed by ROSE, the course will be manually added to your record and your status on ACORN will be changed to “Approved” (“A P P”). For more information visit the ROSE [course enrolment](#) page.

Do not enroll in courses that are restricted to a specific group if you are not in that group, as you will be removed from the course.

9.4 Research Methods Courses

Most graduate programs in L H A E require students to take at least one course in research methodology, to be chosen in consultation with the faculty advisor. Research methods courses are indicated by [R M] in the O I S E Bulletin and on ACORN. In some instances, students may seek to take research methods courses outside of their program or department, provided the course in question is not limited to students in a particular program. Additionally, some research methods courses are offered as joint listings, indicated with the “J O I” prefix. J O I courses are open to students in all O I S E departments.

9.5 Independent Reading Courses

If you want to study an advanced topic for which no courses are available at the University, you can ask a specific faculty member to supervise an Independent Reading Course. Consider taking a regular course with that faculty member first, so they can get to know you and your work. Faculty will often consider an I R R if the topic closely aligns with their research interests. The I R R is also a means for M.Ed. students to pursue some research, particularly if they are interested in continuing their studies at the doctoral level.

9.6 Enrolling in Courses Outside of your Program but within O I S E

Students will most often take courses within their own program. However, students are also able to take courses outside of their program, be they in another program in L H A E or another unit at O I S E. If the course you are interested in is open to all students, simply enrol in it via ACORN. You can see restrictions on the [O I S E Course Schedule](#). If the course is restricted to a particular group, you will need the permission of the instructor to enrol (via a course [Add or Drop form](#), which is then submitted to the ROSE).

9.7 Enrolling in Courses Outside of O I S E

To take a course outside of O I S E, first contact the course instructor and the host graduate department to see if you are eligible to take the course and if there is room. Once you obtain permission from the course instructor, complete the [S G S Add or Drop form](#). Once signed by the host instructor and unit, submit this form to the L H A E

department, where a Program Assistant will have a Program Coordinator sign off on the request. If you have a supervisor, they would need to sign off on this form as well.

Once your home department, L H A E, has signed your form, submit it to the host department. If approved, the host department will enrol you directly. Be sure to check your ACORN record to verify you are officially enrolled.

9.8 Enrolling in Courses Outside of U of T

On rare occasions when a graduate level course required for a student's program is not available at U of T, it may be possible to take said course [outside of the University](#), provided that both U of T and the host institution approve the request. For more information on course mobility agreements, consult the following links:

- The [Ontario Visiting Graduate Student \(O V G S\) Agreement](#) for universities within Ontario.
- The [Graduate Exchange Agreement](#) to attend the University of British Columbia, McGill University or the University of Montreal.
- The [Canadian University Graduate Transfer Agreement](#) (U G T A) to attend a university outside of Ontario but within Canada.

Study abroad opportunities might also be possible, especially for master's level students. Check out the [Centre for International Experience](#) to learn more about exchange programs and other [learning abroad opportunities](#).

9.9 Course Enrolment F A Qs

What happens if the course I want to take is full?

If the course you wish to add is full, you may place your name on a waitlist via ACORN. If space becomes available within the enrolment period, you will automatically be placed in the course. Students remain on the waitlist until ACORN enrolment closes, approximately 1 week before the start of the session. At this time, the waitlist is disabled.

If you did not get into the course before the waitlist was disabled, you may go to the first class in the event a spot in the course has opened up. If space becomes available, submit a Course Add or Drop form to the ROSE so that they may add it manually. You can also try to seek instructor approval prior to the first week via email.

What is R S T 999 Y H and does it count towards my course load?

R S T 999 Y H represents your thesis. ACORN automatically loads this compulsory continuous course on your record if you are an M.A., PhD or Ed.D. student, and it will stay there up until you graduate. It is a way for the University to attribute an activity to your record, when you are done your coursework. This 'course' does not count towards your course load. It simply indicates that you are enrolled in a thesis track degree program.

What happens if I need an extension to complete my course?

To request a course extension for one term, complete the Extension to Complete Coursework form, including supporting documentation. After securing the instructor's permission, submit the request to the L H A E Program Assistant. If approved, the new deadline would be negotiated between you and the instructor, however it cannot exceed 1 session (e.g. a Fall course would need to be completed and graded by the end of the Winter session).

10 | Degree Requirements

Students are strongly encouraged to consult the [S G S Calendar](#) for detailed degree requirement information, including program lengths and time limits.

Research stream students are encouraged to strategize as much as possible so that their coursework paves the way for their thesis work. Talk to your faculty advisor and plan your courses accordingly.

Students in collaborative specializations are advised to review both home program and collaborative specializations requirements and plan courses accordingly.

10.1 Suggested Program Completion Timelines

M.Ed.

Full time: Year 1 coursework, Year 2 (Fall) coursework. Note: M R P students should add at least 1 to 2 terms to their timeline. Maximum time limit is 3 years.

Part time: Year 1 coursework, Year 2, coursework, Year 3, coursework. Note: M R P students should add at least 1 to 2 terms to their timeline. Maximum time limit is 6 years.

M.A.

Full time: Year 1 coursework, Year 2 thesis work (ethics, committee formation, research, writing). Maximum time limit is 3 years.

Part time: Year 1 coursework, Year 2 coursework, Years 3 to 4 coursework and thesis work (ethics, committee formation, research, writing, etc.). Maximum time limit is 6 years.

PhD

Funded: Years 1 to 3 coursework, comprehensive exam, thesis proposal, committee formation (Candidacy achieved by end of Year 3), Years 4 + (ethics, committee formation, research, writing, F O E, etc.). Maximum time limit is 6 years.

Flex: Years 1 to 4 coursework, comprehensive exam, thesis proposal, committee formation (Candidacy achieved by end of Year 4). Years 4 + (ethics, committee formation, research, writing, F O E, etc.) Maximum time limit is 6 years (E L P and H E) and 8 years (A E C D).

Ed.D.

Years 1 to 2 coursework, Years 3 + comprehensive exam, thesis proposal, committee formation, ethics, committee formation, research, writing, F O E, etc. (Candidacy achieved by end of Year 3). Maximum time limit is 6 years.

10.2 Good Academic Standing

To be in [good academic standing](#), all graduate students must:

1. Comply with the General Regulations of the School of Graduate Studies as well as with the Degree Regulations and program requirements governing that degree program; and
2. Make satisfactory progress towards the completion of the degree, which, in L H A E, includes successfully completing courses in a timely manner and achieving candidacy (for doctoral students only).

If you find yourself in academic difficulty, come to speak to us right away! The earlier we can help you, the more options we will have at our disposal. We are invested in your success and look forward to working with you.

10.3 Doctoral Requirements

Doctoral students must achieve candidacy before they can hold the title “candidate” and proceed to conduct their research.

10.3.1 Candidacy

In L H A E, candidacy is comprised of 4 milestones:

1. Completion of coursework
2. Passing of Comprehensive Examination Requirement
3. Approval of thesis topic via thesis proposal and hearing
4. Formation of an official [Thesis and Supervisory Committee](#) (3 members)

Once these 4 milestones are achieved, students are nominated by L H A E to S G S and become PhD candidates. This stage is colloquially known as “A B D” (all but dissertation).

The time limit to achieve candidacy is set by the School and must be achieved by the end of:

- Year 3 for PhD and Ed.D. (full time) students
- Year 4 for PhD flexible time students

Doctoral students must achieve candidacy in a timely manner in order to maintain good academic standing. Failure to achieve candidacy by the appropriate deadline will result in blocked registration, jeopardized funding (if applicable) and ultimately termination. Familiarize yourself with the regulations stipulated in the [S G S Calendar](#).

10.3.2 Comprehensive Exams or “Comps”

Doctoral Comprehensive Examinations (or Comprehensive Requirements) typically take place after the completion of your course requirements and before your thesis proposal. The precise timeline should be determined in consultation with your advisor or thesis supervisor as it can vary by program.

Each program in L H A E has its own Comps procedure. Detailed information can be found on the L H A E website in the respective program sections:

- [Adult Education and Community Development](#)
- [Educational Leadership and Policy](#)
- [Higher Education](#)

10.3.3 Thesis Proposal

The thesis proposal (i.e. the formal approval of your thesis topic) must be completed before you can achieve candidacy and begin to write your thesis. Each program in L H A E has its own procedures for approving thesis proposals. For example, the Educational Leadership and Policy program has a formal Thesis Proposal Hearing that is open to the public. Talk to your supervisor about your program specific practices. It is important to note that the finalization of the content of your thesis proposal (i.e., topic, research design, methodology, and so on) depends upon mutual agreement among the student, the supervisor and the thesis committee members. At minimum, students must confer with their supervisor prior to settling on the thesis topic.

11

Academic Support

11.1 Academic Success Department at U of T

The [Academic Success Department](#) at U of T assists students with navigating their discipline and university experience. Students are assisted by learning tools to build skills in areas such as research, note taking, and study tools, as well as developing routines, prioritizing, and setting goals. The staff at the Academic Success Centre work one on one with students to create individualized success plans. They also provide interactive workshops each session aimed at academic topics.

11.2 Accessibility Services

[Accessibility Services](#) facilitates the inclusion of students with disabilities into all aspects of university life. Services are provided to students with a documented physical, sensory, or learning disability, or a temporary or long term mental health condition.

Students can register for Accessibility Services online by completing a student intake form. To learn more about this process, review the accessibility services [registration and documentation requirements](#). Once registered with Accessibility Services, students meet with the On Location Accessibility Advisor for Professional Faculties North (O I S E, Social Work and Law).

That said, many O I S E students prefer to first meet with the in house Student Success Counsellor, Jeananne Robertson in the Registrar's Office and Student Experience. Jeananne works closely with the University of Toronto's Accessibility Services to implement recommended accommodations for students with a disability at O I S E. Read more about Accessibility Services at O I S E.

11.3 Graduate Centre for Academic Communication

The [Graduate Centre for Academic Communication](#) (G C A C) provides graduate students with advanced training in academic writing and speaking. As you prepare to attend your first conference, to write your first award or grant proposal, or to publish your first paper, you will need stronger communication skills than those needed in undergraduate work. G C A C offers five types of support designed to target the needs of both native and non native speakers of English: non credit courses, single session workshops, individual writing consultations, writing intensives, and a list of additional resources for academic writing and speaking.

11.4 O I S E Library

The [O I S E Library](#) offers many services designed to support your research and learning. In addition to the ever growing collection of books and journals, the O I S E library provides services such as one on one research consultations, workshops, help with referencing, and copying, scanning and printing and technology loans. The library also offers work spaces for students, from quiet study spaces to bookable group study rooms. See section 16 of this Student Handbook for more information.

Upon admission, each student is assigned an O I S E librarian they can go to for assistance. You are also welcome to use their online chat system, where you can ask a librarian questions from a distance.

Settlers of Catan anyone? The O I S E library has a teachers' resource collection from which you can borrow educational toys and books for the kids in your life. Robarts Media Commons even lends out video and board games.

11.5 O I S E Student Success Centre

The [O I S E Student Success Centre](#) (O S S C) is a peer academic skills support centre that offers one on one appointments with an O S S C advisor. The advisors at O S S C have a range of professional and academic experience. Students are encouraged to consult the advisor profiles as a guide when booking appointments for a specific subject. O S S C is located inside the O I S E building, Room 8-202.

12 | Research

12.1 Ethics

Students working with human participants will be required to first obtain ethics approval from the University of Toronto. At the doctoral level, ethics is sought after one has achieved candidacy. Before applying for ethics, you must first consult with your supervisor or supervisory committee and work closely with them to develop an appropriate research protocol for your project.

Once you are ready to submit your proposed protocol to Research Ethics Board, your supervisor creates a student profile for you under their own “My Research Human Protocol” (M R H P) profile at <http://aws.utoronto.ca/services/my-research-mr/>. Further information can be found on the [L H A E website](#).

12.2 Conferences

Attending conferences is a great way to find out about the latest research in your field, build your C V, and network with fellow scholars, particularly for research stream students. The following links provide details on potential funding sources:

- [O I S E Associate Dean Research, International and Innovation Graduate Student Conference Travel Program](#)
- [S G S Conference Grant](#)
- [U T G S U Conference Bursary](#)
- [O I S E G S A Conference Funding Assistance Program](#)

Students are encouraged to submit and present their coursework research papers or other projects to the scholarly community of O I S E and beyond. Here are a few opportunities to consider:

- [O I S E Graduate Student Research Conference \(G S R C\)](#)
- [Center for Leadership and Diversity Annual Conference](#)
- [O I S E E A S I G Asian Heritage Month Symposium](#)

12.3 O I S E Letterhead

O I S E and L H A E letterhead should only be used with permission for approved research related purposes. To request O I S E letterhead, send an email to your supervisor asking them to approve the use of the letterhead and copy the L H A E Graduate Liaison Office (G L O) Team at LHAE.masters@utoronto.ca for Master's students or LHAE.doctoral@utoronto.ca for Doctoral students. The G L O Team will then provide you with the letterhead, pending your supervisor's approval. If requesting hard copies, there may be a charge if you require large quantities.

12.4 Research Positions at O I S E

There are several research positions available to graduate students, with the most common being Graduate Assistantships (G As). At O I S E, G As fall under the Canadian Union of Public Employees (C U P E) and are divided into two groups:

- Group A: Funded Research Stream Students – i.e. PhD (years 1 to 4) and M.A. (year 1)
- Group B: All other full time O I S E students – i.e. PhD (year 5 +); M.A. (year 2 +); PhD Flex, Ed.D., M.Ed.

Group A research stream students are required to work as a G A (or less frequently as a T A) in the Fall and Winter sessions while in the funded cohort (unless they win a major award). The employment income earned from this work forms part of their [base funding package](#). Information on how to apply for a G A position is sent directly to students in the funded cohort. In the summer, Group A students can compete for a summer G A position, but it is not guaranteed. Once Group A students cease to be in the funded cohort, they can compete for Group B G As.

Group B students can compete for a limited number G As in either the Fall, Winter or Summer sessions. Since these jobs are unionized, there are many rules and regulations that apply to these positions. If interested, we recommend that you familiarize yourself with the opportunities and eligibility requirements as early as possible. Incoming students are able to apply for Fall or Winter positions in the summer prior to the start of their first term.

For detailed information on research positions, visit O I S E's main [student employment page](#).

13 | Awards

Throughout the year, the Coordinator of L H A E Graduate Programs will send you award announcements as they become available (typically 3 to 6 weeks before a competition opens). These notifications will include information about the award, the deadline, the eligibility, the application procedures, and so on.

TIP: Review every award announcement carefully. Each competition is different and may have different requirements, eligibility, and foci.

You can get a head start by perusing the [S G S Studies Scholarships and Awards, Award Explorer](#) and the [O I S E Scholarship Opportunities](#) websites for award descriptions and eligibility. The latter includes all the L H A E specific awards. These websites are updated throughout the year so it is best to check them often.

The most common major awards, both federal and provincial, are linked below.

The vast majority of awards require proposals and academic references. Students applying for major awards should work with their faculty advisor or supervisor when developing their proposal. Proposal writing support is also available through the [Graduate Centre for Academic Communication](#).

Most often faculty advisors and supervisors serve as the main referee but many awards call for at least 2 references. As most professors will want to see a student's proposal and supporting documents before they agree to be their referee, it is important that students connect with referees very early in the process. It is customary to give referees several weeks to prepare their recommendation. Keep this in mind when planning.

13.1 Doctoral Level Awards

- [S S H R C Doctoral Fellowships](#) (deadline: typically mid September)
- [Joseph Armand Bombardier Canada Graduate Scholarship](#) (C G S D; deadlines not applicable)
- [Vanier C G S Program](#) (deadline: typically early September)
- [Ontario Graduate Scholarship \(O G S\)](#) (deadline: typically February or March)

13.2 Master's Level Awards

- [Canada Graduate Scholarship – Master's Program](#) (C G S M) (deadline: typically early December)
- [Ontario Graduate Scholarship](#) (O G S) (deadline: typically February or March)

14 | Financial Matters

14.1 Financial Assistance

Financial assistance lies within the purview of the Registrar's Office and Student Experience, which serves as the first point of contact for financial assistance. For information on financial aid options that may be available to students, visit the [ROSE Tuition and Financial Support](#) page or contact OISE.financialaid@utoronto.ca.

14.1.1 Government Programs and Ontario Student Assistance Program (O S A P)

Government student programs are the primary source of financial assistance for students. Ontario residents apply to the Ontario Student Assistance Program (O S A P) at <http://O S A P.gov.on.ca>. Students should apply at least two months in advance of their degree. Non Ontario residents are encouraged to apply for their local programs.

The ROSE in conjunction with the University of Toronto's [Enrolment Services](#) can provide you with further information on your eligibility and application. The latter also assists Non Ontario residents. You can visit Enrolment Services in person at 172 St. George Street, by phone at 416-978-2190 or by email OSAP.staff@utoronto.ca.

14.2 Base Funding for Full Time PhD and M.A. Students

Research stream students in the funded cohort will receive personalized information confirming the composition of their base funding package and the processes and documentation required to access their funding. The basics of the funding model are available on [O I S E's student funding webpage](#).

14.3 Working on Campus

For teaching and research jobs at the University, visit the [O I S E Student Employment page](#) or the [U of T Human Resources T A page](#). Most other on campus student jobs, including work study positions, are posted on the [Career Learning Network](#) (C L N x).

14.4 The Cost of Living in Toronto

If you're planning on moving to Toronto, having a clear picture of the [cost of living](#) can help you budget.

15 | Professional Development

15.1 Graduate Professional Development Program

[My G P D](#), an initiative of the School of Graduate Studies, is designed to help all graduate students become prepared for their future endeavours. This program focuses on skills beyond those conventionally learned within a disciplinary program, skills that may be critical to success in the wide range of careers that graduates enter, both within and outside academia. The program can help you to communicate better, plan and manage your time, learn entrepreneurial skills, understand and apply ethical practices, and work effectively in teams and as leaders. Successful completion will be recognized by a transcript notation.

15.2 Career Exploration and Education Centre

[Career Exploration and Education](#) offers a full range of career related programs open to graduate students and delivers extensive customized career programming for graduate students and postdoctoral fellows.

16 | Space and Facilities

16.1 Wireless Network

You can access U of T's wireless network with your UTORid. For information on how to connect your device (i.e. phone, laptop, etc.) to the wireless network visit the [Information Commons Website](#).

16.2 Printing

Printing, copying and scanning is available at O I S E in the library and on the 3rd floor in the [Education Commons](#). Printing and copying services are also available at most libraries. To pay for printing, Load funds onto your TCard at these locations.

16.3 Study Space

The University of Toronto is a very large institution with three campuses, [forty four libraries](#), and countless study spaces scattered across all the departments, faculties and colleges. While many L H A E students choose to study in our Department or elsewhere at O I S E, we encourage you to explore the University and find the right place for you.

16.3.1 L H A E

L H A E offers several study spaces options, including two lounges with tables and chairs on both the 6th and 7th floors. Students are welcome to study, relax and connect in these spaces over a cup of tea or a book. Simply find a spot and make yourself a home! For students who prefer a quieter space, there are multiple rooms on the 6th floor that are available, provided they are not in use. In the event there is a pre existing booking, you will be asked to relocate to another space.

16.3.2 O I S E Library

The O I S E library is a popular study space. It offers tables on multiple floors, computer access and study rooms that can be booked in advance. To book a study space, visit the [O I S E library website](#).

16.3.3 Education Commons

Working in collaboration with the O I S E library, [Education Commons](#) (E C), located on the 3rd floor at O I S E offers computer labs, printing, scanning and copying, as well as educational software and other graduate student services. It also has a computer study lounge open to all students.

16.3.4 Nexus Lounge and 5th Floor Lounge

The Nexus lounge on the 12th floor is arguably the most beautiful space at O I S E. Formerly the Dean's Office, the lounge has million dollar penthouse views of the City of Toronto and the University Campus. When not booked for events and functions, the

space is open to students. A second lounge is available on the 5th floor of O I S E. Both lounges include kitchenettes with microwaves.

16.3.5 Family Study Space

[Robarts Library](#) welcomes children. Users with stacks access are welcome to bring their children 12 and under with them to study in the Family Study Space, a secure, child friendly, sound proofed room in the Robarts stacks.

16.4 L H A E Student Office Space

Please note that student office space is currently only being offered to PhD students due to limited availability. An email will be sent during the first week of August to apply for a student office or desk.

Desks will be reassigned each year in August, therefore, all offices must be cleared by the end of July. There is a \$50 student room key deposit required. Additionally, all students must comply with the [Student Office Space Policy](#). Not following the policy will result in the loss of office desk privileges for that year. Please send all inquiries about the student office space to LHAE.finance@utoronto.ca.

16.5 Booking a Departmental Room

1. To book a room in L H A E, you need a faculty to sponsor your event.
2. This faculty member (i.e. your advisor, course instructor, etc.) should contact the Finance and Operations Assistant at alex.calomino@utoronto.ca with your name, student number, date and time for booking the room, reason for a room request, and a list of 1 to 3 potential rooms you would like to book.

16.6 A V and Technology Booking

Students can book A V or technology needed for O I S E purposes through Education Commons. To find out more about what items are available to book and how to book equipment visit the [Education Commons website](#). TCards are required to book equipment.

16.7 Kitchenettes and Microwaves

Students have access to the 6th floor kitchenette (located behind the elevators and washrooms on the 6th floor) as well as to the 6th floor fridge and microwave (located next to the 6th floor mailboxes). The latter are maintained by the Student Association and as such the fridge and microwave should be kept clean and should not be used to store food for more than a day or two. Kitchenettes and microwaves are also available on the 5th floor in the student lounge and on the 12th floor in the Nexus Lounge.

16.8 Prayer and Meditation Space

There are several multi faith spaces available to students on campus for prayer and meditation. The University's [Multi Faith Centre](#) keeps a running list as does the [Muslim Students Association](#). As well, several external faith based groups operate on campus (for example, there are various Christian churches, Hillel, etc.). Many of these independent organizations offer faith specific prayer space as well. O I S E's Multi faith space is located on the 4th floor of the building in room 4-409. The space is open during regular building hours and can accommodate up to 5 people. The room is carpeted and a partition is available.

17 | Security and Personal Safety

At U of T and O I S E, there are a number of offices that operate to ensure the security and safety of all staff, faculty and students. For a full list of available resources visit <http://safety.utoronto.ca>.

In any situation requiring immediate police, fire, or medical response to preserve life or property **Call 9 1 1**. To ensure prompt service, after calling 9 1 1 contact Campus Police at [416-978-2222](tel:416-978-2222).

17.1 Emergency Numbers

- 9 1 1 – Police, Fire, Ambulance
- 416-978-2222 – Campus Police
- 416-978-3636 – O I S E Security
- 416-978-0031 – O I S E Building Operations

17.2 U of T Campus Police

The University of Toronto Police is dedicated to creating a safe, secure and equitable environment for students, staff, faculty and visitors. They offer a variety of resources to students including, but not limited to, the Travel Safer, Work Alone and Buy and sell safe zone programs. Visit their [website](#) for more information on the services offered by campus police as well as for information on reporting incidents.

17.3 O I S E Security

The O I S E building is monitored by Security Management Service in cooperation with the University of Toronto Police. The building is open Monday to Friday from 7:00 am to 11:00 pm, and on Saturdays, Sundays, and Holidays from 9:00 am to 9:00 pm. The building is closed for a few days during the winter holidays and that is the only time there is no security coverage. O I S E Security can assist you with the following:

- After hours emergency
- Opening locked classrooms
- Opening a locked office when you have forgotten your keys

Note that after hours on weekdays and on weekends anyone entering the building will be required to sign in at the security desk at the ground floor entrance.

17.4 Community Safety Office

The [Community Safety Office](#) responds to students, staff, and faculty members of the University of Toronto community who have personal safety concerns. The Office responds to all personal safety concerns by addressing the complaint, assessing the personal and community safety risks, and providing a continuum of intervention options that the complainant can explore in order to address their personal safety concern(s).

17.5 Sexual Violence Prevention and Support Centre

The [Sexual Violence Prevention and Support Centre](#) assists and support students, staff and faculty at the University of Toronto who have been affected by sexual violence or sexual harassment. This office is here to help you understand, access and navigate supports such as counselling, medical services, academic or workplace accommodations, financial aid and legal aid.

17.6 Fire Safety

If the fire alarm goes off, be sure to:

- Evacuate the building via the nearest exit.
- Do NOT use elevators.
- Keep clear of the building to permit emergency access.
- Do not re enter until authorized by Fire Officer.

Students should head to the nearest stairwell as quickly as possible. There is a stairwell on each side of the department, as well as one in the middle of the floor, around the back of the elevators.

If you have an accessibility need and cannot take the stairs, Telephone the Campus Police emergency line (416)-978-2222 from the nearest phone or cellular phone and inform them that the fire alarm is sounding and you are mobility impaired. Ensure you provide them with your exact location.

In general, be aware of your exits and where the nearest fire pull alarms are in case you ever need to use one.

17.7 Parking Garage Safety

There are red emergency assistance push buttons located throughout all levels of the Parking Garage which will connect you directly to the U of T Police.

There is a Code Blue Station (tall red pole with bright blue light) located near the entrance to the Bedford Avenue parking lot, close to the north west corner of the Faculty of Social Work building. In case of emergency, pushing the button will connect you directly to the U of T Police, and is available 24 hours per day, 7 days per week.

17.8 Emergency Contact

It is important for registered students at the University of Toronto to identify at least one person who can be contacted in the event of an emergency. By entering emergency contact and next of kin information in ACORN, you are authorizing the release of academic information to these individuals in the case of an emergency.

To record emergency contact information on [ACORN](#):

- Click the **Profile and Settings** option in the left hand sidebar
- Select **Display and Update Emergency Contact**
- Select **Add New** (either Emergency Contact Type or Next of Kin Contact Type)

18 | Health and Wellness at U of T

At U of T and O I S E, there are a number of offices that operate to ensure the security and safety of all staff, faculty and students. For a full list of available resources visit <http://safety.utoronto.ca>.

In any situation requiring immediate police, fire, or medical response to preserve life or property **Call 9 1 1**. To ensure prompt service, after calling 9 1 1 contact Campus Police at [416-978-2222](tel:416-978-2222).

18.1 Health and Wellness Centre

The [U of T Health and Wellness Centre](#) provides a variety of services similar to what a typical family doctor offers including general health checkups, immunizations, [mental health counselling](#), etc. A full list of services is available on their [website](#).

Registered students who have paid their fees are eligible to access services at the Health and Wellness Centre, located at 700 Bay Street on the 12th and 14th floors.

18.2 Health Insurance

18.2.1 Ontario Health Insurance Plan (O H I P)

Students who are permanent residents of Ontario will have provincial health insurance coverage known as the Ontario Health Insurance Plan (O H I P). The U T G S U will provide supplementary health insurance to cover the some or all of the cost of services not covered by O H I P (see 18.2.3. for more details).

TIP: Are you a student from out of province? Check with your home province to see if you should arrange to continue coverage with them or switch over to O H I P. It will likely depend on how long you plan to live in Ontario.

18.2.2 University Health Insurance Plan (U H I P) for International Students

The University Health Insurance Plan is a mandatory health insurance plan for all international and exchange students enrolled in an Ontario university. U H I P helps to cover the cost of hospital and medical services you may need to maintain your health while in Canada. You are automatically enrolled in U H I P, and the coverage charge will be listed on [ACORN](#), your student account.

Information on how to access your U H I P insurance as an International Student at U of T can be found on the [Centre for International Experience website](#). Detailed information about U H I P for all other students is available [online](#).

18.2.3 Ontario Health Insurance Plan (O H I P)

The University of Toronto Graduate Students (U T G S U) Health and Dental Plan helps students to cover expenses such as prescription drugs, dentist fees and so on, that are not covered by O H I P.

Students have the option to opt out of the GSU Health plan if they are already covered through another insurance provider. Additionally, students can opt in their dependents to the health plan.

More information on the health plan and opting in and opting out can be found on the [G S U website](#) and hovering over the “Health and Dental Plan “section and selecting the option that applies to you.

18.3 Student Mental Health Portal

U of T's [Student Mental Health Portal](#) helps students find mental health supports at the University of Toronto. This website has a robust search and filter function that allows students to match their needs with the types of supports available through the University and its community partners. The website also provides direct links to each of U of T's tri campus health and wellness centres, as well as to the School of Graduate Studies for booking counselling appointments and accessing event information. For those in distress, the portal has a 'Get Urgent Help' function.

18.4 U of T Student Life's 'Feeling Distressed'

U of T Student Life's '[Feeling Distressed](#)' resource provides students with an overview of many local, non U of T services for those in distress. Some of the supports listed include services aimed at mental health, academic distress, financial support, housing crises, and sexual assault. A list of equity offices and relevant phone apps is also included.

18.5 Counselling Services at O I S E

Many students encounter personal, health or situational circumstances that interfere with their ability to focus on their studies. The first thing to realize is that you're not alone.

Our Student Success Counsellor, Jeananne Robertson, will work with you to manage challenges and minimize disruptions to your personal well being and academic success. O I S E students are welcome to meet with Jeananne to explore concerns and collaborate to develop support plans and strategies. We encourage students to seek support as soon as possible. To arrange a meeting with Jeananne, contact 416-978-2448 or jt.robertson@utoronto.ca or visit O I S E's [Counselling Services](#).

18.6 International Student Support

[My Student Support Program \(S S P\)](#) is a confidential helpline providing professional counselling and information to international students. S S P is available in multiple language formats for students in personal difficulty who need someone to speak to. Students can phone 1-844-451-9700 or 416-380-6578 to talk, and languages include English, French, Korean, Arabic, Spanish, Mandarin, and Cantonese. Students can also download an app to access this service.

18.7 Support Service for Indigenous Women

Talk 4 Healing is a fully confidential helpline for Indigenous women that is available in 14 languages. Women can phone 1-855-554-HEAL or visit the [website's](#) live chat function.

18.8 Family Care Grief Support

The Family Care Office website shares resources and services aimed at supporting grieving students. Some resources and services include grief dinners, counselling and support groups, spiritual care, and legal and government information.

19 | Resources for Students

19.1 Student Discounts

U of T students are eligible for discounts all over the city, simply by showing their TCard. A [complete list](#) can be found on the University of Toronto Student Union webpage.

19.2 Microsoft Office

If you are a current student, you have access to full desktop versions and mobile versions of Microsoft Office through your UTMail+ account. Visit the [Information Commons website](#) for more information.

19.3 Business Cards

If you need U of T business cards for networking events and conferences, contact the Finance and Operations Assistant at alex.calomino@utoronto.ca. There is a charge for these cards and production can take up to a month, so it is best to request them in advance. Students are required to pay for their own business cards and the cost for 250 cards is \$101.70.

19.4 The Essential Guide for Grad Students

[The Essential Guide for Grad Students](#) (E G G S) produced by S G S and the Office of Student Life, is a booklet that contains essential information not only to get your year started, but also to help you connect with the resources you may need throughout the year and throughout your program.

20 | Resources for International Students

20.1 Pre Arrival Resources

International students require a study permit to attend post secondary education in Canada. Details on obtaining a study permit can be found on the [Government of Canada website](#), and information specific to the University of Toronto can be found on the Centre for International Experience '[Immigration Information for International Students](#)' webpage. This site also contains valuable information on work permits, entry visas, inviting family members and permanent residency.

There are several guides U of T has created to help prepare and orient international students. First, check out the Centre for International Experience [Preparing for Arrival](#) guide. This resource contains information on pre arrival tasks, arriving in Canada, and orienting yourself once here.

Next, the School of Graduate Studies website '[Arrival and Getting Oriented](#)' shares information on navigating the airport and public transit, transition advising, and getting started as an incoming graduate student.

Lastly, be sure to review the Registrar's Office and Student Experience '[Newly Admitted Students Information for International Student](#)' page for O I S E specific information on visas and study permits, health and medical insurance, and international students with families.

20.2 Pre Arrival Resources

Incoming international students are able to open a bank account from abroad through the following banks:

- [Bank of Montreal \(B M O\)](#)
- [Bank of Nova Scotia](#)
- [Canadian Imperial Bank of Commerce \(C I B C\)](#)
- [Hong Kong and Shanghai Banking Corporation \(H S B C\)](#)
- [Royal Bank of Canada \(R B C\)](#)

If you are planning on working during your degree, you must hold a Social Insurance Number. Once arriving in Canada, visit [Service Canada](#) to obtain one. You should bring your employment letter or funding package letter with you.

20.3 U of T Services

20.3.1 Centre for International Experience

The [Centre for International Experience](#) (C I E) assists both international students who are new to Canada as well as domestic students who are interested in studying abroad. Services for international students include transitioning to U of T, counselling and advising, and English communication programs.

20.3.2 Grad Step Up

[Grad Step Up](#) is an extended orientation program designed to support international students transition to U of T by connecting you to key information, resources and communities on campus.

20.3.3 International Student Advising

Run by the Centre for International Experience, the [International Student Experience](#) team provides events, resources and information to adjust to Canada, build your new community, and help you find what you need: navigate useful resources, information and services across and outside U of T.

As an O I S E student, you also have access to your own International Recruitment and Student Success Coordinator, Andy Xia. Andy can be reached at xiaoyong.xia@utoronto.ca. Andy is a great resource for helping you prepare for your arrival and succeeding during your degree. Andy and his team also offer an orientation for incoming international students each Fall.

20.3.4 O I S E's International Student Association

The International Student Association represents international students at O I S E. This association holds monthly meetings for academic and cultural exchange, holds social and cultural events and activities, and serves international students' needs and interests. The office is located in Room 8-107.

Contact Information:

Email: OISEisa@utoronto.ca

Facebook: OISE ISA Group

Instagram: @OISEisa

Twitter: @OISEisa

20.3.5 My Student Support Program

[My Student Support Program](#) (S S P) is a confidential helpline providing professional counselling and information to students. S S P is available in multiple language formats for students in personal difficulty who need someone to speak to. Students can phone 1-844-451-9700 or 416-380-6578 to talk, and languages include English, French, Korean, Arabic, Spanish, Mandarin, and Cantonese.

You can also download an app to access this service. The app accommodates 60 + languages and cultures.

21 | University Services for Students

21.1 Student Life at the University of Toronto

Various Departments of Student Life at the University of Toronto support student needs and enrich the university experience. Some of these, like the [Career Exploration and Education](#) Department was previously featured in the handbook. For a comprehensive list, visit [Student Life](#).

21.2 Anti Racism and Cultural Diversity Office

Anti Racism and Cultural Diversity Office provides assistance and manages confidential concerns and complaints of discrimination or harassment based on race, ancestry, place of origin, colour, ethnic origin, citizenship or creed. They can be reached at 416-978-1259.

21.3 Athletics and Recreation

As a University of Toronto student, you have [many options for keeping active](#). Get moving at state of the art facilities on each campus, and through a variety of different classes, fitness programs and sports teams across the University.

21.4 Centre for International Experience

The [Centre for International Experience](#) (C I E) assists both international students who are new to Canada as well as domestic students who are interested in studying abroad. Services for international students include: transitioning to U of T, counselling and advising, and English communication programs.

21.5 Family Care

The [Family Care Office](#) (F C O) supports current University of Toronto students, staff, faculty, post doctoral fellows and their families with any family care related issue. The F C O provides confidential guidance, resources, referrals, educational programming and advocacy for the University of Toronto community and their families. It also puts on great, family friendly events both on and off campus throughout the year.

21.6 First Nations House

The [First Nations House](#) provides culturally relevant services to Indigenous students in support of academic success, personal growth and leadership development. They also offer learning opportunities for all students to engage with Indigenous communities within the University of Toronto and beyond.

21.7 Hart House

[Hart House](#) provides cultural programming such as Hart House Theatre, Justina M. Barnicke Gallery, creative classes and guest lectures, as well as wellness and

recreation services (including gym and swimming pool). Hart House also has inexpensive monthly lunches, community kitchens, special events and buffets.

21.8 Housing Services

Finding and maintaining suitable housing is a key part of your personal and academic success. [Housing Services](#) offers the information, resources and support you need to meet your housing goals.

[Grad House](#) is a residence that provides housing for single graduate students at the University of Toronto. Each year applications open in January for the following academic year. Details on applying can be found on the [Grad House website](#).

[Student Family Housing](#) provides housing for students with families. Apply as early as possible.

21.9 Living in Toronto

Toronto is home to a diverse population, with hundreds of ethnicities and cultures shaping the city. Toronto is known as 'the city of neighbourhoods,' including areas such as Chinatown, the Annex, Little Italy, Little India, Greektown, Kensington Market, and many more. The climate in Toronto is classified as 'humid, continental' and can range from 35°C in the summer to as low as -20°C in the winter.

U of T's Residence Office website shares information on the [average Toronto living costs](#) and [average rental prices](#). Their office also holds workshops called U Rent, which provide students with information on being a tenant, as well as facilitates an off campus housing and roommate finder.

21.10 Multi Faith Centre

[The Multi Faith Centre](#) supports the spiritual well being of everyone on campus and provides opportunities for people to learn from each other while exploring questions of meaning, purpose and identity. Their facilities and programs accommodate a wide variety of spiritual and faith based practices and encourage interfaith dialogue and spiritual development as part of the learning experience for all students.

Note: O I S E's multi faith space is located in Room 4-409.

21.11 Sexual and Gender Diversity Office

The [Sexual and Gender Diversity Office](#) along with a wide range of student organizations and University departments host a range of programs and services to support L G B T Q + students, students who are questioning their sexual and gender orientation, allies and students who would like to learn more about L G B T Q + communities.

22.1 L H A E Departmental Student Association

Various Departments of Student Life at the University of Toronto support student needs. The [L H A E Departmental Students Association \(L H A E D S A\)](#) is comprised of students from each of our three programs: Adult Education and Community Development, Educational Leadership and Policy, and Higher Education.

The D S A is responsible for some key aspects of day to day student life in L H A E including:

- Working with L H A E administration and faculty to address students' needs and concerns
- Providing funding for social and academic student initiatives within the department
- Organizing workshops, events and celebrations
- Assisting with student orientation

Get Involved by:

- **Coming to a meeting:** The L H A E D S A meets regularly throughout the year and all students are welcome to attend at any time.
- **Attending L H A E and D S A sponsored events:** Come out and get to know your fellow L H A E students as well as our staff and faculty at various events held throughout the year, including the annual orientation social, welcome back party, holiday party, and end of the year party.
- **Taking on a leadership role:** Elections are held each spring for D S A executive positions for the following year. Executive members help organize and support departmental events, represent L H A E student interests by participating in various committees, councils and associations, and work with L H A E staff and faculty to help create and maintain a supportive community environment here in our department.

The L H A E D S A can be reached at LHAE.dsa@studentorg.utoronto.ca or on [Facebook](#)

22.2 A E C D Student Organization

Students on Seven (S O S) is the Program Association for the Adult Education and Community Development program within L H A E. Working under the umbrella of the D S A, the sub group works to build community within the program, foster connections between students and faculty, address student concerns, and generally improve student

life within the program. This is done through various events and activities carried out throughout the year. S O S is open to all students within the A E C D program.

Contact Information: studentsonseven.OISE@gmail.com

22.3 Higher Education Student Organization

The Higher Education and Student Affairs Society (S A S) is the Program Association for the Higher Education program within L H A E. Working under the umbrella of the D S A, the group is an O I S E based, U of T recognized campus organization that is open to all U of T students (at all degree levels) who are interested in pursuing a professional or academic career in Canadian Student Affairs and Services and Higher Education. The goal of this organization is to foster a sense of community and connectedness, provide platforms to share and discuss knowledge, research, and resources, and develop opportunities for professional and research development within the field of Canadian Higher Education and Student Affairs and Services.

Contact Information: sasociety@utoronto.ca.

Follow them on Twitter: [@SASocietyOISE](https://twitter.com/SASocietyOISE).

Join the Facebook Group: <https://www.facebook.com/groups/SASocietyOISE/>.

22.4 Other Ways to Get Involved in L H A E

Become an ambassador to support prospective and incoming students: If you are looking for a volunteer opportunity that requires only a small amount of your time but can make a big impact, consider becoming a student ambassador. Not unlike mentors, ambassadors will be paired with a prospective student or an incoming student in the same program, who are interested in connecting with a senior student in order to learn more about O I S E, L H A E and graduate studies here at O I S E. For more information, contact LHAE.admissions@utoronto.ca.

In addition to the above, there are many other opportunities for students to become involved in the L H A E community. Informal comps groups, thesis groups, reading groups and special interest groups operate across O I S E and are often advertised on bulletin boards and via listservs.

If you can't find a group that reflects your need or interest, we encourage you to start your own! Contact the G L O Team or the D S A if you have ideas or want support to get a new initiative off the ground!

23 | Getting Involved at O I S E and U of T

23.1 O I S E Council

O I S E Council sets and approves academic policies, principles and priorities. It provides general direction for teaching and research activities for O I S E. Students can get involved with the Council itself or sit as a member on one of the Council's standing committees. Calls for nominations for the Council are put forth each fall. For more information, visit the Council's [webpage](#).

23.2 O I S E Graduate Students' Association (G S A)

The [Graduate Students' Association](#) (G S A) represents and advocates for graduate student interests at O I S E. Coordinating Departmental Student Associations (D S A), as well as promoting links between graduate students and the institute's administration is an important part of their mandate. The G S A is also a formal link to the G S U. The G S A voices O I S E graduate student concerns, such as funding, academic and equity issues. They also provide support and service to individual students. If you have any questions or concerns about "grad" student life, the G S A is here to support you!

23.3 University of Toronto Graduate Students' Union (G S U)

As an O I S E student and a member of the O I S E G S A, you are automatically a member of the University's **Graduate Student Union (U T G S U)** when you pay your incidental fees. The G S U provides a wide range of services for graduate students, including political representation at all levels of university government and assistance in cutting through bureaucratic red tape. In addition, the Union manages the G S U Supplemental Health Insurance. It also runs a bar and a gym for graduate students out of its office on 16 Bancroft Avenue.

23.4 C U P E Local 3902 Unit 7

All students holding a graduate assistantship (G A) at O I S E are represented by the [Canadian Union of Public Employees \(C U P E\) Local 3902 Unit 7](#). The union assists members with problems relating to their employment at O I S E by ensuring that the G A ranking process is fair. It also mediates any conflicts that arise with the employer, supports member interests, and educates members about their rights and responsibilities.

C U P E is located on the 8th floor at O I S E in room 8-104. There are also notice boards on each floor of the building.

23.5 Black Graduate Students' Association (B G S A)

The [Black Graduate Students' Association](#) (B G S A) engages in powerful discourse of local and international issues and experiences in the Black community. While empowering the community, B G S A also celebrates Black culture. They also are dedicated to host events, initiatives and outreach to support and strengthen members at U of T and beyond. Email the B G S A for more info at bgsa@student.org.utoronto.ca

23.6 Indigenous Education Network

The [Indigenous Education Network](#) (I E N) is a group of students, faculty and community members who share a common commitment to and passion for Indigenous Education and Research. Follow the I E N on [Twitter](#) and [Facebook](#) or contact I E C at: ien@utoronto.ca and by phone at 416-978-0732.

23.7 Grad Life

[Grad Life](#) is the School of Graduate Studies graduate student life initiative. Grad Life connects students to the University and to each other through chats, talks, events, programs and services ranging from the Graduate Conflict Resolution Center to [Grad Escapes](#) that offer discounted tickets and invitations to grad only events. Grad Life is a hub to help support your grad life, through co curricular programs, resources and engagement specifically for grad students. Follow Grad Life on social media to receive daily updates.

24 | Stay Informed

24.1 Connect with L H A E

The Department distributes a weekly newsletter every Monday. *The L H A E Weekly Round Up* is sent by the Communications staff via our Departmental listserv, which includes all active L H A E students. The round up highlights upcoming L H A E and O I S E events, workshops, and courses of interest at U of T, upcoming conferences, awards, job opportunities, and much more. There is also a monthly newsletter sent on the last Friday of every month which highlights recent achievements of L H A E faculty, students, and alumni.

Students are required to have a university issued email account and to provide that email address on ACORN. If you have not done so, activate your university issued account as soon as possible. Students are responsible for monitoring and retrieving their email on a frequent basis. For more information, refer to the [Policy on Official Correspondence with Students](#).

Other ways of staying informed include:

- [L H A E website](#)
- [L H A E LinkedIn page](#)
- [L H A E Twitter Page](#)
- [L H A E Facebook page](#)
- [L H A E Instagram page](#)
- [O I S E website and social media](#)
- Departmental Bulletin Boards on the 6th and 7th floors

25 | Faculty Contact Information

25.1 L H A E Faculty

See our faculty profiles on the [L H A E website](#) under “People” for contact information. Sessional Instructor emails are linked to in the [O I S E Course Schedule](#).