Message from the Chair

My name is Dr. Nina Bascia and I am the Chair of the Department of Leadership, Higher and Adult Education (LHAE) at OISE. On behalf of our faculty and staff, welcome!

LHAE is one of the largest graduate departments at the University of Toronto. We are home to three of OISE’s programs: Adult Education & Community Development (AECD), Educational Leadership & Policy (ELP) and Higher Education (HE). If you wish to pursue interdisciplinary work, we have three collaborative specializations: Comparative, International & Developmental Education (CIDE), Educational Policy (CSEP) and Workplace Learning & Social Change (WLSC).

We are extremely proud of the quality of our programs, the international reputation of our faculty and the dedication and commitment of our administrative staff and faculty. We hope that you will find that we are a collegial and welcoming community. While always seeking to improve the graduate student experience, we have the luxury of building on many years of very high quality teaching, research and service.

We are home to some of the best and brightest students at OISE and throughout the University of Toronto! You will immediately notice the exceptional quality of our students and their unwavering commitment to their academic pursuits.

This handbook\(^1\) is a living guide designed by students, staff and faculty. It aims to provide a starting place for incoming students to learn about our work and the resources and services available to them. Because it cannot address all the issues pertinent to every student, we encourage you to contact your faculty advisor or a member of our Graduate Liaison Office (GLO) team to discuss any questions you may have. Be assured that everyone in the department is here to help you.

We encourage you to take an active role in working with others. Do participate in departmental activities, and let us know how we can improve your student experience. The LHAE Departmental Student Association is an active and integral part of our department. Members sit on committees, participate in organizing new activities and assist students in settling into their new academic environment.

Once again, on behalf of all our faculty and staff we welcome you to LHAE! We are excited to get to know you and have you be a member in our LHAE community.

All the very best,

Nina Bascia
Department Chair Professor

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\(^1\) This handbook is a supplementary guide – not a policy document. The Department of Leadership, Higher and Adult Education reserves the right to make changes to this handbook throughout the year.
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1. About Us

1.1. The Department of Leadership, Higher and Adult Education (LHAE)

The Department of Leadership, Higher and Adult Education (LHAE) at the Ontario Institute for Studies in Education (OISE) 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.

LHAE offers three graduate programs that consider education across the lifespan: Adult Education and Community Development (AECD), Educational Leadership and Policy (ELP), and Higher Education (HE). These programs are enriched by our internationally-recognized faculty and diverse student population.

We are located on the St. George Campus of the University of Toronto at:

Ontario Institute for Studies in Education
6th and 7th Floors
252 Bloor Street West
Toronto, ON M5S 1V6

Regular Hours of Operation***
Labour Day-June 30th
Monday to Friday, 9:00am-5:00pm

Summer Hours of Operation
July 1st - Labour Day
Monday to Friday, 9:00am-4:30pm

***The Graduate Liaison Office offers flexible hours for those who need assistance before or after hours. Contact us to make an in-person, phone or Skype appointment.
## 1.1.2. Departmental Contacts

| **Graduate Liaison Office:** Program inquiries & student support | Dana Britton  
Taleah Clarke (on leave)  
Alison Grossman (interim) | 416-978-0729  
416-978-1251 | lhae.pa@utoronto.ca |
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<tbody>
<tr>
<td><strong>Graduate Liaison Office:</strong> Student &amp; faculty affairs, awards &amp; funding</td>
<td>Karolina Szymanski</td>
<td>416-978-0748</td>
<td><a href="mailto:k.szynanski@utoronto.ca">k.szynanski@utoronto.ca</a></td>
</tr>
</tbody>
</table>
| Collaborative specializations | Joanne Bacon (on leave)  
Dr. Carly Manion (interim) | 416-978-0892 | cidc.oise@utoronto.ca |
| Student facilities (offices, keys, room bookings) | Gina Dangoy | 416-978-1201 | gina.dangoy@utoronto.ca |
| Communications | Vesna Bajic | 416-978-1205 | vesna.bajic@utoronto.ca |
| Finances and payroll | Joanne Bedasie | 416-978-0728 | joanne.bedasie@utoronto.ca |
| Executive Assistant to the Chair | Karen Dinsdale Kaufman | 416-978-1254 | karen.dinsdale@utoronto.ca |

## 1.1.3. Programs within LHAE

![Diagram of programs within LHAE](image)

*The Department of Leadership, Higher and Adult Education Handbook 2019-2020*
Often, students will identify most closely with their Program and/or Field, but still keep their Departmental and Faculty association. For example, you may be a…

- PhD Flex student in the Adult Education and Community Program (AEC"
- MEd student in the Student Development and Student Services (SDSS) field in the Higher Education Program (HE)
- EdD Student in Educational Leadership & Policy Program (ELP)

However, as a student registered in one of LHAE’s three programs, you are also a…

- LHAE student
- OISE student
- A University of Toronto School of Graduate Studies (SGS) student

1.1.4. Collaborative Specializations
LHAE participates in twelve Collaborative Specializations, three of which are housed in our Department.*

<table>
<thead>
<tr>
<th>Aging, Palliative and Supportive Care Across the Life Course</th>
<th>Community Development</th>
<th>Environmental Health</th>
<th>Sexual Diversity Studies</th>
</tr>
</thead>
<tbody>
<tr>
<td>Engineering Education</td>
<td>Comparative International and Development Education*</td>
<td>Environmental Studies</td>
<td>Women &amp; Gender Studies</td>
</tr>
<tr>
<td>Indigenous Health</td>
<td>Educational Policy*</td>
<td>Ethnic and Pluralism Studies</td>
<td>Workplace Learning and Social Change*</td>
</tr>
</tbody>
</table>

Note that not all collaborative specializations are available to every program. See the LHAE webpage for details.

1.2. OISE
LHAE is a graduate department (also referred to as a “graduate unit”) within the Ontario Institute for Studies in Education (OISE), which is the faculty of education at the University of Toronto. Including LHAE, OISE is home to four graduate units:

- Applied Psychology and Human Development (APHD)
- Curriculum, Teaching and Learning (CTL)
- Leadership, Higher & Adult Education (LHAE)
- Social Justice Education (SJE)
1.2.1. The Office of the Registrar and Student Services (ORSS)
All OISE students, including LHAE students, are served by the faculty’s Office of the Registrar and Student Services (ORSS). The ORSS 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.

_TIP: Each student is assigned a Registration Specialist based on their Department and Degree. Learn who your Specialist is by visiting the ORSS Contacts page._

1.3. School of Graduate Studies
The School of Graduate Studies (SGS; the School) is responsible for graduate education at the University of Toronto. All graduate departments, including OISE’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 SGS Calendar.

SGS provides advice and information; reviews the design and delivery of programs; develops performance standards; supports diversity, equity, fairness, and ethical conduct in graduate education; and organizes services and financial assistance to graduate students. Note that because OISE students have their own registrar’s office, the first point of contact for OISE students is the ORSS, not SGS.

1.4. University of Toronto
The University of Toronto provides diverse and extensive areas of study, both at the undergraduate and graduate levels across three campuses: St George (downtown), Scarborough (UTSC), and Mississauga (UTM). Tours are available at all three campuses.

By virtue of being an LHAE 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 to be a global leader in research and teaching. Currently, the University has a network of over 560,000 accomplished alumni around the world. We look forward to counting you among them!

2. Rules, Regulations and Forms, Oh My!
As members of LHAE, OISE, SGS 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 LHAE 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 manages most of the policies and guidelines governing graduate activities at the University of Toronto. The School’s [Calendar](#) (published annually usually in June/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 SGS 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. OISE Policies
OISE also has faculty-specific policies. Most of these are contained in the [Bulletin](#), managed by the Office of the Registrar & Student Services. Funding related policies are managed by the Student Funding Office in the Dean’s Office.

2.4. LHAE Policies
Department policies can be [found on our webpage](#). If you questions about any of them, contact lhae.pa@utoronto.ca.

2.5 Forms
There are multiple requests students can make – most frequently by submitting forms. Departmental forms can be found on the LHAE website, while most registrarial forms can be found on the [ORSS](#) and [SGS](#) websites. OISE students should always start with OISE forms… we typically use very few SGS forms.

3. The Role of the Faculty Advisor vs. Thesis Supervisor
All OISE 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, and help you navigate your degree more generally. Faculty advisors are also your first resource if any academic problems arise.

If you are an MA or PhD student, note that your faculty advisor is not your thesis supervisor. He or she 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 SGS 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 & Sessions
A calendar of Important Dates for OISE students is posted on the Office of the Registrar and Student Services website. It includes information about course timelines, registration deadlines, course enrolment, etc. 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, OISE splits the session into two: May/June and July/August. This division is OISE-specific and applies only to course delivery. For all other purposes, both ‘halves’ are still considered to be one term by the University.

5. Getting Started
This chart provides you with a summary of the sequence of the important tasks you will undertake before September. This section and section 5 will expand on the squares in more detail.

*If the SGS Calendar has not yet been released at the time of this publication, you may wish to use the OISE Bulletin in the interim.*

**International students who need to pay fees in advance to satisfy immigration requirements can make arrangements to do so with the Student Accounts Office.**

***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 SGS (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 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 ROSI and many people still refer to it as such. Thus the terms ACORN and ROSI are mostly interchangeable. Below is a list of some of the main features of ACORN:

<table>
<thead>
<tr>
<th>Personal</th>
<th>Academic</th>
<th>Financial</th>
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<tbody>
<tr>
<td>● Changing your address, phone number, and email</td>
<td>● Add and Drop courses</td>
<td>● View fees and invoices</td>
</tr>
<tr>
<td>● Print tax forms (T2202A)</td>
<td>● View academic history</td>
<td>● Pay tuition and fees by credit card</td>
</tr>
<tr>
<td>● Request graduation tickets</td>
<td>● Request transcripts</td>
<td>● Enter bank information for direct deposit</td>
</tr>
</tbody>
</table>

*Note ACORN has information on courses, however the authoritative source of information about OISE courses is the ORSS Course Schedule

5.3. TCard
All students are required to obtain a Tcard, which is a University of Toronto student’s photo ID. In order to receive your card, bring your Offer of Admission, photo ID, and confirmation of your legal status in Canada to the TCard office, located in the Koffler Student Services Building at 214 College Street. The TCard website will provide you with information on obtaining your ID, 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.
Your Tcard is used as identification to access the library, student facilities and services. You can also load funds onto it and use it to pay for printing, photocopying, etc.

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 e-mail 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.

If you are an online-hybrid cohort student, instructions on how to activate your UTORId from a distance will be emailed to you in the summer.

_TIP: Comparable to a signature, your UTORId is your unique and individual ID. Keep it private and confidential!

LHAE, the OISE Office of the Registrar and Student Services and other university offices may send important information to you by email. It is your responsibility to ensure that your email address, mailing/permanent address, and telephone numbers are up to date at all times.

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 utoronto email account.

5.5. Quercus (a.k.a. Canvas)
Quercus is the online learning platform at UofT. 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.

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 up until they satisfy their degree requirements (this includes the thesis defense 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 and/or becoming financially cancelled (aka “FINCA’d”).
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 the current session picture (see picture). Then, under the heading “Divisional Tuition Fee & Refund Schedules,” click the appropriate session (e.g. “2019-2020 Fall-Winter Session”). Now, select “Graduate Studies, School of” and choose the link that applies to you (e.g. “Domestic Students”).

For many OISE students (although not all), summer fees are exempt. This means that if you are registered in the Fall and Winter sessions, you will not be asked to make another payment. 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 ORSS).

Some OISE students are not required to be continuously registered. During the periods that you are not registered, you will be considered an active student (i.e. within your degree time limit) but not a registered student. This difference is important, especially if you are planning on conducting research or using 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 HR division representative.

6.2. Minimum Degree Fee and Balance of Degree Fee for MAs and MEds

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 ORSS’ Balance of Degree Fee page. The payment due date for the balance of degree fee is three months from the student's convocation.
6.3. Making a Payment
You will be able to access your invoice on ACORN under “Financial Account” (see picture). 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 OISE fellowships, which are a part of the base funding package), government funding (e.g. OSAP), or third party sponsorship. To register without payment, ensure you defer your fees before the registration deadline. Consult the ORSS website for more information. Students in the funded cohort can also consult with the Student Funding Officer in the Dean’s Office at gradfinasst@utoronto.ca.

6.5. Failure to Register
Students who fail to register by the deadline will become “Financially Cancelled” (“FINCA’d”, aka “lapsed”). During the period in which a student is financially cancelled, they are not considered to be 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 ORSS immediately to re-register.

_TIP: Some students are eligible to “stop-out” and will see a FINCA’d status on ACORN until they re-register. 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-Outs and Leaves of Absences
7.1. Stop Outs
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 the ORSS. Questions related to attendance status can also be directed to your Registration Specialist in the Office of the Registrar and Student Services (ORSS).

7.2. Leave of Absence
Students may apply for a Leave of Absence (LOA) 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/end of an LOA typically coincide with the start/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 (Full-Time, Part-Time, Flex time) and Course Load

Your attendance status 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. MEd

Full-time MEd students are able to take between 2-4 courses per session up to a maximum of 7 courses between the Fall and Winter sessions (e.g. 3 in the Fall and 4 in the Winter or vice versa). Note that 4 courses in one term is considered a heavy course load. As such, it must be approved by your advisor, and can only be added manually via an Add/Drop form. In others words, ACORN will only allow you to enrol in 6 Fall/Winter courses online; the 7th course has to be manually added for you by the ORSS. For the summer session, full-time students are eligible to take up to 2 courses in May/June and up to 2 courses in July/August.

Part-time MEd students are able to take 1 course in each session (Fall: Sep – Dec; Winter: Jan – Apr; Summer: May – Aug).

8.2. MA

Full-time students are able to take between 2-4 courses per session up to a maximum of 7 courses between the Fall and Winter sessions (e.g. 3 in the Fall and 4 in the Winter or vice versa). Note that 4 courses in one term is a heavy course load. As such, it must be approved by your advisor, and can only be added manually via an Add/Drop form. In others words, ACORN will only allow you to enrol in 6 Fall/Winter courses online; the 7th course has to be manually added for you by the ORSS. For the summer session, full-time students are eligible to take up to 2 courses in May/June and up to 2 courses in July/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.

Part-time MA students are able to take 1 course in each session (Fall: Sep – Dec; Winter: Jan – Apr; Summer: May – Aug).

Questions related to attendance status can be directed to your Registration Specialist in the ORSS.

8.3. PhD, PhD Flex and EdD

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).

All full-time doctoral students are able to take between 2-4 courses per session up to a maximum of 7 courses between the Fall and Winter sessions (e.g. 3 in the Fall and 4 in the Winter or vice versa). Note that 4 courses in one term is a heavy course load. As such, it must be approved by your advisor, and can only be added manually via an Add/Drop form. In others words, ACORN will only allow you to enrol in 6 Fall/Winter courses
online; the 7th course has to be manually added for you by the ORSS. For the summer session, full-time students are eligible to take up to 2 courses in May/June and up to 2 courses in July/August. Note that PhD flex students may choose to take 1 per session, and EdD students will follow their cohort schedule, which may mean enrolling in 1 course at a time.

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 Registration Specialist to do so.

EdD students who began their degree from 2018 onwards are required to be continuously registered as full-time students for each session up until they complete their degree. Part-time EdD 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.

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.

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

The OISE Bulletin contains an extensive list of all OISE 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 OISE Course Schedule for up-to-date course information, including dates, locations, restrictions and special instructions.

*Note students in Education in the Professions field in Higher Education should consult the LHAE website for a list of Education in the Professions courses

9.1. Course Codes
Course numbers (also referred to as “Activity Codes” or “Course Codes”) are listed as a string of nine characters (e.g., LHA1100H S) in numeric order. Other than the letter prefixes, each OISE department has its own nomenclature. Below you will find information on ours – i.e. LHAE’s.

9.1.1. Letter Prefixes – Offering Department
The first three letters indicate which OISE department is offering the course (e.g. LHA, CTL, SJE, etc.). On the OISE Course Schedule you can filter courses to see only those offered by your home department (i.e. “LHAE”).
In LHAE, the vast majority of our courses start with the prefix “LHA”. Collaborative specialization courses have their own prefixes (CIDE = “CIE”; Ed Policy = “EDP”; Workplace Learning = “WPL”) as do research methods courses that are joint collaborations with other departments (e.g. JOI3048H).

### 9.1.2. First Digit – Level of Study

In LHAE, 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.

<table>
<thead>
<tr>
<th>1000</th>
<th>Regular Master’s level course</th>
<th>3000</th>
<th>Regular doctoral level course</th>
</tr>
</thead>
<tbody>
<tr>
<td>5000</td>
<td>Special Topics Master’s level course</td>
<td>6000</td>
<td>Special Topics doctoral level course</td>
</tr>
</tbody>
</table>

In both the Adult Education and Community Development (AECD) and Higher Education (HE) programs, most elective courses are open to both masters and doctoral students. The numerical differentiation is mostly historical. The Educational Leadership and Policy (ELP) program, on the other hand, still distinguishes between the two (though not exclusively). Always check the OISE Course Schedule to read if there are any restrictions placed on particular courses.

### 9.1.3. Second Digit – Offering Program

Because LHAE houses three graduate programs, we use the second digit to differentiate between AECD, ELP and HE.

- LHA 1000, 3000, 5000, and 6000 series are ELP courses (e.g. LHA1003H or LHA6002H)
- LHA 1100, 3100, 5100, and 6100 series are AECD courses (e.g. LHA1100H or LHA3102H)
- LHA 1800, 3800, 5800, 6800 series are Higher Ed courses (e.g. LHA1803 or LHA5804)

LHA2006 is the one exception to the convention (it’s a Higher Education course).

### 9.1.4. Third & Fourth Digit – Course Code

The last two numbers of the course code represent the course itself. So for example, in LHA1040H the LHA represents the offering department (i.e. LHAE), the 1 designates the level as a master’s course, the 0 designates the offering program (i.e. ELP) and the 40 represent the course itself.

### 9.1.5. Letter Suffixes – Weight and Session

The first letter following the four digits indicates the weight of the course while the last represents the session in which it is offered.

<table>
<thead>
<tr>
<th>Letter</th>
<th>Course Length</th>
<th>Duration</th>
<th>Course Weight</th>
</tr>
</thead>
<tbody>
<tr>
<td>H</td>
<td>Half Course</td>
<td>1 session (e.g. Fall or May-June)</td>
<td>Half a credit (i.e. 0.5 Full Course Equivalent)</td>
</tr>
<tr>
<td>Y</td>
<td>Full Year Course</td>
<td>2 sessions (e.g. Fall and Winter; or May/June – July/August)</td>
<td>Full credit (i.e. 1 FCE)</td>
</tr>
</tbody>
</table>
So for example, in LHA1040H F, the H designates the weight, valued at half a credit (0.5 FCE) and the F designates the first term.

9.2. Enrolling in Courses in your Program
Courses can be added on ACORN through the course enrolment feature. First, search for the course by typing in the course code, add it to your enrolment cart, then click enrol once the courses are in your cart. **Note that simply adding a course to your enrollment cart will not enrol you in the course, as each course requires you to click ‘Enrol’**. 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” (“INT”) until you get the instructor’s permission. This can be done by having them sign a course add drop form which you can then submit to your Registration Specialist in the ORSS. Once received, the course will be manually added to your record and your status on ACORN will be changed to “Approved” (“APP”). For more information visit the ORSS course enrolment page. Do not enroll in courses that are not restricted to a specific group if you are not in that group, as you will be removed from the course.

9.3. Research Methodology Courses
Most graduate programs in LHAE require students to take at least one course in research methodology, to be chosen in consultation with the faculty advisor. Research methodology courses are indicated by [RM] in the OISE Bulletin and on ACORN. In some instances, students may seek to take research methodology courses outside of their program or department, provided the course in question is not limited to students in a particular program. Additionally, some research methodology courses are offered as joint listings, indicated with the “JOI” prefix. JOI courses are open to students in all OISE departments.

9.4. Independent Reading Courses
If you want to study an advanced topic for which no courses are available at OISE, 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 IRR if the topic closely aligns with their research interests. The faculty member’s departmental affiliation will determine the course code.

9.5. Enrolling in Courses Outside of your Program but within OISE
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 LHAE or another unit at OISE. If the course you are interested in is open to all students, simply enrol in it via ACORN. If the course is restricted to a

<table>
<thead>
<tr>
<th>Letter</th>
<th>Course Session</th>
<th>Duration in Fall and Winter Terms</th>
<th>Duration in Summer Term</th>
</tr>
</thead>
<tbody>
<tr>
<td>F</td>
<td>First (i.e. Fall)</td>
<td>September-December</td>
<td>May-June</td>
</tr>
<tr>
<td>S</td>
<td>Second (i.e. Winter)</td>
<td>January-April</td>
<td>July-August</td>
</tr>
<tr>
<td>Y</td>
<td>Full Year</td>
<td>September-April</td>
<td>May-August</td>
</tr>
</tbody>
</table>
particular group, you will need the permission of the instructor to enrol (via a course Add/Drop form, which is then submitted to the ORSS).

9.6. Enrolling in Courses Outside of OISE
To take a course outside of OISE, first contact the host graduate department to see if you are eligible to take the course and if there is room. Next, obtain permission from the course instructor and complete the SGS Add/Drop form. Once completed, submit this form to the LHAE 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 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 make sure you are enrolled.

9.7. Enrolling in Courses Outside of U of T
In 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 (OVGS) Agreement for universities within Ontario.
- The Graduate Exchange Agreement to attend the University of British Colomba, McGill University or the University of Montreal.
- The Canadian University Graduate Transfer Agreement (CUGTA) 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 Center for International Experience to learn more about exchange programs and other learning abroad opportunities.

9.8. Course Enrolment FAQ’s
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, you will automatically be placed in the course. Students remain on the waitlist until 1 week before the start of the session (i.e. first week of class), as this is when enrolment through ACORN closes. 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/Drop form to the ORSS so that they may add it manually. You can also try to seek instructor approval prior to the first week via email.
What is RST999YH and does it count towards my course load?

- RST999YH represents your thesis. ACORN automatically loads this compulsory continuous course on your record if you are an MA, PhD or EdD student, and it will stay there up until you graduate. It is a way for the University to attribute an activity to your record, even when you are done your coursework. Thus, this ‘course’ does not count towards your course load, but merely 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 that includes a rationale. After securing the instructor’s permission, submit the request to the LHAE Program Assistants. 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). If you are unable to complete your coursework by the new deadline, consult the LHAE Program Assistants.

10. Degree Requirements

Students are strongly encouraged to consult the SGS Calendar and the OISE Bulletin 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
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 LHAE, 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 LHAE, 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/or hearing
4. Formation of an official [Thesis/Supervisory Committee](#) (3 members)
Once these 4 milestones are achieved, students are nominated by LHAE to SGS and become PhD candidates. This stage is colloquially known as ABD (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 EdD (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 SGS 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/thesis supervisor as it can vary by program.

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

- Adult Education & Community Development
- Educational Leadership & 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 LHAE has its own procedures for approving thesis proposals. For example, the Educational Leadership & Policy program has a formal Thesis Proposal Hearing that is open to the public. Talk to your supervisor about your program-specific practices.

11. Academic Support
11.1. Academic Success Centre at U of T
The Academic Success Centre 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

ACADEMIC SUCCESS

MEET WITH A LEARNING STRATEGIST GET OFF TO A GOOD START LEARNING STRATEGIES WORKSHOPS PROGRAMS & PEER SUPPORT

get off to a good start.
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, and/or learning disability, or a temporary or long-term mental health condition.

Students can register for Accessibility Services online by completing a student intake application. Once registered with Accessibility Services, students meet with Reshma Dhrodia, the On Location Accessibility Advisor for Professional Faculties North (OISE, Social Work and Law). Her office is located in the Factor-Inwentash Faculty of Social Work in Rm 438.

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

11.3. Graduate Center for Academic Communication

The Graduate Centre for Academic Communication (GCAC) provides graduate students with advanced training in academic writing and speaking. GCAC 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. They also offer writing consultations for students.

11.4. OISE Library

The OISE Library offers many services designed to support your research and learning. In addition to the ever growing collection of books and journals, the OISE 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.

Upon admission, each student is assigned an OISE 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 OISE 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. OISE Student Success Centre

The OISE Student Success Centre (OSSC) is a peer academic skills support centre that offers one-on-one appointments with an OSSC advisor. The advisors at OSSC 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. OSSC is located inside the OISE building, Room 8-202. For scheduling questions or to submit documents, contact: ossc.oise@utoronto.ca

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/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” (MRHP) profile at http://aws.utoronto.ca/services/my-research-mr/. Further information can be found on the LHAE website.

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

- OISE Dean’s Office Graduate Students Conference Travel Program
- SGS Conference Grant
- OISE GSA Conference Funding Assistance Program
- UTGSU Conference Bursary

12.3. OISE Letterhead
OISE and LHAE letterhead stationary should only be used with permission for approved research related purposes. There may be a charge for letterhead and envelopes if you require large quantities. To request stationary, send an email to your supervisor asking them to approve the use of the letterhead and envelopes and copy the LHAE Program Assistants. The PA’s will then provide you with the letterhead, pending your supervisor’s approval.

12.4. Research Positions at OISE
There are several research positions available to graduate students, with the most common being Graduate Assistantships (GAs). At OISE, GAs fall under the Canadian Union of Public Employees (CUPE) and are divided into two groups:
Group A: Funded Research Stream Students – i.e. PhD (years 1-4) and MA (year 1)
Group B: All other full time OISE students – i.e. PhD (year 5+); MA (year 2+); PhD Flex, EdD, MEd

Group A research stream students are required to work as a GA (or less frequently as a TA) 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 GA position is sent directly to students in the funded cohort. In the summer, Group A students can compete for a summer GA position, but it is not guaranteed. Once Group A students cease to be in the funded cohort, they can compete for Group B GAs.

Group B students can compete for a limited number GAs 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/Winter positions in the summer prior to the start of their first term.

For detailed information on research positions, visit OISE’s main student employment page.

13. Awards
At the beginning of the academic year, LHAE students receive an awards schedule via email from the Graduate Liaison Officer (GLO) outlining the deadlines for most, if not all, awards available during that academic cycle. Once available, this schedule is published on the LHAE website.

Throughout the year, the GLO will send you award announcements as they become available (typically 3-6 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 each and 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 SGS Studies Scholarships and Awards and the OISE Scholarship Opportunities websites for award descriptions and eligibility. The latter includes all the LHAE specific awards. As well, check out ULIFE, which sometimes lists smaller and very specific awards as well as the U of T Scholarship Sorter. These are updated throughout the year so best to check often.

The most common major awards – both federal and provincial – are linked below. Note that students must be registered full-time to accept these awards. If, at the time of application, you are in a part-time program and are successful, you will need to change to full-time in order to receive the award. Be sure to read all eligibility criteria and application information on the agency websites.
13.1. Doctoral Level Awards

SSHRC Doctoral Fellowships (deadline: typically early October)
Joseph-Armand Bombardier Canada Graduate Scholarship (CGS-D; deadline not applicable)
Vanier CGS Program (deadline: typically early September)
Ontario Graduate Scholarship (OGS) (deadline: typically February/March)

13.2. Master’s Level Awards

Canada Graduate Scholarship – Master’s Program (CGS-M) (deadline: typically early December)
Ontario Graduate Scholarship (OGS) (deadline: typically mid Winter session)

14. Financial Matters

14.1. Financial Assistance

Financial assistance lies within the purview of the Office of the Registrar and Student Services, which serves as
the first point of contact for financial assistance and/or OSAP inquiries. For more information on options that
may be available to students in financial need, visit the ORSS Tuition and Financial Support page.

14.1.1. Ontario Student Assistance Program (OSAP)

This government student loan program is the primary source of financial assistance
for full time students. The OSAP application is available online at
http://osap.gov.on.ca. Students should apply at least two months in advance of their
degree.

The ORSS 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 MA Students

Each student in the graduate funded cohort will receive personalized information confirming the composition
of their base funding package and information on the processes and documentation to be completed in order
to access their funding. The basics of the funding model, including how it works and strategies to increase
income, are available on OISE’s student funding webpage.

14.3. Working on Campus

For teaching and research jobs at the University, visit the OISE Student Employment page and/or the U of T
Human Resources TA page. Most other on-campus student jobs, including work study positions, are posted on
the Career Learning Network (CLN).
15. Professional Development

15.1. Graduate Professional Skills Program
The Graduate Professional Skills Program, an initiative of the School of Graduate Studies, is designed to help all graduate students become fully prepared for their future. GPS 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. GPS consists of a range of optional "offerings" with a time commitment roughly equivalent to 60 hours of work. Successful completion will be recognized by a transcript notation.

15.2. Career Exploration and Education Centre
The Career Exploration and Education Centre offers a full range of career-related programs open to graduate students and delivers extensive customized career programming for graduate students and postdoctoral fellows.

15.3. MyGradSkills.ca
MyGradSkills.ca is a resource for graduate students and postdoctoral fellows to enhance their professional skills so that they can succeed during their studies and research, and in a range of career paths. The online resource includes a number of self-paced, online modules on a range of #GradProSkills topics, including teaching & learning, career development, community engagement, entrepreneurship, and much more.

17. Space & Facilities

17.1. 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.
17.2. Printing
Printing, copying and scanning is available at OISE 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.

17.3. 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 LHAE students choose to study in our Department or elsewhere at OISE, we encourage you to explore the University and find the right place for you.

17.3.1. LHAE
LHAE 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 more quiet 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 re-locate to another space.

17.3.2. OISE Library
The OISE 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 OISE library website.

17.3.3. Education Commons
Working in collaboration with the OISE library, Education Commons (EC), located on the 3rd floor at OISE 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.

17.3.4. Nexus Lounge & 5th Floor Lounge
The Nexus lounge is arguably the most beautiful space at OISE. 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 OISE. Both lounges include kitchenettes with microwaves.

17.3.5. 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.
17.4. LHAE Student Office Space

Departmental student office spaces are allocated to full-time, registered students in two stages. In the first stage, priority is given to full-time research stream doctoral students in years 1-5, followed by full-time research stream master’s students in years 1-2. Research stream students in either group must be in good academic standing to be eligible for departmental study space.

In the second stage, the remaining spots are allocated, with priority given to students conducting research (e.g. EdDs or MEDs in MRP options).

*Students who are on leave, or who are working/studying abroad are not eligible to hold workspaces during their absence. Contact a PA for more information.*

LHAE workstations are allocated per term. Students interested in departmental desk space are invited to submit a [Desk Request Form](#) to the LHAE Program Assistants no later than August 1st. After this deadline, desks will be allocated on a first-come-first-serve basis. Desk assignments will be provided towards the end of August, and those who are assigned a desk will be able to start using their space as of September 1st.

For those of you who already hold a desk space and would like to keep using the space past the original date requested, you are able to complete and submit a new request form before the end of the session you originally requested. Priority will be given to full-time, registered doctoral student in years 1-5, or a master’s student in years 1-2. A new deposit will not be required if you choose to extend. Note that desks can only be requested for 1-3 sessions at a time.

If you are not planning on extending your usage of your office space, we ask that you clean your desk and return your key to Gina Dangoy in room 6-194.

**17.5. Keys**

Keys are issued to LHAE students whose desks are on the 6th and 7th floors. Your key may also be used to open the main department door after office hours. To request a departmental key, contact Gina Dangoy at [gina.dangoy@utoronto.ca](mailto:gina.dangoy@utoronto.ca). A $50.00 deposit is required to hold a departmental key.

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**TIP:** Do not share or lend your key. Do not leave valuables in shared spaces. Thefts are unfortunate and while rare they have been known to happen.

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**17.6. Booking a Room**

To book a room, you should have a faculty member (i.e. your advisor, course instructor, supervisor) contact Gina Dangoy at [gina.dangoy@utoronto.ca](mailto:gina.dangoy@utoronto.ca) with your name, student number, date and time for booking the room, reason for a room request, and a list of 1-3 potential rooms you would like to book.

**17.7. AV and Technology Booking**

Student can book AV or technology needed for OISE 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.
17.8. Kitchenettes & 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.

17.9. Prayer and Mediation Space
There are a number of multi-faith spaces available to students on campus for prayer and mediation. The University’s Multi-faith Center keeps a running list as does the Muslim Student’s 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.

OISE’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.

18. Security and Personal Safety
At U of T and OISE, 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 911. To ensure prompt service, after calling 911 contact Campus Police at 416-978-2222.

18.1. Emergency Numbers
- 911 – Police, Fire, Ambulance
- 416-978-2222 – Campus Police
- 416-978-3636 – OISE Security
- 416-978-0031 – OISE Building Operations

18.2. 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 TravelSafer, Work Alone and Buy/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.

18.3 OISE Security
The OISE building is monitored by Security Management Service in co-operation with the University of Toronto Police. The building is open Monday to Friday from 7:00am to 11:00pm, and on Saturdays, Sundays, and Holidays from 9:00am to 9:00pm. The building is closed for a few days during the winter holidays and that is the only time there is no security coverage. OISE 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.

18.4. 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, providing a continuum of intervention options that the complainant can explore in order to address their personal safety concern(s).

18.5. 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.

18.6. 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 ASAP. 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.

18.7. Parking Garage Safety
There are emergency assistance (red) 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 24/7.
You can also view the U of T Campus Emergency map to see a visual of where the emergency buttons are located.

19. Health and Wellness at U of T

19.1. Health and Wellness Center
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 214 College Street on the 2nd floor.

19.2. Health insurance

19.2.1. Ontario Health Insurance Plan (OHIP)
Students who are permanent residents of Ontario will have provincial health insurance coverage called Ontario Health Insurance Plan (OHIP). The UTGSU will provide supplementary health insurance to cover the some or all of the cost of services not covered by OHIP (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 OHIP. It will likely depend on how long you plan to live in Ontario.

For more information on your provincial health plan head to the Health and Wellness website under the “About Provincial Health Insurance” section.

19.2.2. University Health Insurance Plan (UHIP) 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. UHIP 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 UHIP, and the coverage charge will be listed on ACORN, your student account.

Information on how to access your UHIP insurance as an International Student at U of T can be found on the Centre for International Experience website. Detailed information about UHIP for all other students is available online at www.uhip.ca.

19.2.3. U of T Graduate Student Union (GSU) Supplemental Health Insurance Plan
The University of Toronto Graduate Students (UTGSU) Health and Dental Plan provides students helps students to cover expenses such as prescription drugs, dentist fees and so on, that are not covered by OHIP.

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 dependants to the health plan.

More information on the health plan and Opting-in and Opting-Out can be found on the GSU website and hovering over the “Health and Dental Plan “section and selecting the option that applies to you.
19.3. Counselling Services at OISE
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 (pictured), will work with you to manage challenges and minimize disruptions to your personal well-being and academic success. OISE 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 OISE’s Counselling Services.

19.4. International Student Support
My Student Support Program (SSP) is a confidential helpline providing professional counselling and information to international students. SSP 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, and it can accommodate 60+ languages/cultures.

19.5. Support Services 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.

20. Resources for Students

20.1. 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.

20.2. 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.

20.3. Business Cards
If you need U of T business cards for networking events and conferences, speak to the LHAE Finance & Operations Assistant, Gina Dangoy (gina.dangoy@utoronto.ca). There is a charge for these cards and production can take up to a month, so best to request them in advance.

20.4. Campus Map
Students can view the University of Toronto interactive map for details on Mississauga, Scarborough or St. George campuses.
20.5. The Essential Guide for Grad Students

The Essential Guide for Grad Students (EGGS) produced by SGS 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.

21. University Services for Students

The above figure lists all of the Student Life Departments at the University of Toronto. Some of these, like the Career Exploration & Education office was previously featured in the handbook. Below you will find brief descriptions of the offices not previously mentioned.

21.1. 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.

21.2. Centre for International Experience
The Centre for International Experience (CIE) 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/advising, and English communication programs.

21.3. Family Care
The Family Care Office supports current University of Toronto students, staff, faculty, post-doctoral fellows and their families with any family care related issue. The FCO 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.

21.4. 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.
21.5. 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.

21.6. 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.

21.7. 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: OISE’s multi-faith space is located in Room 4-409

21.8. Sexual and Diversity Office
The Sexual and Diversity Office along with a wide range of student organizations and University departments host a range of programs and services to support LGBTQ students, students who are questioning their sexual & gender orientation, allies and students who would like to learn more about LGBTQ communities.

22. Getting Involved in LHAE
22.1. Student Associations
22.1.1. LHAE Departmental Student Association
The LHAE Departmental Students Association (LHAE-DSA) is comprised of students from each of our three programs: Adult Education & Community Development, Educational Leadership & Policy, and Higher Education.
The DSA is responsible for some key aspects of day-to-day student life in LHAE including:

- Working with LHAE 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
- Providing mentorship to new students
- Assisting with student orientation

Get Involved by:

❖ **Coming to a meeting**: The LHAE-DSA meets regularly throughout the year and all students are welcome to attend at any time.

❖ **Attend LHAE and DSA sponsored events**: Come out and get to know your fellow LHAE 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.

❖ **Take on a leadership role**: Elections are held each spring for DSA executive positions for the following year. Executive members help organize and support departmental events, represent LHAE student interests by participating in various committees, councils and associations, and work with LHAE staff and faculty to help create and maintain a supportive community environment here in our department.

Contact Information: [LHAEstudents@gmail.com](mailto:LHAEstudents@gmail.com)

**22.1.2. AECD student organization**

**Students on Seven (SOS)** is the Program Association for the Adult Education and Community Development program within LHAE. Working under the umbrella of the DSA, 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. SOS is open to all students within the AECD program.

Contact Information: [studentsonseven.oise@gmail.com](mailto:studentsonseven.oise@gmail.com)

**22.1.3. Higher Education Student Organization**

**The Higher Education and Student Affairs Society (SAS)** is the Program Association for the Higher Education program within LHAE. Working under the umbrella of the DSA, the group is an OISE-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 and/or academic career in Canadian Student Affairs/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.
22.2. Other Ways to Get Involved in LHAE

**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 OISE, LHAE and graduate studies here at OISE. For more information, contact Dana Britton at lhae.pa@utoronto.ca.

In addition to the above, there are many other opportunities for students to become involved in the LHAE community. Informal comp groups, thesis groups, reading groups and special interest groups operate across OISE 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 GLO Team or the DSA if you have ideas or want support to get a new initiative off the ground!

23. Getting Involved at OISE and U of T

23.1. OISE Graduate Students’ Association (GSA)

The Graduate Students’ Association (GSA) is the official graduate student government at OISE and is affiliated with the Graduate Students’ Union of the University of Toronto (UTGSU). All OISE students belong to the GSA. The Association promotes and coordinates activities for students in various departments and decision making bodies at OISE.

The GSA works with the DSAs across OISE as well as with other student groups to distribute funding to support student activities. It hosts various events throughout the year and provides conference funding to students. If you are interested in becoming involved with the OISE GSA, visit their [website](#) or come by their office (Rm 8-105, 252 Bloor St. West).

23.2. OISE Council

OISE Council sets and approves academic policies, principles and priorities. It provides general direction for teaching and research activities for OISE. 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](#).
23.3. University of Toronto Graduate Students’ Union (GSU)
As an OISE student and a member of the OISE GSA, you are automatically a member of the University’s Graduate Student Union (UTGSU/GSU) when you pay your incidental fees. The GSU 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 GSU Supplemental Health Insurance and publishes the GSU Survival Handbook. It also runs a bar and a gym for graduate students out of its office on 16 Bancroft Avenue.

23.4. CUPE Local 3907
All students holding a graduate assistantship (GA) at OISE are represented by the Canadian Union of Public Employees (CUPE) Local 3907. The union assists members with problems relating to their employment at OISE by ensuring that the GA 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.

CUPE is located on the 8th floor at OISE in Rm 8-104. It has notice boards on each floor in the building.

23.5. OISE International Students’ Association (ISA)
OISE’s International Students’ Association (ISA) arranges "buddies" for incoming international students, holds an orientation and monthly luncheon meetings, and looks into the specific needs of existing and potential international students. It also organizes cultural exchange activities on a regular basis. Past events included celebrations of St. Patrick’s Day, Chinese New Year, and Nowruz, etc. The ISA is represented on the GSA Council and other committees.

23.6 Black Graduate Students Association (BGSA)
The Black Graduate Students Association (BGSA) engages in powerful discourse of local and international issues and experiences in the Black community. While empowering the community, BGSA also celebrates Black culture. They also are dedicated to host events, initiatives and outreach to support and strengthen members at UofT and beyond. Email the BGSA for more info at bgsa@utoronto.ca.

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

23.8 Grad Life and Grad Escapes
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 Gradlife on social media to receive daily updates:
24. Stay Informed

The Department emails out a weekly newsletter every Friday. The LHAE Weekly is sent by the Communications Coordinator (Vesna Bajic) via our Departmental listserv, which includes all active LHAE students. Award announcements are sent through the listserv as well by the Graduate Liaison Officer (Karolina Szymanski). Periodically, the GLO Team will also send out email memos to students. These memos are sent to @mail.utoronto.ca email addresses.

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:

- LHAE website
- LHAE Facebook page
- Departmental Bulletin Boards on the 6th and 7th floors
- OISE website and social media
## 25. Faculty Contact Information

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<thead>
<tr>
<th>Department of Leadership, Higher &amp; Adult Education</th>
<th>Phone #</th>
<th>Room</th>
<th>Email</th>
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<tbody>
<tr>
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The Department of Leadership, Higher and Adult Education Handbook 2019-2020
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