



**STUDENT**

*Student Toolkit*

**AFFAIRS**



\* *Your guide to campus services and information at the Art  
Institute of Vancouver.*

**Ai**  
The Art Institute  
of Vancouver™

## TABLE OF CONTENTS

### *AIV RESOURCES*

#### *Academic*

ACADEMIC ADVISOR.....	4
LIBRARY .....	4
STUDENT ACCOUNTING, STUDENT FINANCIAL SERVICES, REGISTRAR'S OFFICE .....	6

#### *Non-academic*

STUDENT AFFAIRS .....	8
CAREER SERVICES .....	8

### *ENVIRONMENTAL*

CAMPUS RESOURCES.....	9
TECH SERVICES.....	17
EQUIPMENT ROOM .....	18
FACILITIES .....	22
PARKING .....	24

### *POLICIES AND PROCEDURES*

ATTENDANCE POLICY.....	28
COMMUNICATION TO STUDENTS.....	29
CAMPUS RESOURCES GUIDELINES .....	30

### *STUDENT INFORMATION*

PASSPORT TO SUCCESS PROGRAM .....	32
TIPS TO SUCCESS .....	33
GENERAL STUDENT INFORMATION.....	37

### *CAMPUS MAPS*

DOWNTOWN .....	40
BURNABY.....	42

## AIV RESOURCES (ACADEMIC)

### ACADEMIC ADVISOR

Academic Advisors provide information on general education requirements, options, and goals, clarify policies and procedures, monitor academic progress, resolve any academic concerns, and direct students to other institutional resources as needed.

<i>Downtown Campuses</i>	<i>Burnaby Campus</i>	<i>Burnaby Campus</i>
Rebecca Windover	Candace Bishop	Danielle Boal
rwindover@aii.edu	cfbishop@aii.edu	dboal@aii.edu
All Programs	DFV, IRA, EM, PRA, GD	AAD, GAD, MAG, VFX, VGP

### LIBRARY

The Library is conveniently located in Burnaby across from the Registrar in the North Campus and downtown at 1090 W. Georgia on the 6th floor. Together, the two libraries have a collection of over 5000 books, 1200 films, and 100 top-notch magazines for your interest, study, and research needs.

#### WHAT YOU NEED TO KNOW...

To borrow library materials, you must show your CURRENT student ID.

#### *Student loan periods are as follows:*

Books: 2 week loans, maximum 5/student

Magazines, DVDs & games: 3 day loans, maximum 2/student

VHS: 1 week loans, maximum 4/student

CDs: 1 week loans, maximum 2/student

- The maximum number of items that you can borrow at one time is **19**.
- All items can be **renewed up to 2 times** provided that the item(s) are not on hold for another patron and your library account is in good standing.
- Be considerate, there are others waiting to use the library's resources.
- Library overdue fines are **\$.50-\$.1** per day/per item!!! Remember to **renew**, or **bring back** your on time to avoid paying overdue charges.
- Contact the library if you want to place a **reserve** on an item, or if you want to **renew** your items for longer.
- We can **transfer** items between Vancouver and Burnaby for you to pick up at your convenience. You can also return your items to either of the Art Institute of Vancouver library locations!

If you cannot find what you want and would like to suggest a title, let us know! We take all of your comments and suggestions for new titles seriously and do our best to obtain what you need and want. The Art Institute of Vancouver Library is YOUR library and at your service!

*To contact the library, schedule workshop appointments, search the library catalogue, access our online databases, and find out more library information, simply visit our Library Website at:*

#### NEED HELP? DON'T KNOW

#### WHERE TO START ON AN ASSIGNMENT?

In addition to our collection, the library also offers a range of services for you to take advantage of, including writing and research help. Simply contact the library to schedule a one-on-one tutorial that will help you complete your assignment, give you the skills for success, and get you the marks that you want! Up to 4 people can attend a tutorial session.

[HTTP://STUDENTAFFAIRS.ARTSCHOOL.COM/LIBRARY/](http://studentaffairs.artschool.com/library/)

The library has a number of online and database resources for you to explore and we encourage you to visit our library website to access and learn more about them. However, to use these resources, you require the following log-in and password information:

- Corbis Education – Registration Subscription Code: AIVAS338392
- Getty Images: Please contact the library to register.
- Groves Dictionary of Art – User ID: edmc / Password: edmc
- HWilsonWeb Omnifile Full Text Select – User ID: AZF09 / Password: INBC231807
- i-Cook – User ID: StudentAiBC / Password: icookai
- Killer Tracks – User ID: aivinfo@aii.edu / Password: 09KTspr (for students)
- Oxford Reference Online – User ID: edmc/ Password: edmc
- Proquest BigChalk Electric Library – User ID: 74-76776/Password: bigchalk
- Proquest “Big Bundle” – User ID: aivpro2008 / Password: welcome
- Safari Technical E-Books – User ID: aivsafari / Password: aivlibrary
- WGSN Education – Student registration PIN: 5625LIBR

These are the user IDs and Passwords that you need to use these resources. Please hold onto this information!

Please visit the Library website for more information on these databases.

<http://studentaffairs.artschool.com/library/>

STUDENT ACCOUNTING, STUDENT FINANCIAL SERVICES,  
REGISTRAR'S OFFICE

**1) Student Accounting [studentaccounting@aii.edu](mailto:studentaccounting@aii.edu)**

If you need to make a payment to the school, contact Student Accounting.

**2) Student Financial Services [studentfinance@aii.edu](mailto:studentfinance@aii.edu)**

The Student Financial Services department will help guide you through the maze of financial options available to you. They will assist you in completing the various student aid forms, and put together a financial plan that's right for you. To make an appointment with SFS, visit the Administration Counter in the North Building at Burnaby or visit the Reception desk located on the 7th floor at 1090 West Georgia St. to make an appointment downtown.

**3) Registrar**

If you have any questions or business pertaining to Transcripts, Schedule Change Forms, Course Challenges, confirmation of enrollment or matter of attendance you need to see the Registrar's office. Please visit the Administration Counter in the North Building at Burnaby or the 6th floor at 1090 West Georgia St. for downtown. The Registrar's office hours are Monday through Friday, 8:00 am to 4:00 pm.

**Student Number**

Please take note of your five or six digit student number on your schedule. You will need to know this number for administrative purposes.

**Schedule & Course Section Changes**

The deadline for section changes and grade challenges is **Thursday, April 9th** before 4:00 pm. Section change forms are available at the Administration Counter. Students will be notified through the provided contact information as to whether your change was possible or not.

No class "hopping" is allowed as we must keep track of each student's attendance for their scheduled classes. For example, if you are scheduled for ASM200 Section B, you cannot attend Section C because you like that time slot better.

**Course Load Changes**

The deadline for course load changes without having the course appear on your transcript is **Tuesday, April 14th**. The deadline for withdrawing from a class without having a grade appear on your transcript (W will appear and not factor in GPA calculation) is **Friday, June 5th** at 4:00 pm.

*NOTE: Withdrawing from a course may mean withdrawing from your program, which has financial implications as outlined in the PCITA (Private Career Training Institution's Agency of British Columbia, formerly PPSEC) directive within your Student Enrollment Agreement. This can include 'taking a break' from your studies. If you are making any change to your studies, you need to contact your Academic Director to discuss the implications which could include refunds or withdrawal penalties.*

**IMPORTANT INFORMATION**

**Rescheduled Classes**

We make every effort to maintain your education schedule, therefore it is the intention of the school to NOT cancel classes. Please understand that emergencies may occur and in these cases, classes may be cancelled or rescheduled. We follow The Art Institute's policy and provincial regulations so that a class will be rescheduled due to a statutory holiday only if the same class on the same day/time has already had one cancellation due to a statutory holiday. In the Spring quarter (2009), the classes falling on the following dates will be rescheduled due to statutory holidays:

Friday, April 10th - Good Friday

Monday, May 18th - Victoria Day

Students are not phoned with regards to class cancellations. The Student Affairs website is completely up-to-date with class cancellation and class makeup information. Please check this website daily for updates: <http://studentaffairs.artschool.com>. In addition, class cancellation information is posted on the bulletin board across from E109 in the ETC building.

**Scheduling Week**

In the 7th week of each quarter, students should be checking their OLS accounts for the date that their schedule for the upcoming quarter will be available. This is an unofficial schedule and is subject to change. You will receive an official hard copy of your schedule immediately prior to the quarter. If you are thinking of making any changes (lightening your course load, etc), you must see your Academic Director immediately.

## AIV RESOURCES (NON-ACADEMIC)

### STUDENT AFFAIRS

#### STUDENT AFFAIRS

<http://studentaffairs.artschool.com>

Student Affairs coordinates events and activities that will enrich your experience at the school and also serves as a liaison to the various departments at the school so don't hesitate to contact us if you have any questions or suggestions. The Student Affairs office is located in E120 in the ETC Building at Burnaby and is located on the 6th floor at 1090 West Georgia St. for the Downtown Campuses.

#### STUDENT VOLUNTEERS AND CLUBS

The Art Institute of Vancouver encourages students to get involved in contributing to the development of the school culture. There are a number of clubs that you can be involved in and/or you can contribute ideas for new clubs. For more details see the Student Affairs Website (<http://studentaffairs.artschool.com>) or email [aivstudentaffairs@aii.edu](mailto:aivstudentaffairs@aii.edu).

#### COUNSELING SERVICES

[counselor@aii.edu](mailto:counselor@aii.edu)

All students have access to free counseling services provided by a trained clinical counselor. The counselor is available to students at all campus locations and provides services to students dealing with a variety of issues. Common issues that might be addressed in counseling are: stress, anxiety, relationship issues, depression, anger management, time management, procrastination, sexual orientation, gender issues, balancing school/work/family demands and addressing self-harming behaviors. To make an appointment, please contact the Reception desk at any campus or email the counselor directly at [counselor@aii.edu](mailto:counselor@aii.edu).

#### STUDENT SPONSORED HOUSING

School-Sponsored Housing is often a perfect compromise between students and parents as it provides an environment that is a step between living at home and living on your own. Many of the lasting connections and memories you'll make at school will happen outside of the classroom. School-Sponsored Housing gives you the opportunity to connect with your classmates on a daily basis.

The Art Institute of Vancouver contracts with a local apartment/townhouse complex located in Burnaby to provide housing to students who wish to live in an environment with fellow Art Institute of Vancouver students. Some of the benefits include:

- Costs can be included in the student financial plan
- Opportunities to meet and network with other Art Institute of Vancouver students
- Located approximately 20 minutes by public transportation to the Burnaby campus
- Staff supervised environment with social and educational programs and events

Whether you are a student moving away from home for the first time or you're just trying to find a new apartment outside of School-Sponsored Housing, the Residential Life and Housing staff at The Art Institute of Vancouver want to make sure that you have comfortable and convenient housing options.

We're here to help you assess your needs and provide resources to get you started on the process of finding an appropriate place to live, whether in School-Sponsored Housing or a place independent of The Art Institute of Vancouver. For more information, please contact Melanie Trotto, Director of Residential Life & Housing at [mtrotto@aii.edu](mailto:mtrotto@aii.edu) or visit our website at [www.artinstitutes.edu/vancouver/StudentLife/student\\_housing.aspx](http://www.artinstitutes.edu/vancouver/StudentLife/student_housing.aspx)

### CAREER SERVICES

#### CAREER SERVICES

[careerservices@aii.edu](mailto:careerservices@aii.edu)

The Career Services office is staffed with Career Services Advisors who assist students, while enrolled and after graduation, in finding jobs appropriate to their needs. We encourage you to meet with your Advisor early into your education as they have a wealth of information that can keep you focused on your career goals.

The Career Services office is located in the South Building of the Burnaby Campus and on the 6th floor of the 1090 W Georgia Campus. If you have any questions for your Career Services Advisors, please email:

Shannon Svingen-Jones, Director of Career Services / Dean of Student Affairs  
*Email: [ssvingenjones@aii.edu](mailto:ssvingenjones@aii.edu)*

Marcos Armstrong, Career Services Advisor, Graphic Design, Interactive Media & Web Design  
*Email: [marmstrong@aii.edu](mailto:marmstrong@aii.edu)*

Charina Cruz, Career Services Advisor, Games  
*Email: [ccruz@aii.edu](mailto:ccruz@aii.edu)*

Stephen Hummel, Career Services Advisor, Audio , Graphic Design (Burnaby)  
*Email: [sthummel@aii.edu](mailto:sthummel@aii.edu)*

Sara McIntyre, Career Services Advisor, Digital Film & Video  
*Email: [smcintyre@aii.edu](mailto:smcintyre@aii.edu)*

Carole Robson, Career Services Advisor, Fashion Design and Merchandising, Fashion Marketing and Management  
*Email: [crobson@aii.edu](mailto:crobson@aii.edu)*

Jamie Schnurr, Career Services Advisor, Interior Design, Event Planning  
*Email: [jschnurr@aii.edu](mailto:jschnurr@aii.edu)*

David Senyard, Career Services Advisor, Culinary Arts  
*Email: [dsenyard@aii.edu](mailto:dsenyard@aii.edu)*

Yuko Shinyashiki, Career Services Advisor, Animation and Visual Effects  
*Email: [yshinyashiki@aii.edu](mailto:yshinyashiki@aii.edu)*

Hannah Stephenson, Student Employment Advisor / Alumni Coordinator  
*Email: [hstephenson@aii.edu](mailto:hstephenson@aii.edu)*

Or for general inquiries: [careerservices@aii.edu](mailto:careerservices@aii.edu)

#### STUDENT EMPLOYMENT ADVISOR

The Career Services department is also home to the Student Employment Advisor who can help you with your career-related needs during school. If you would like a part-time job, or would like to discuss how you can get a head start on your career while you are still in school, make an appointment with the SEA. The SEA can also provide job leads, information on how to create an effective resume and cover letter, and job search and interview strategies. The Career Services office is located on the 6th floor at 1090 West Georgia St. and in the South Building at the Burnaby Campus.

#### ALUMNI SERVICES

The Alumni Coordinator is your link to The Art Institute of Vancouver after you have

graduated. Make sure to register for the Alumni website at [www.alumniconnections.com/ArtInstitutes](http://www.alumniconnections.com/ArtInstitutes) for access to job leads, news about fellow graduates, and announcements about Alumni events. Your AC will also keep you connected through Alumni Links, the newsletter for The Art Institute of Vancouver Alumni.

## ENVIRONMENTAL

### CAMPUS RESOURCES

Campus Resources is a community of staff and systems put in place by The Art Institute of Vancouver to better serve students' needs while attending school. These resources include but are not limited to Facilities, Security and Technology. Use of all campus resources are governed by the policies & guidelines listed in this Campus Guide as well as those published in the Student Handbook so please take the time to read them over, as use of school resources in a manner that is not compliant with such policies & guidelines may result in disciplinary action including suspension or dismissal.

### CAMPUS RESOURCES ONLINE

Please see the username and password provided with your schedule in order to access the Campus Resources website as well as all other classroom computers.

Campus Resources Downtown: <http://cr.aiv.artschool.com>  
Campus Resources Burnaby: <http://cr.artschool.com>

Campus Resources is a web based interface that allows students and staff access to extended functionality and information. Campus Resources allows students to:

- Change your password
- Submit an Action Request

### HOW TO HELP US HELP YOU—ACTION REQUESTS

Technical Services, Security and Facilities rely on the community to report any concerns to Campus Resources. If you encounter a problem with a computer, a piece of equipment or any Facilities issues, please submit an Action Request. Include as much detail as possible in the report along with your user information. The more detailed and accurate the information, the quicker we can resolve the issue. This helps us help you. Filling the request in online offers you advantages because you can check on the status of a report you've submitted. If you include an email address we can also notify you when the problem is resolved. This is also a preferred method for us as it allows

better tracking of the faults and their resolutions. You can submit an Action Request a number of ways:

- Submit for Downtown: <http://cr.aiv.artschool.com>
- Submit for Burnaby: <http://cr.artschool.com>
- Visit the Campus Resources located at 1090 on the 6th floor next to Bookstore
- Visit Campus Resources at the 570 Dunsmuir Campus located on the 5th floor
- Visit the Campus Resources desk located in room E114 in the ETC building in Burnaby

#### STUDENT ID CARD AND ACCESS CARDS

A Student ID Card will be needed to enter all student areas. Please wear your pass and picture ID in a manner that is visible while at school. Your School ID is to be on you at all times to be presented when requested by Security and school staff. All IDs are issued per Quarter and must be renewed every Quarter. The Security and Safety Policy is outlined on page 29 of the Academic Calendar.

In the event that you forget or misplace your ID card you need to obtain a temporary Day Pass from Campus Resources. You are allowed a maximum of three day passes per quarter, after which you will be required to purchase a new card for \$10.00 plus taxes. This applies to lost cards as well.

If you need your ID updated, see Security at 570 Dunsmuir for Downtown. Dunsmuir Elevator Cards can also be picked up from Dunsmuir Security. At Burnaby, you can pay for your new card at the Administration Counter located in North Building. Once you have paid your fee, you can use the receipt to pick up your new pass from Campus Resources, located in ETC.

**Important:** You will require your access card to enter both downtown campus locations (1090 West Georgia and 570 Dunsmuir) after 6:00pm as the doors and elevators lock off and access is restricted to only those with an access card. Please ensure you bring your Student ID and Access Card to school with you every day. If your cards are not working properly, please see Campus Security on the 6th floor of 570

*Note: You will require your Student ID card to sign out library materials from the Academic Resource Centre or equipment from the Equipment Room in Burnaby. A day pass will not be accepted.*

#### PRINTING

We are now using the Pharos print services. This server software tracks, and reports on print and Xerox usage for cost recovery and accounting. Students are now required to purchase credits from the book store and present the tech staff with a receipt, at which time we apply the purchased amount to the students print account.

#### NETWORK AND FILE STORAGE FOR WINDOWS PCS

When you log on to any of the lab computers and go into My Computer, you will see several drives:

LOCAL DRIVES (DRIVES THAT ARE PHYSICALLY ON YOUR COMPUTER):

C: This is where the operating system is; you can't save or delete any files here.

D: This is extra temporary storage for working on projects. You can save here temporarily while you are working here, but it is available to anyone who uses the computer and may be deleted by anyone.

*Hint: Not a good place to permanently save your work!!*

STUDENT DRIVES

H: Otherwise known as your HOME folder.

- Your H: drive is central network storage space each student receives.
- Servers are purged every quarter and no data is retained
- AiV does not perform backups. You are responsible for the integrity of your own data.

Individuals are allocated a hard limit known as a quota based on enrollment. It is also recommended that you copy your projects to the D: or Media drives when you work on them. Working across the network could cause you to have problems and is not supported.

S: (also known as StudentShared) This drive is viewable by Staff and Students. Each instructor must make their own personal folder and manage its contents within these two folders:

*Assignments* – students may cut and paste assignments in their instructor's folder, and once they "drop" their assignments there they can't open, modify or delete their assignments.

**Materials** – this is a folder for Instructors to post examples, assignments, etc to share with students. Students may open and copy items from here but they can't delete or modify.

#### NETWORK AND FILE STORAGE FOR MAC OS X COMPUTERS

*When you log on to any of the lab computers and go into My Computer, you will see several drives:*

##### LOCAL DRIVES (DRIVES THAT ARE PHYSICALLY ON YOUR COMPUTER):

**System:** This is where the operating system is; you can't save or delete any files here.

**Media:** This is extra temporary storage for working on projects. You can save here temporarily while you are working here, but it is available to anyone who uses the computer and may be deleted by anyone.

**Hint:** *Not a good place to permanently save your work!!!*

##### STUDENT DRIVES

**Home folder:** When you log in on the Mac you will have access to the same home folder you do on the PC. You can save your work here, but your disk space is limited and backing it up is your responsibility. We recommend you buy some blank CDs, DVDs or other external storage to keep current copies of your projects.

*Remember to log out after you are done, if you do not, you leave your data open for others to access.*

#### CONNECTING TO THE FONT RESERVE SERVER (DUNSMUIR ONLY)

This procedure will need to be done the first time you log into a particular computer, and subsequently onto each other computer you log into for the first time. Providing you sit at the same machine you will not need to do this more than once unless your user account on a machine becomes corrupted and needs to be re-created.

1. The 'Reconnect to Font Server' dialog box should come up automatically when you log on for the first time. If it does not, Double-click Font Reserve Client located in /System/Applications/Font Reserve Client/
2. If not already entered, enter '172.21.196.26' under the **Host Address**.
3. If not already entered, enter '3403' under **Port Number**.
4. If not already entered, enter 'FontServer' under **Database Name**.

5. Enter 'student user' under **User Name**.
6. Leave the **Password** field blank.
7. Select the 'Save User Name and password' option
8. Check **Deactivate** all fonts when connect'
9. Click **Reconnect** and wait for Font Reserve to open.

#### REPORTING COMPUTER AND/OR EQUIPMENT PROBLEMS

If you are in class when you encounter either a software or equipment problem, you should first consult your Instructor. He or she may use the incident as an opportunity to offer tips or instruction explaining the probable causes and preventive measures you can implement. Should that fail, try rebooting your computer. This is safe to do.

*If you require additional support during class or open lab time contact Campus Resources via the methods listed in the "Actions Request" section (under Environmental). Under no circumstances should you force the equipment or attempt to modify software programs.*

#### CAMPUS RESOURCE ACCOUNTS/PASSWORDS/USERNAMES

Students require a CR login account in order to function, communicate and work properly at the school. You will receive your login information during the Registration process which will provide you with your username and password and instructions on how to use this service. In some cases students may have to use a "temp" password until they receive their official login account information. This is usually due to late registration. If you are experiencing any problems with your username & password, see Campus Resources.

#### LOGGING INTO A WINDOWS PC WORKSTATION

1. Simultaneously press Ctrl-Alt-Del
2. Enter your username & password

Make sure that BURNABY/VANCOUVER is selected for the domain

#### LOGGING IN AND OUT OF A MAC OS X WORKSTATION

1. Enter your Username & Password
2. To log out, press apple-shift-q or go to the apple menu in the top left corner and at the bottom of the list there is a log out user.

*NOTE: Regardless of whether you are on a Mac or a Windows PC remember to log out after you are done. If you do not, you leave your data open for others to access your data.*

#### TYPICAL HARD DRIVE STRUCTURE FOR A WINDOWS WORKSTATION

C:\ Holds Program and System files and should not be written to, all files placed on this drive will be deleted during weekly maintenance.

D:\Data—This is where students can store their data while they are working in a class or lab. Remember, this is public shared storage for temporary use.

To retain data you will need to copy it to private storage. These drives are deleted every Sunday, without warning, at 11:00pm.

#### TYPICAL HARD DRIVE STRUCTURE FOR A MAC OS X WORKSTATION

- System—Holds Program and System files and should not be written to, all files placed on this drive will be deleted during weekly maintenance.
- Media Drive: This is where students can store their data while they are working in a class or lab. Remember, this is public shared storage for temporary use. To retain data you will need to copy it to private storage. Whether you are on a Windows or Mac workstation you may find that there are extra drives for storage but the principle remains the same. Local drives are only for temporary use.

#### NETWORK DRIVES

Always move your working data from the network drive to a local media/ data drive before beginning your session. Working over the network can lead to data corruption and intense network traffic, this method is not supported and should never be used.

#### H:DRIVE

- Your H:Drive (StudentHome) is the central network storage space each student receives.
- Servers are purged every quarter and no data is retained
- The Art Institute of Vancouver does not perform backups. You are responsible for the integrity of your own data. Individuals are allocated a hard limit known as a quota based on the courses you take.

**IMPORTANT!** Never leave your H:Drive mounted and unattended. The Art Institute of Vancouver is not responsible for any lost data.

#### S: DRIVE (STUDENTSHARED)

Instructors and technical staff can use this drive to share read only data with students.

#### ACCESSING YOUR H AND P DRIVE ON A WINDOWS PC WORKSTATION

H and S drives are automatically mapped on a PC. Once you're logged in, double click My Computer to access these drives.

#### ACCESSING YOUR H:DRIVE ON A MAC WORKSTATION

H and S drives are automatically mapped on a MAC. Once you're logged in these drives will be mounted to the desktop ready to use.

#### SCANNERS

There are various scanners available for general use in the labs during normal computer lab hours. Scanners are attached to specific computers with removable media drives and/or CD burners to allow students to save scans onto their personal disks or to their network drive.

#### BACKING UP YOUR DATA

There is no such thing as trouble-free computing. Sooner or later a disk will crash, an important file will become corrupted, be accidentally deleted or the disk will be lost. YOU are responsible for the security of your work. It is bad enough to lose a project. It is heartbreaking to have a disk crash completely with the only copies of your entire portfolio two weeks before graduation. It happens!

The Art Institute of Vancouver is not, under any circumstance, liable for the loss of information, work, data of whatever kind whatsoever due to any equipment, software failure virus or computer "crash". Review the following:

- Your H:Drive offers a convenient place to store your files. The school does not back up the servers and offers no assurances against server failure or data loss
- Backing up your data is your responsibility. Firewire drives are the recommended backup device.
- There are also DVD/CD burners available on campus for your back up needs.

You should back up important data at least every couple of days and crucial data more often. Backing data up to more than one location, (CD, Firewire drive, home computer), is highly recommended.

## FIREWIRE/USB DRIVES

Firewire/USB drives are recommended for back-up and data transfer. If you are planning on moving data between school and home, a Firewire/ USB drive is ideal.

## TECH SERVICES

### ART INSTITUTE EMAIL ADDRESSES

Upon registering at The Art Institute of Vancouver, each student is assigned an email account. School information, contests and competition information and school updates are sent to this address, which needs to be checked daily. If you already have your own email address, forward your Art Institute address to your regular account so you don't miss any important notices.

### LOGGING INTO YOUR ART INSTITUTE STUDENT EMAIL ACCOUNT:

- You need a username (your initials and 3 digits) and a password. These are given to you on a sheet of paper attached to your official schedule. If you no longer have this, please go to Campus Resources.
- Using the web browser, type in <http://stu.aii.edu>
- Type in your name and password.
- Change your password.
- Enter the site.
- Click on "My Email".

### FORWARDING YOUR ART INSTITUTE STUDENT EMAIL ACCOUNT TO ANOTHER ADDRESS:

1. Click onto "Prefs".
2. Type in the email account you would like to forward all emails to.

You are done. You never have to check this account again... unless you need to change the email account that it is forwarded to.

*Note: Your e-mail address is: [username@stu.aii.edu](mailto:username@stu.aii.edu)*

## EQUIPMENT ROOM (ETC BURNABY)

### EQUIPMENT ACCESS & USAGE

There are two Equipment Rooms available for students to access equipment at the Burnaby Campus. They are at the ETC Building (3054 Beta) and South Building (3248 Beta).

#### *ETC Equipment Room*

Phone 604-298-5492 Extension 5230

Email [aivequipment@aii.edu](mailto:aivequipment@aii.edu)

Hours Sunday to Saturday

8:00am to 10:00pm

#### *South Building Equipment Room*

Phone 604-298-5492 Extension 5500

Hours: Open whenever the South Building is open. See Campus Hours for more details.

*Watch for variations in hours due to holidays (the school is closed on holidays).*

### BOOKING EQUIPMENT

Students must display their current, valid Student ID to check out any equipment. Day Passes will not be accepted. Equipment that students may access is determined by the classes students are taking.

### CHECK OUT PROCEDURES

Students are required to inspect their equipment to ensure they have the correct components, that all components are present and not damaged for their shoot and that the equipment functions properly. Any missing or damaged components need to be noted and initialed on the sign-out sheet in the space provided. It is very important that students take the time to be thorough in their inspection and report any problems prior to departure as any significant loss or damage that is not noted on the sign-out sheet will not be disputable and the student will be responsible. Missing or damaged gear must be returned or replaced as soon as possible.

Always review the sign-out/in form completely to ensure the accuracy of the equipment listed; time out/in and ensure you read the body of the contract as it is a legal document. Part C outlines your responsibilities/liabilities and penalties for violations.

There will be fines for equipment returned late. Respect other students' equipment access privileges by returning equipment on time. If you find you are running late, please call the Equipment Room at 604-298-5492 Extension 5230 or ETC Security (if after Equipment Room hours) at Extension 5501 and let us know.

You are allowed to check out equipment up to eight hours at a time. The Equipment Room must be notified if you wish to extend a sign-out period for more than 8 hours with exception of the 8-8 video program. There is no guarantee that such a request can be accommodated although our practice is to accommodate wherever and whenever possible, within reason. Equipment may not be kept overnight with exception of video equipment signed out under the 8-8 program. Under this program any video gear to be used between the hours of 8pm and 8am must be signed out no later than 8 pm in the evening and returned at 8 am in the morning. No earlier, no later.

#### RESERVATIONS

Most equipment can be reserved. You can reserve equipment:

- In person at the Equipment Room counter;
- By emailing [aivequipment@aii.edu](mailto:aivequipment@aii.edu)

Please allow 1 working day (24 hours) when reserving by email. An Equipment Room Attendant will reply to your email to confirm your reservation. Please note that the requested equipment may not always be available on the date and time requested, so it is recommended that you submit more than 1 time/day in order of preference with your request.

Reserved equipment will be held for 20 minutes past the reservation time. If you are later, the reservation will be considered abandoned unless you contact the equipment room by phone (604-298-5492 Extension 5230). Even then, the reservation will only be held for 30 minutes past the reservation time. If you are later than 15 minutes with no phone call or 30 minutes with a phone call the reserved equipment will be considered available to a new request. If you, for whatever reason, decide you aren't going to need the equipment you have reserved, please keep in mind someone else might. Please call, e-mail or stop by and let the Equipment Room Staff know you wish to cancel.

#### SAFETY

Read and familiarize yourself with all of the safety precautions listed in the manual for any piece of equipment you may be using. The Equipment Room has placed

warning labels on key issues on or in most of its equipment kits. Please familiarize yourself with these as they are critical. If you are working with a piece of equipment you are not familiar with, please ask for assistance. The safer you shoot, the easier and more successful your shoot will be.

Keep in mind your surroundings at all times. Be aware of where you are shooting, the traffic and the people that are close to your set. Remember—no footage that you can acquire is worth putting anyone's life at risk! Cameras are not allowed to hang out of windows in moving vehicles. The Art Institute cameras may not be used in any dangerous situation. Use common sense when plugging any equipment into an outlet. If equipment sparks, buzzes, smokes or is unusual in any way, do not touch it. You may get an electrical shock or be burned. Get a broom handle or some other (dry) non-conductive item to pull the cord out. Make sure equipment is off before plugging in. Check all cords for defects. Do not plug an instrument into an outlet that appears damaged. Please report The Art Institute location of the outlet to staff. Keep all electrical equipment dry and away from water (or rain) during use. lighting

#### LIGHTING

When using the light kits, keep in mind the possible dangers involved with the use of high-powered lights. 1000 Watts is a large amount of power consumption. Breakers are commonly 15 amps and will trip to the off position when more than 1500 Watts is plugged into a single breaker. Portable generators probably do not have enough power to run the lights.

With power transfer, high heat is emitted from a light. This heat is hot enough to burn skin, clothes, carpet, plastic, paper, etc. Do not position a light in close proximity to any flammable substance or fire sprinklers. Production lights will melt plastic. In the case of fire sprinklers, a hot light positioned too close may set them off, thereby soaking the equipment and the room. Never allow skin to make contact with Production Light Bulbs, even when it is turned off and cool. The oil that is deposited from human skin burns very hot as the lamp rises in temperature. This will cause the bulb to explode turning the glass shards into dangerous, high velocity projectiles.

*No person using the equipment or facilities of The Art Institute of Vancouver may do so while under the influence of drugs and/or alcohol. If The Art Institute of Vancouver Staff have reasonable and probable grounds to believe that an individual is under the influence of drugs and/or alcohol, their session will be cancelled and they will be asked to return all equipment and leave the premises.*

## *PENALTIES AND CONSEQUENCES*

It is important that students and alumni adhere to the policies and guidelines set forth by The Art Institute of Vancouver in order to maintain trouble free operations. When you do not, there are penalties. These are some things that can result in penalties and consequences:

- If the equipment is checked out in your name YOU are responsible for it. You are responsible even if another student damages, steals, sells, loses, etc. the equipment, as long as the equipment was checked out in your name.
- If you do not have a current student photo ID or a valid Day Pass, you will not be able to use the labs and will be asked to leave.
- If you return any damaged equipment, you will be charged for the repairs.
- If you return the equipment late, there will be a \$40/day late charge and your student account will be locked until outstanding fees are settled. Fines payments can be made to the registrars window in North Campus.
- If you do not return the equipment at all, you will no longer be able to use labs or book equipment. The matter will also be brought to the attention of the Ai president. Consequences may include, but are not limited to expulsion, liability for payment for the missing or damaged item and/or charges filed with the Burnaby RCMP.

---

## **FACILITIES**

### *FIRE AND SAFETY*

The Art Institute of Vancouver has several First Aid Attendants. Should you need any assistance, do not hesitate to contact Campus Resources. In case of fire or emergency, the bells will sound and you will be instructed by the fire wardens of the necessary procedures. Please follow the instructions of the wardens.

Downtown Contacts:

- 6th floor at 1090 West Georgia Street
- 8th floor at 570 Dunsmuir Street
- Reception desk located on the 7th floor at 1090 West Georgia St.

Each Burnaby campus building has a First Aid Station, with the exception of East Campus, which is equipped with a First Aid Kit and an Emergency Phone located next to Room A506.

Should you need any assistance, please do not hesitate to contact Campus Resources or the Security desk located in each building.

In case of fire or emergency, the bells will sound and you will be instructed by the fire wardens of the necessary procedures. Please follow the instructions of the wardens. More detailed emergency procedures with proper fire routes can be found posted in each building throughout the campus.

### *LOST AND FOUND/LOCKERS*

There is a Lost & Found at the ETC Campus Resources desk as well as the South Security desk. Please note that The Art Institute of Vancouver is not responsible for Lost and Found items left after 30 days. All Lost and Found items are disposed of during quarter breaks. Students are also expected to clean out lockers before quarter breaks as all lockers are cleaned out during the break. Any locks left on lockers during breaks will be removed.

### *STUDENT LOUNGES*

There is a student lounge located on/at the 6th floor at 1090 West Georgia, the 5th floor at 570 Dunsmuir, The International Culinary School, and the South Campus in Burnaby. All food and drink should remain in the student lounge. It is every student's responsibility to clean up after themselves and ensure these areas are kept clean and tidy. Please see Food & Drink Policy for important related information.

### *STUDENT MICROWAVES/KETTLE/VENDING MACHINES*

There are microwaves, kettles, and fridges available at various locations at AiV, including student lounges and areas around the E-Café. There are also vending machines located in some of these locations. It is every student's responsibility to clean up after themselves and ensure these areas are kept clean and tidy. Please see the Food & Drink Policy for important related information.

### *FOOD AND DRINK POLICY*

No food is allowed in any classroom at anytime. No food or drinks are permitted in the recording studios at anytime. Water is allowed in all other classrooms in a twist-top or pop-up top plastic bottle. All other beverages must be in an approved container only.

### *TELEPHONES*

There is a public telephone located on the 6 floor at 1090 West Georgia St. and near the Campus Resources desk at ETC. The Art Institute of Vancouver cannot take any

personal calls for students, with the exception of emergency calls, which are taken and immediately given to the student. Office telephones are not available for student use.

#### SUGGESTION BOX

The Suggestion Box is located at the Registrar's counter on the 6th floor at 1090 West Georgia St. and on the Mezzanine level of ETC. You may also email your suggestions to Student Affairs at: [aivstudentaffairs@aii.edu](mailto:aivstudentaffairs@aii.edu).

#### BAG POLICY

Bags must be a reasonable size. For example, backpacking packs are not permitted. Do not exceed the size of 40L backpacks. Bags must be kept under desks. They are not permitted in the hallways, classroom aisles or doorways. Bags must be kept to a minimum. No more than two bags per student. The Art Institute of Vancouver reserves the right to search student bags at any time.

#### PARKING

The Art Institute of Vancouver has both an on-campus and off-campus student parking pool at the Burnaby location. In order to park in either parking pool, students must display a valid student parking pass that is visible to anyone patrolling the lots. You can get a parking pass at the Bookstore in ETC for \$50.00 per quarter. Please note that a parking pass does not guarantee you a parking stall. The parking pass is intended to ensure that only students are parking in the student parking stalls. The student parking pass is only valid in the student parking pools.

#### PARKING STALLS IN FRONT OF ETC BUILDING

##### *On-Campus Student Parking Pool*

The on-campus parking is located at the ETC & South Buildings. The South Building parking stalls are marked 'Ai Student Parking Only' or similar wording. For the ETC Building, stalls that are not labeled for instructor parking are available for students to park in. Parking in a stall not designated as valid student parking (staff, instructor, visitor or other companies) with or without a student parking pass will result in being ticketed and/or towed. Do NOT park in the IMPARK lot that is next to ETC unless you have a monthly or hourly parking pass.

##### *Other Parking Options*

Whenever possible, we encourage the use of alternative transportation. Bus & skytrain schedules can be found on the Translink website at [www.translink.bc.ca](http://www.translink.bc.ca). There are some motorcycle and bicycle parking spots available on campus as well.

However, if you need to drive and you do not fare well in the parking lottery, here are some suggestions:

**Street Parking (Metered and Non-metered)** – There is metered street parking on Beta and Wayburne @ \$1.00/1 hour, \$2.00/2 hours, \$3.00/10 hours. Meters are in effect 9:00am to 6:00pm Monday to Friday, except holidays. If you park far enough from the school, you may be able to find non-metered parking but take note of any signs indicating restricted parking (i.e. residents only). There is also some unmetered parking available on Woodsworth, which is just past the off-campus parking lot.

**IMPARK/Metro Lots** – There are a few IMPARK lots close by the school. You can access some of them from Wayburne Drive (north of Canada Way). The one next to the ETC Building (Lot #1077) has 8 hourly stalls (#1-8) and the rates are \$1.00/hr (or portion) with a maximum of 3 hours. The Impark lot right next to the IBM building (Lot #1355) has hourly parking at \$1.00/hr (or portion) or \$5.00 for the day (6:00am–6:00pm). There is also an IMPARK lot by BCIT (Lot #928) that offers parking at \$3.00 per day. You can access this lot by going south on Beta Ave.

The Metro Lot by the East Building offers hourly parking at \$2.00/hr or \$6.00/day (6am–6pm).

#### OFF-CAMPUS STUDENT PARKING POOL

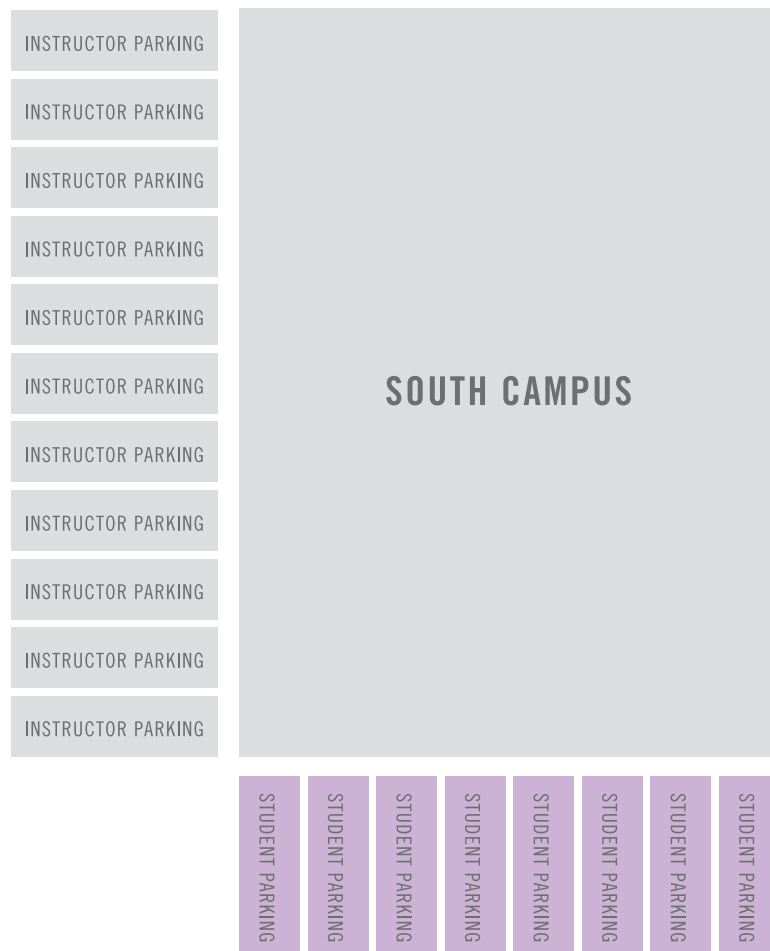
As well as the parking offered to students in front of the ETC and South Buildings, there is also a student parking pool at 3550 Wayburne at the Gizeh Shriner's lot. The lot is approximately a block South of Canada Way on the east side of Wayburne Drive. Please use the parking map on the following page to ensure that you are parking in the correct stalls. *Park only in stalls 19 -46 or you will risk being towed.*

Remember that you must display a student parking pass in order to avoid being ticketed or towed. This holds true for both the off-campus parking pool and the student parking in front of ETC and South Buildings. This is for both the on and off-campus parking pools as well as the parking in front of ETC and South Buildings.

Take care when walking to and from the off-campus parking pool as there are no sidewalks on the south side of Canada Way on route to and from the Shriner's parking lot. To get to the campus, you can either walk down Wayburne, cross Canada Way and cut through the Impark parking lot to the ETC or East building, or you can walk down Wayburne, turn left on Canada Way and make a right on Beta which will get you to the North and South Buildings.



## PARKING STALLS AT SOUTH CAMPUS



instructor. Therefore, students are expected to attend every class, lab, and workshop that is scheduled or assigned for the full duration of the program in which they are enrolled. By doing this, students will acquire the instructional outcomes needed to be successful in their chosen professions.

A student who is absent for four (4) or more cumulative classes in a course will be withdrawn from the course seven (7) calendar days after having missed the last class. The student may appeal the withdrawal by following the Appeal Process outlined below. *If an appeal is submitted as per the Appeal Process, the student will not be withdrawn until a final decision on the appeal has been made by the school.* Therefore, the student must continue to attend classes pending the outcome of the appeal.

### APPEAL PROCESS

The student, or designated representative, must appeal in writing to the Academic Director of the student's enrolled program within seven (7) calendar days after having missed the last class. The written appeal must describe in detail the circumstance(s) that resulted in the student's absence. The appeal must also describe how the circumstance(s) has changed to allow the student to attend classes regularly, and be successful in his/her education. Some examples of circumstances that would be considered as grounds for an appeal, with appropriate documentation, include: death of an immediate family member, or student illness requiring hospitalization.

The Academic Director and/or an Appeals Committee (consisting of the President, Dean, Academic Director, Faculty) will review the student's appeal and determine if the student is to be re-instated. The student may be asked to appear in person during the review process when deemed necessary by the Academic Director or the Appeals Committee. The Academic Director and Dean of Academic Affairs have the discretionary authority to administer each student's attendance situation in a manner deemed to be in the best interest of the student and The Art Institute of Vancouver.

### COMMUNICATION TO STUDENTS

The Art Institute of Vancouver utilizes a number of systems to communicate important daily announcements to students.

*Student Affairs Website – <http://studentaffairs.artschool.com>*

This is the main source of information for students and should be checked daily.

### School Email Account

School email accounts are also used extensively to communicate with students and

should be checked daily. To access your email, go to: <http://stu.aii.edu/> and log in using the username and password provided in your Online Services System (OLS) letter that you received along with your schedule.

#### *Campus Resources Website – <http://cr.artschool.com>*

This is where you can manage your account plus technical notes are available.

#### *Bulletin Boards*

There are a number of bulletin boards throughout the campus that should be checked on a regular basis for important announcements.

Students can also post applicable information to the bulletin boards and/or Student Affairs Website (<http://studentaffairs.artschool.com>). All postings must first be cleared by Student Affairs. If you want to post on the bulletin boards, you must have your posting approved by a Student Affairs representative in E120.

All student events, updates, rescheduled classes and important information are listed in the Student Affairs web site. Check this site at least once daily for important information.

---

## CAMPUS RESOURCES GUIDELINES

### *Guidelines for Acceptable Use of the Art Institute of Vancouver Campus Resources*

Use all computers and communications resources in a manner consistent with the ethical principles set forth by The Art Institute and with accepted community standards. All files stored on The Art Institute computer systems are subject to review at any time.

Respect the privacy of others. Do not seek information, obtain copies of, or modify files, media or passwords belonging to others.

Respect the rights of others. Comply with all The Art Institute policies regarding sexual, racial or other forms of harassment. Do not engage in any behavior that violates any of our policies, or that would interfere with the proper use of The Art Institute resources by others.

Respect the legal protection provided by copyright and licensing of programs, data and other sources of information. Do not distribute or make copies of software without the permission of the copyright holder. Do not download or install any software on The Art Institute computers or networks.

Respect the intended use of computing resources. Use all computing and communications facilities only for the purposes for which they are intended. The Art Institute computing resources may only be used for educational purposes.

Respect the integrity of computer systems, networks and facilities. Do not use programs, transactions, data or processes that infiltrate computer systems or damage or alter their software, data components or configurations. Do not alter the configuration of any Art Institute computer.

Respect the need for system and network security. Do not attempt to infiltrate or bypass security arrangements, or The Art Institute unauthorized access to facilities, resources, systems or networks.

Respect the intended usage of systems for electronic information exchange, including the Internet. The user bears the responsibility for any material he or she chooses to access, send or display. Internet access provided by The Art Institute may not be used in any way that violates The Art Institute policies, or federal, provincial and local laws or statutes. All student use of the Internet must be in support of the written curriculum.

Do not use the Internet for entertainment purposes, including but not limited to chatting, checking your e-mail during class, downloading software, music or other files, viewing pornography or other unsuitable material.

#### *INTERNET ACCESS & APPROPRIATE USE*

Internet access is provided at The Art Institute for the sole purpose of supporting the written curriculum. Students may access the Internet in the computer labs only for course-related work and in compliance with the guidelines set forth in this manual.

- Internet access in the computer labs is not to be used for chatting or recreational web surfing.
- Students may not use The Art Institute of Vancouver Internet access to download software or to view or download pornography.
- All Internet access is subject to monitoring at any time.

## COMPUTER AND STUDIO LAB RULES

The goal of the Campus Resources Department Staff, the Technology Committees and Administration is to assure the integrity of lab systems and equipment, to optimize student access and to maximize utilization and maintenance of computer resources.

*Failure to adhere to the following rules may result in the suspension of computer lab access privileges and/or probation or other disciplinary action. Malicious or mischievous acts resulting in damage to equipment or software may result in permanent suspension from the Institute.*

- No food is allowed in any of the labs at anytime. Drinks are allowed in labs in approved containers only.
- Lab computers have standard configurations. No modifications to the Windows, or MAC environments are allowed.
- Loud, unruly or other behavior disruptive to other students in a lab is unacceptable and will not be tolerated.
- Students may not download or install software of any kind into any computer. This includes, but is not limited to fonts, software programs, plug-ins, file sharing applications, Internet browsers, and Instant Messenger and ICQ programs.
- Any attempt to copy software from any of the school computers, or by using school computers or other equipment may be an illegal act that violates copyright laws and will result in disciplinary action. It is the responsibility of the user to understand and abide by relevant laws. Criminal prosecution may be pursued. Do not attempt to bypass the security arrangements in any computer or computer systems.
- Students must return any checked-out equipment in its original and working condition. Students will be charged for the cost of repair or replacement of any damaged or lost equipment.
- Hard drives in The Art Institute computers and servers provide temporary file storage (h:drives) while working and are purged of user files on a quarterly basis – sometimes without notice. The Art Institute does not back up student storage (h:drives). The student is responsible for maintaining a current backup of his or her files on removable media at all times.
- Please be careful as you put videotapes into the equipment decks. Use caution and check to be sure that there are no post-it notes or unsecured labels. Do not insert pencils, gum, etc. into the equipment.
- Use of any campus resources to perform any illegal activities is strictly prohibited.

## STUDENT INFORMATION

### PASSPORT TO SUCCESS PROGRAM

The AiV Passport to Success Program is designed to help students achieve 3 main goals:

- To attend a variety of student activities, workshops, seminars and events during their studies at the Art Institute of Vancouver;
- To learn and benefit from these events, both directly and indirectly;
- To complete a program of this nature, giving the student a sense of accomplishment and credibility as they move forward in their careers.

Students will receive a 'passport' with 10 spaces for a stamp. 5 of the spaces are designated for events related to academics or career services, such as Student Success Seminars. The other 5 are designated for Student Affairs activities, including Welcomefest and sports events. Students will only be able to receive 2 stamps for ongoing activities such as yoga or pilates. Students will not receive a stamp for mandatory/course required sessions or activities.

Once all 10 spaces on the passport have been filled, the student will be eligible to receive a framed certificate which will be presented to them by the President at a luncheon in the week after classes finish for the quarter.

The names of the recipients of the Passport to Success will be made available to industry personnel and posted with a photo outside the Student Affairs office in Burnaby.

### TIPS FOR SUCCESS

#### TAKE EFFECTIVE NOTES

It is important to take notes during class. Your notes help you remember what your instructor said about important concepts. Good notes also help you remember what ideas or facts your instructor stressed during his/her lecture. These are the things that will turn up on exams or will be necessary for assignments.

### *Before Class*

- Review your notes from last class
- Formulate some questions to ask in class
- Make sure you have paper and pens to write with

### *During Class*

- Listen for and write down the main ideas
- Watch for cues from your teacher that help you know what is important
- Use abbreviations
- Leave spaces to fill in missed information

### *After Class*

- Read over your notes and fill in missing details
- Compare notes with a classmate
- Try to summarize the lecture in a paragraph
- Review your notes regularly

### LEARN TO READ

#### *Survey the chapter*

- Skim over the whole chapter you are about to read. Get to know the main points before you start reading.

#### *Question*

- Turn all the headings and bold face words into questions. When you are reading try to answer the questions.

### LEARN TO WRITE

In college you will be required to write. Your instructors use papers to see how well you understand the information and also to see how well you can express yourself about the topic.

#### *Prepare to Write*

- Make sure you understand what it is you are supposed to be writing about
- Choose topics that interest you
- Start learning all you can about what you have to write about and do it EARLY

#### *Compose the Piece*

- Plan your paper well
- Most written work contains a thesis (what it is you are going to talk about), a few main ideas (the points you want to make about your thesis), support for your ideas, and a conclusion (a summary of the main points and the thesis)
- Write a rough draft of all the ideas you want to include

#### *Recall*

- When you've finished reading each section try to recall the main themes in your own words. Write down a short summary for each section you read.

#### *Review*

- When you've finished reading look over all the questions you made up and see if you can answer them.

### *Revise the work*

- Re-read what you wrote and see if it makes sense
- Have someone else read the paper. Every good writer has an editor. It doesn't matter if the other person knows the material because you should have explained it well enough that any reader can understand it.
- Make corrections to content and meaning first and worry about spelling and grammar later
- Finally, proof read for spelling or grammatical errors.  
USE YOUR SPELL CHECK!

### PLAN FOR GREAT PRESENTATIONS

At some point in your college career you will be asked to make a presentation to the class, the school, or future employers. It is important to plan early so that you have plenty of time to practice. Good planning makes good presentations.

#### *Before*

- Think about what you need to say
- Use visual aids, stories and jokes
- Write out three or four main points you want to make
- Know the points inside and out
- Do not memorize your talk. It is more engaging for the listener if you speak in the moment rather than recite
- Time your presentation so you know how long it will take
- Practice in front of a mirror or on a tape recorder

#### *During*

- Always begin by telling your audience what your talk is going to be about
- Let listeners know the 3-4 main points you will discuss. This helps listeners follow your train of thought.
- Speak more slowly than you think you should. People have a tendency to speak rapidly when they are nervous.
- Always summarize the things you said at the end of your talk.
- Thank your listeners for listening and ask if they have any questions.
- If you can't answer a question just say so. Let them know that you will find an answer for them as soon as possible. Do not try to bluff, as someone is sure to find out!

*(Only ask if there are questions if you are actually prepared to answer them!)*

### LEARN TO TAKE EXAMS WELL

- Learn the information presented as you go. Do not try to cram before the exam.
- Practice the exam taking scenario before the exam. Use practice tests or have someone quiz you.
- Use your time well on an exam. Do the easiest parts first.

#### TIME MANAGEMENT SKILLS

##### *Make a long-term schedule for yourself*

- Include all important school dates and exam schedules
- Set up a calendar for the quarter, listing all your assignment due dates and deadlines.
- Keep it in a place you see everyday

##### *Make daily To-Do-Lists*

- On an index card, write out the things you must do each day. Carry the card with you so you can check things off.
- Prioritize tasks. Do the most important things first.
- Estimate how long it takes to do tasks and then plan accordingly
- Make sure you have time in your schedule for eating and sleeping

#### BALANCE YOUR LIFE

Devoting all your time to your school work may sound like a good way to succeed, but living only for school can lead to burn-out. Make sure you devote some time each week to all the important areas of your life. It is important to balance the following:

- |          |                         |                    |
|----------|-------------------------|--------------------|
| • Work   | • Social contact        | • Family           |
| • School | • Hobbies and interests | • Physical fitness |

Make sure you are sleeping once every 24 hours for a period of 4-8 hours. You will be more productive and creative if you rest your brain and body regularly.

#### SET CAREER GOALS

Career goals are the focus and the reason behind all the hard work you are doing now. When you don't have a sense of what you are moving towards, things can seem pretty pointless. Knowing how each assignment relates to your future career can be a strong motivator.

#### DEAL WITH PERSONAL ISSUES

Life has a way of handing us ups and downs when we least expect them. It is important to recognize when life is getting in the way of your studies. Seek out the School Counselor or go to your health care provider for a referral to someone who can help.

*Counselling Services Burnaby 604-298-5400  
Counselling Services Vancouver 604-683-9200*

#### KNOW THE SYSTEM

Success at college is more than doing well in class. It means knowing how to work within a system. There are things that you need to know that you will not always be told or reminded of. Be prepared to ask questions until you get answers! Make yourself familiar with the Campus Guide Books, Student Handbook and Student Affairs Website. Get to know your Academic Advisor.

##### *Other things you should be aware of:*

- GPA requirements for continuation in your department
- Deadlines for adding/dropping classes
- Requirements for your program
- The location of your Academic Advisor's office
- How and where to pay your fees
- Location of Student Financial Aid office
- The Registrar's office
- Places to EAT on campus

#### BUDGETING

If you are concerned about your budget and would like to speak to someone, contact the Student Financial Services department at your campus.

## GENERAL STUDENT INFORMATION

#### *BC IDENTIFICATION CARD*

(BCID) cards are typically used as identification in any situation where you might use a driver's license. You can get a BCID card at any driver licensing office.

*Website: [http://www.icbc.com/Licensing/lic\\_utility\\_id\\_cardPU.html](http://www.icbc.com/Licensing/lic_utility_id_cardPU.html)*

#### *CRISIS AND SUICIDE*

Crisis Intervention and Suicide Prevention (24 hours): 604-872-3311

#### *PREGNANCY, BIRTH CONTROL, AIDS AND STI INFO*

The Facts of Life Line (phone help for all Sexual health concerns): 604-731-4252

*Options for Sexual Health: <http://www.optionsforsexualhealth.org/facts/index.htm>*

#### *MEDICAL HEALTH*

Medical Services Plan of BC: 604-683-7151

Finding a New Doctor: [https://www.cpsbc.ca/cps/physician\\_directory/search](https://www.cpsbc.ca/cps/physician_directory/search)

Brentwood Medical Clinic (38-4567 Lougheed HWY Burnaby): 604-294-3848  
Aquarius Medical Clinic (202-179 Davie Street Vancouver): 604-669-7772  
BC Nurse Line (info over the phone from a Registered Nurse): 604-215-4700

#### MEDICAL INSURANCE

All students at Ai should have health coverage. The Medical Services Plan (MSP) is a provincial government program that insures medically required services provided by physicians and supplementary health care practitioners, laboratory services and diagnostic procedures.

#### MSP

##### 1) BC RESIDENTS:

It is mandatory for all BC residents to enroll for medical coverage. Register for MSP in order to receive your Personal Health Number (PHN) on your CareCard. It takes approximately two months to process the application form. Missing or incomplete information will extend the time further.

Eligibility: A BC resident is someone who is a citizen or permanent resident of Canada, makes his/her home in British Columbia and is physically present in BC at least 6 months of calendar year.

##### Required Documents:

(These may include photocopies of the following)

##### *Canadian Citizens:*

Canadian Birth Certificate, Citizenship Card, Passport, Any documentation from a Canadian Vital Statistics department that verifies Canadian Citizenship

##### *Permanent Residents:*

Record of Landing, Permanent Resident Card (front and back), Confirmation of Permanent Residence document

##### *Temporary Citizenship & Immigration Canada Document Holders:*

Temporary Resident Permit, Work Permit, Study Permit

Visit: <http://www.healthservices.gov.bc.ca/msp/> for more information

##### 2) OUT-OF-PROVINCE STUDENTS AND INTERNATIONAL STUDENTS:

Apply for MSP immediately after arriving in BC rather than at the end of the

waiting period to allow time for your application to be processed. Coverage eligibility occurs after a waiting period of three months.

##### *a) Out-of-province students:*

- Maintain coverage with your former medical plan during the waiting period.
- If you choose to maintain medical coverage from another province during and after the waiting period, please be aware of additional costs for services, such as ambulance.

##### *b) International students:*

- For international students, contact a private insurance company for coverage during the waiting period.

##### *Premiums for MSP are:*

\$54 for one person, \$94 for a family of two, and \$108 for a family of three or more.

#### PRIVATE HEALTH INSURANCE

StudentGuard provides healthcare insurance to international students studying in and outside of Canada. The cost is \$1.65 per day. To apply online, go to their website: <http://www.studentguard.com/howtoapply/> or print the form and fax to 1-866-329-8447 (Toll Free in North America) or to our office in Toronto, Ontario, Canada at (905) 731-6676. You will know that you have coverage when you receive a confirmation from Student Guard that your application has been processed and approved. This can be by e-mail, or by the receipt of your ID Card and Policy. The ID Card is mailed after your application has been processed and will take around 2-5 business days depending on the mail. For more information call 1-877-873-8447 (North America)

*Note: When you call, indicate that you are a student of the Art Institute of Vancouver.*

#### MULTICULTURAL SERVICES

- Immigrant Services Society of BC: 604-684-2561
- MOSAIC (info, referrals, translation, counseling in many languages): 604-254-0244

#### VICTIM SERVICES

Victims Information Line (advice/assistance to victims of crime): 1-800-563-0808

### FOOD BANK

Greater Vancouver Food Bank: 604-876-3601

E-mail: [foodbank@foodbank.bc.ca](mailto:foodbank@foodbank.bc.ca)

### POLICE

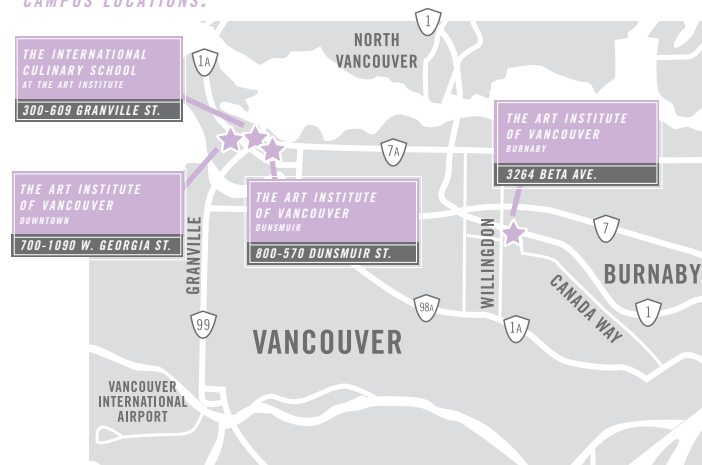
- Burnaby RCMP (non-emergency): 604-294-7922
- Vancouver RCMP (non-emergency): 604-985-1311

### LEGAL ISSUES

- LSLAP (law Students' Legal Advice Program - free): 604-822-5791
- Dial-A-Law: 1-800-565-5297
- Tenant's Rights Hotline: 604-255-0546
- Tenant Survival Guide BC: <http://www.tenants.bc.ca/factsheets/TSGweb.ht>

## LOCATION AND CAMPUS MAPS

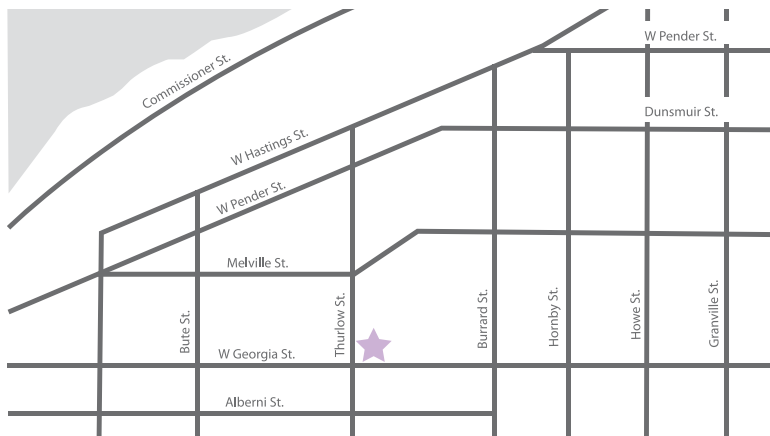
### CAMPUS LOCATIONS:



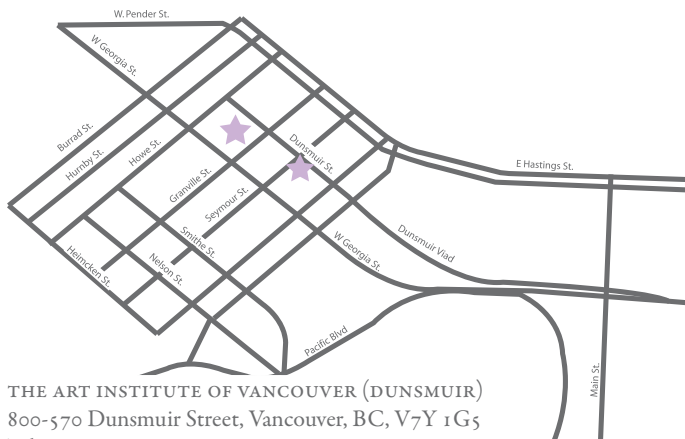
THE ART INSTITUTE OF VANCOUVER (BURNABY)

3264 Beta Avenue, Burnaby, BC, V5G 4K4

Tel: 604-298-5400 | Toll free: 1-800-661-1885



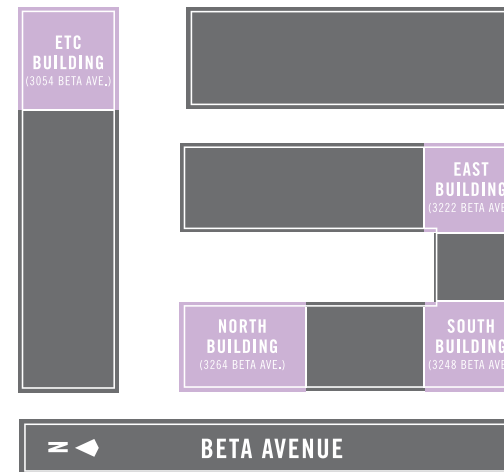
**THE ART INSTITUTE OF VANCOUVER (DOWNTOWN)**  
 700-1090 West Georgia Street, Vancouver, BC, V6E 3V7  
 Tel: 604-683-9200 | Toll free: 1-800-717-8080



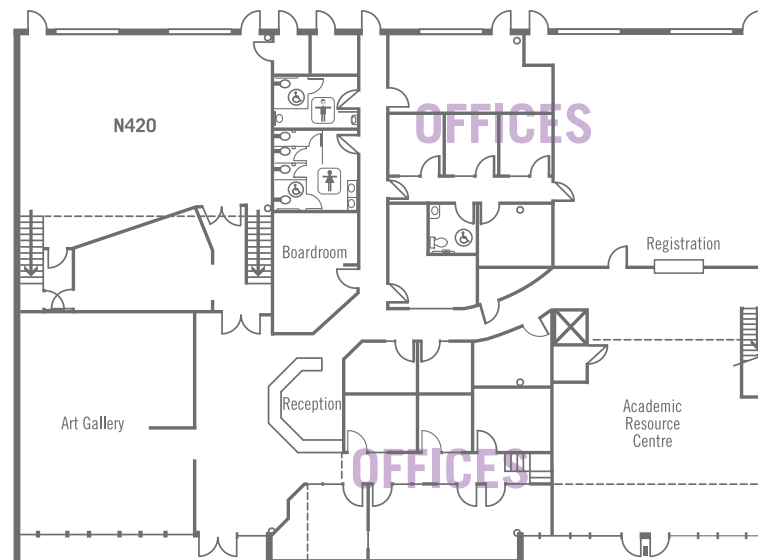
**THE ART INSTITUTE OF VANCOUVER (DUNSMUIR)**  
 800-570 Dunsmuir Street, Vancouver, BC, V7Y 1G5  
 Tel: 604-630.0512

**THE INTERNATIONAL CULINARY SCHOOL  
 AT THE ART INSTITUTE OF VANCOUVER**  
 P.O. Box 10366  
 300-609 Granville Street, Vancouver, BC, V7Y 1G5  
 Tel: 604-738-3155 | Toll free: 1-800667-7288

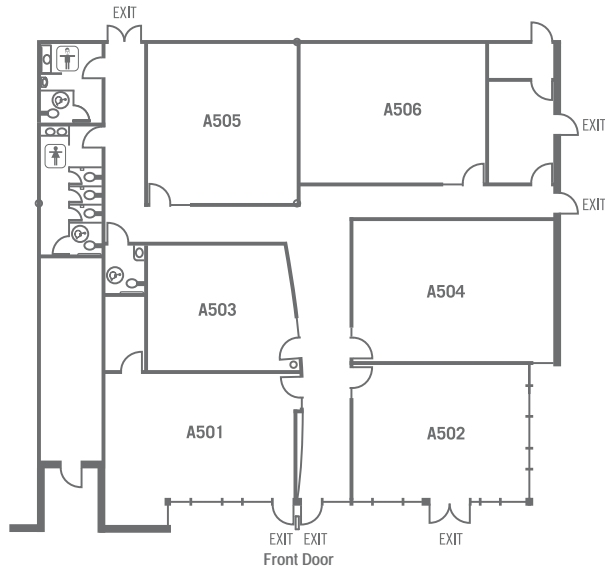
### BURNABY CAMPUS LAYOUT



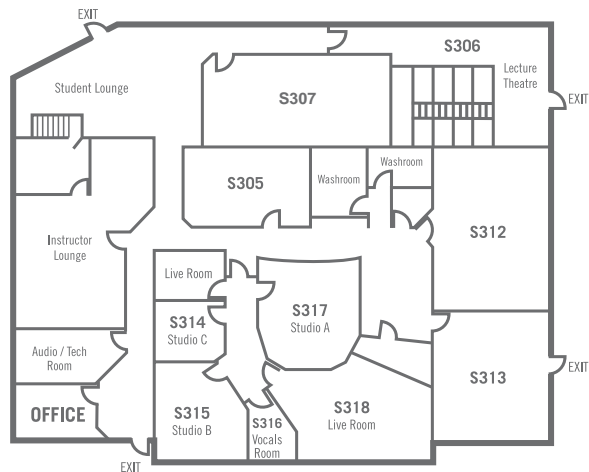
### BURNABY NORTH CAMPUS



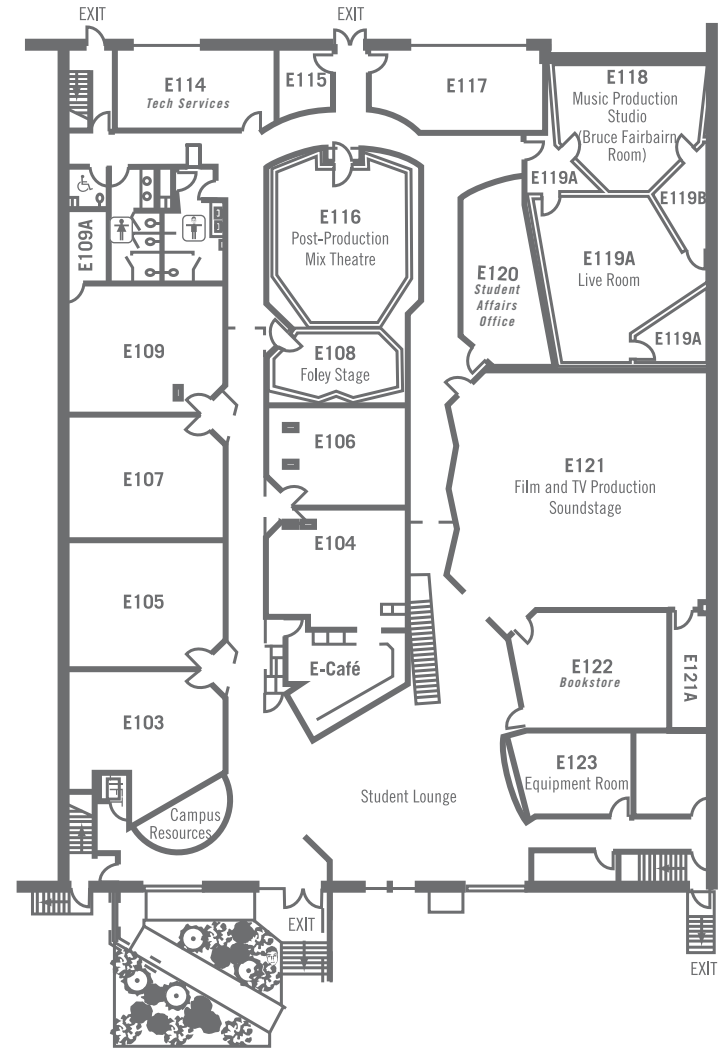
**BURNABY EAST CAMPUS**



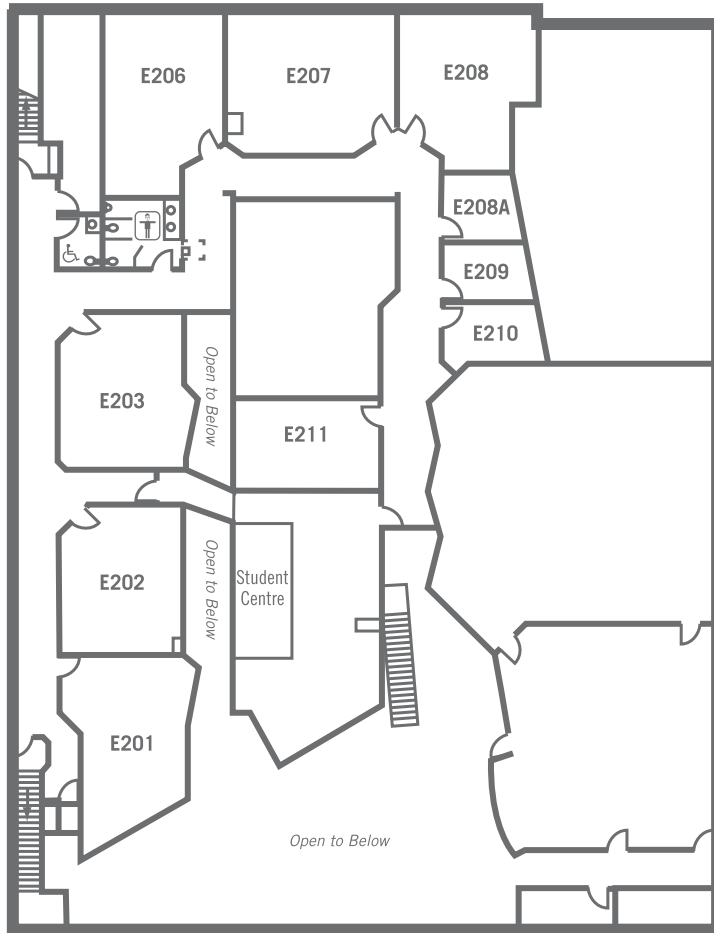
**BURNABY SOUTH CAMPUS**



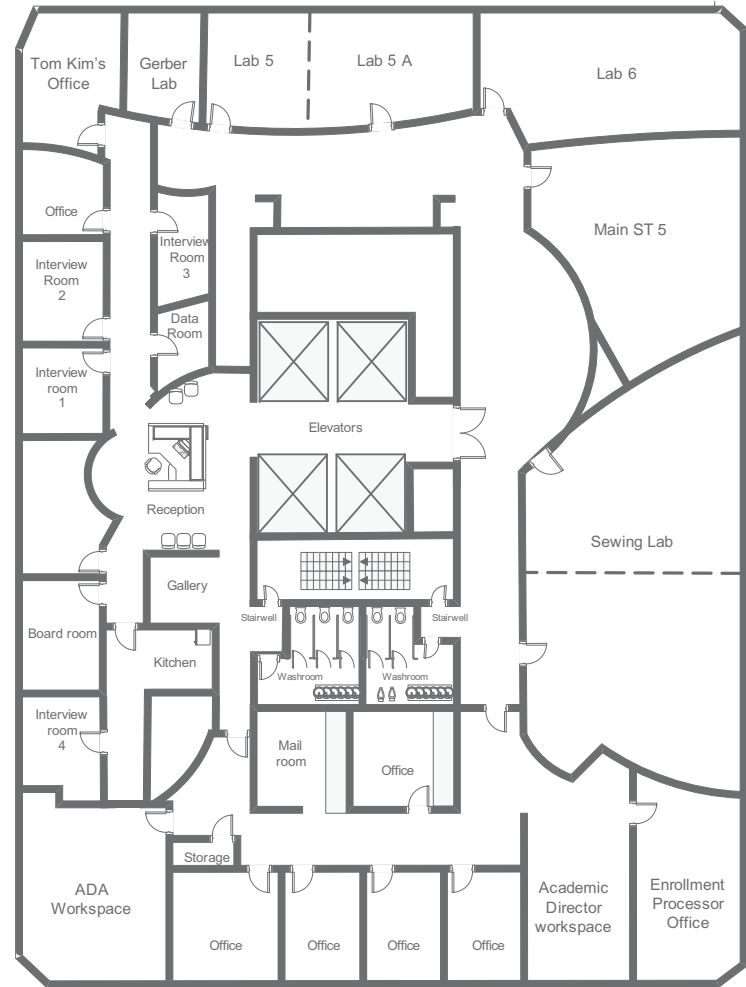
**BURNABY ETC CAMPUS—MAIN FLOOR**



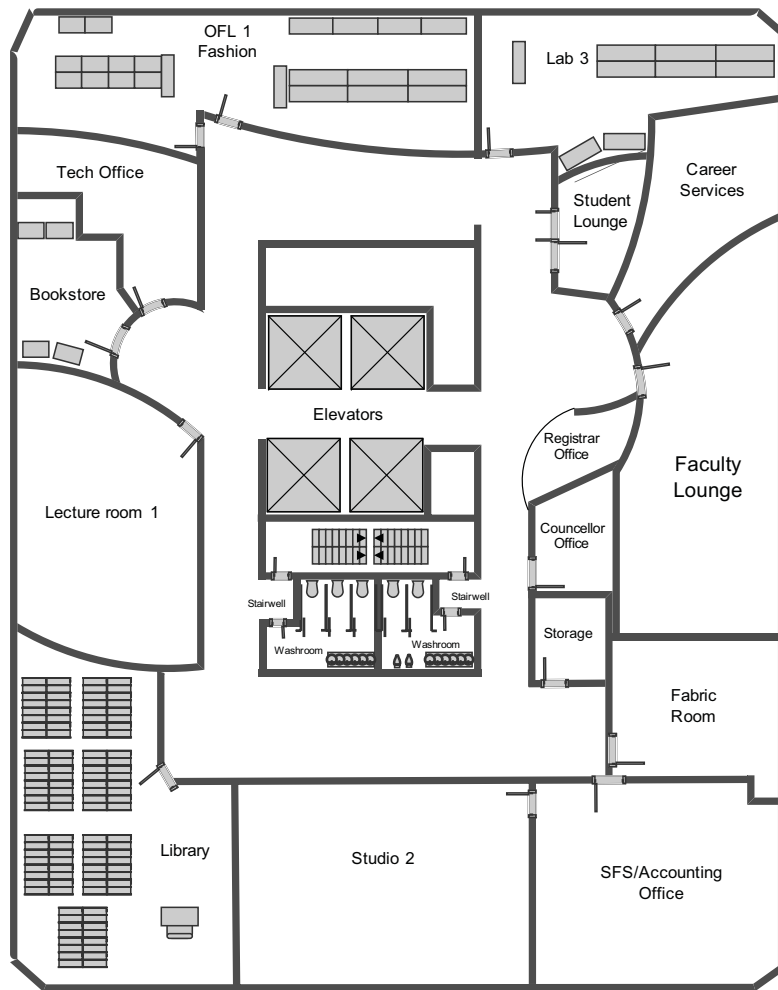
BURNABY ETC CAMPUS—SECOND FLOOR



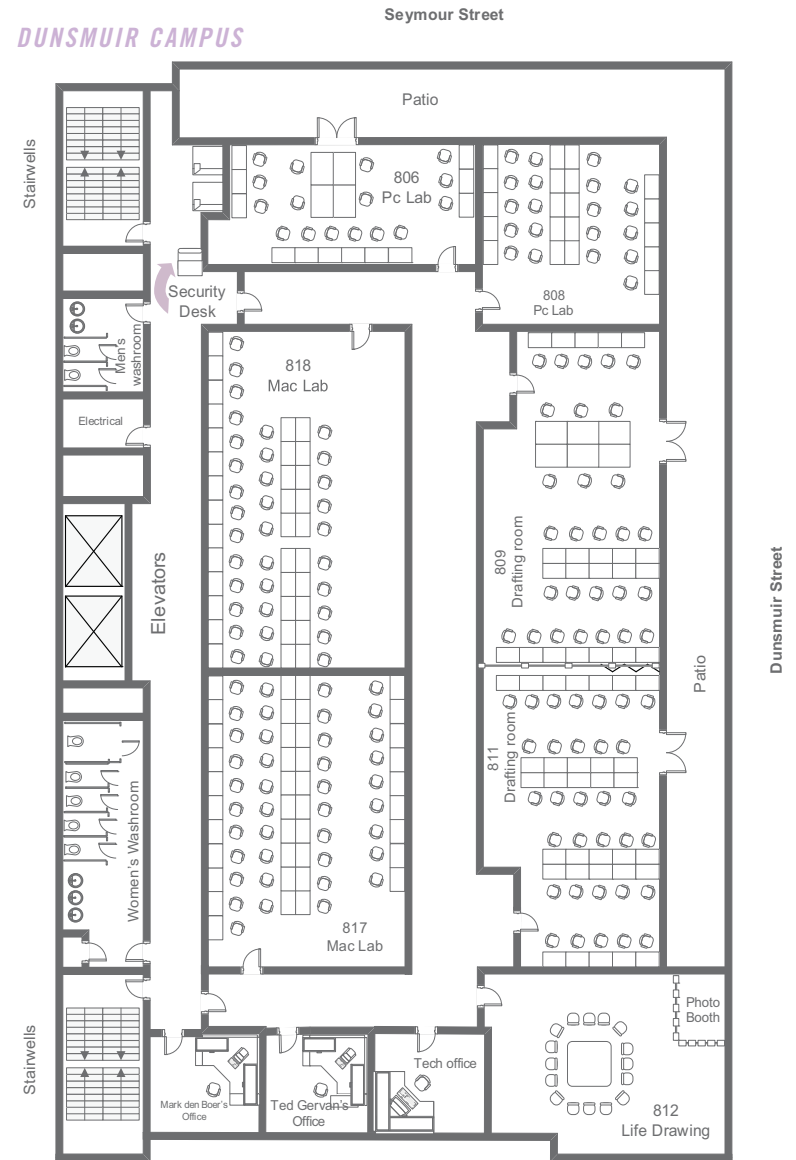
DOWNTOWN CAMPUS - 7TH FLOOR



**DOWNTOWN CAMPUS - 6TH FLOOR**

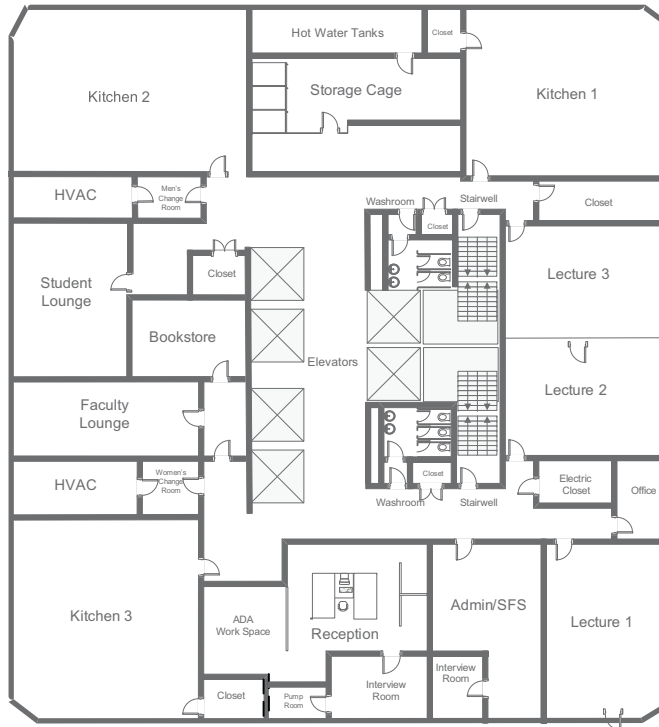


**DUNSMUIR CAMPUS**



## CULINARY CAMPUS

## NOTES



This toolkit was produced by the Department of Student Affairs at the Art Institute of Vancouver. It is intended as a supplement to your Academic Calendar. For complete details concerning policies, procedures and the resources available please refer to the Academic Calendar.

The Art Institute of Vancouver reserves the right to change the policies contained within this campus guide from time to time. Notice is not required for a new policy to take effect, however The Art Institute of Vancouver will make reasonable attempts to notify students promptly of any policy changes through website or email postings, mail distributions or other methods deemed appropriate by the college administration. This campus guide is not intended to create a contract between the student and The Art Institute of Vancouver.

## STUDENT TOOLKIT

THE ART INSTITUTE OF VANCOUVER

Burnaby:	•	Downtown:	•	Culinary:	•	Dunsmuir:	•
3264 Beta Avenue	•	1090 W. Georgia St.	•	609 Granville St.	•	570 Dunsmuir St.	•
Burnaby, BC V5G 4K4	•	Vancouver, BC V6E 3V7	•	Vancouver, BC V7Y 1G5	•	Vancouver, BC V6B 1Y1	•
Phone 604.298.5400	•	Phone 604.683.9200	•	Phone 604.738.3155	•	Phone 604.630.0512	•