

STUDENT

Student Toolkit

AFFAIRS

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

Ai
The Art Institute
of Vancouver™

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AIV RESOURCES (ACADEMIC)

ACADEMIC ADVISOR

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

Renfrew/Culinary

Chantal Brown

chbrown@aii.edu

GD, WDIM, EVM, ID, CUL, FMM, FDM

Renfrew

Victoria Haynes

vihaynes@aii.edu

DFV, PRAX, AAD, VEX, MAG, VGP, GAD

ACADEMIC DIRECTORS

Renfrew Campus

Andrew Czink, Academic Director,

Recording Arts

e: aczink@aii.edu

t: 778-373-8922

Jeremy McCarron, Academic Director,
Animation Art & Design, 3D Modeling
for Animation and Games, VFX for

Television & Film

e: jmccarron@aii.edu

t: 778-373-8926

Marc Aubanel, Academic Director,
Game Art & Design, Visual & Game
Programming

e: maubanel@aii.edu

t: 778-373-8929

Terri Anne Wilson, Academic Director,
Digital Film & Video

e: tawilson@aii.edu

t: 778-373-8933

Mike Granek, Academic Director, Event
Management

e: mgranek@aii.edu

t: 778-373-8915

Corrie Heringa, Academic Director,
Graphic Design, Web Design &
Interactive Media

e: cheringa@aii.edu

t: 778-373-8913

Kwee Joon Chew, Academic Director,
Fashion Marketing & Management,
Fashion Design & Merchandising

e: kchew@aii.edu

t: 778-373-8991

Seng Sengsavanh, Academic Director,
Interior Design

e: ssengsavanh@aii.edu

t: 778-373-8918

Culinary Campus

Benjamin Faber, Academic Director,
Culinary Arts

e: bfaber@aii.edu

t: 778-373-8980

LIBRARY

There are two libraries available to all students. The Renfrew library is located on the first floor in room 104. The Culinary library collection can be found inside the Bookstore at the Culinary campus. Altogether, the two libraries have a collection of over 8500 books, 2400 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 \$0.50-\$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 the Renfrew and Culinary libraries for you to pick up at your convenience. You can also return your items to any one 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!

NEED HELP? DON'T KNOW WHERE TO START ON AN ASSIGNMENT?

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.

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:

HTTP://LIBRARY.ARTSCHOOL.COM/

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:

- Fashion Snoops: User ID: aivanstudent / Password: aivan7694
- Getty Images: Please contact the library to register.
- Groves Dictionary of Art – User ID: AiVan / Password: AiVan
- 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: 2010summer
- Oxford Reference Online – User ID: AiVan/ Password: AiVan
- Proquest BigChalk Electric Library – User ID: 74-76776/Password: bigchalk
- Proquest “Big Bundle” – User ID: aivpro2008 / Password: AiVmags
- Safari Technical E-Books – User ID: aivsafari / Password: 2010summer
- Stash Online Media – User ID: aivlibrary / Password: stash
- VTC (online tutorials!) – User ID: VTCStu / Password: 2010summer

Please hold onto this information!

STUDENT ACCOUNTING, STUDENT FINANCIAL SERVICES, REGISTRAR

STUDENT ACCOUNTING

studentaccounting@aii.edu

If you need to make a payment to the school, contact Student Accounting. At the Renfrew Campus, you can find Student Accounting on the main floor across from Drafting Room 121. Culinary students can make payments to the Administration Window located on the 3rd floor of the Cluniary Campus.

STUDENT FINANCIAL SERVICES

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 Window on the main floor of the Renfrew Campus. Culinary students can make appointments with SFS at the Culinary Campus Administration Window on the 3rd floor.

REGISTRAR

If you have any questions or business pertaining to transcripts, schedule change forms, course challenges, confirmation of enrollment or matters of attendance you need to see the Registrar's office. Please visit the Administration Window on the main floor across from Drafting Room 121 at the Renfrew Campus. The Registrar's office hours are Monday through Friday, 8:30 am to 5:00 pm.

STUDENT NUMBER

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

GRADE CHALLENGES

The deadline for grade challenges is Friday July 9 before 4:00pm.

SCHEDULE & COURSE SECTION CHANGES

The deadline for schedule and course section changes is Monday July 12th before 4:00 pm. Section change forms are available at the Administration Window at Renfrew; or visit your Academic Director/Advisor.

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 Monday July 12th. 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 September 3rd at 4:00 pm. If you withdraw from a class on or after Monday, September 6, you will receive an automatic "F" for the course and a "WF" on your transcript.

NOTE: Withdrawing from a course may mean withdrawing from your program, which has financial implications as outlined in the PCTIA (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 refund 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 summer quarter (2010), there are three statutory holidays. Classes will run as usual unless otherwise notified.

- Thursday, July 1: Canada Day – no classes, campuses are closed.
- Monday, August 2: BC Day - no classes, campuses are closed.
- Monday, September 6: Labour Day - no classes, campuses are closed.

On holiday weekends, regular classes will run on Saturday & Sunday and normal attendance policies are followed.

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>. Your Academic Director will also send an e-mail to your student e-mail account to notify you of the class cancellation.

SCHEDULING WEEK

In the 7th week of each quarter, students will be able to log in to MyAiCampus.com and register themselves for classes for the next term. Advisors and Academic Directors will be available to answer any questions and help students make the right scheduling decisions. Students who wish to register for less than 15 credits must see their Academic Director.

STUDENT PORTAL

MyAiCampus.com

The student portal provides access to the convenience of a number of school services on-line at any time of the day. With a single sign on at MyAiCampus.com, you can check your e-mails, check your grades, register for classes and find out about events and activities at your campus.

AIV RESOURCES (NON-ACADEMIC)

STUDENT AFFAIRS

<http://studentaffairs.artschool.com>

Student Affairs coordinates events and activities that will enrich your experience at the school. The department also serves as a liaison to various departments so don't hesitate to contact us if you have any questions or suggestions. The Student Affairs office is located on the second floor in room 260 at the Renfrew Campus.

STUDENT VOLUNTEERS AND CLUBS

aivstudentaffairs@aii.edu

The Art Institute of Vancouver encourages students to get involved by contributing to the development of the school culture. There are a number of clubs to join and opportunities to suggest ideas for new clubs or become a club leader. For more details email *aivstudentaffairs@aii.edu*.

AI STUDENT ASSOCIATION

aivstudentaffair@aii.edu

The Art Institute of Vancouver encourages and supports student leadership through the Student Association. The purpose of the SA is:

- To provide a forum to discuss student issues
- To facilitate the exchange of ideas and information among students
- To act as a liaison between students, faculty and administration
- To support school clubs and work collaboratively with these organizations
- To provide leadership opportunities for students within the school
- To promote school spirit among the student body and create a sense of connectedness with the school that will result in student success

If you are interested in joining the Student Association, please visit the Student Affairs office or email *aivstudentaffairs@aii.edu*. New members are welcome.

STUDENT SUPPORT

awebster@aii.edu

All students have access to free counseling services provided by a trained clinical counsellor, through the Student Assistance Program. Assistance is available to students 24/7, including evenings and weekends, at all campus locations to provide wellness related resources to students dealing with a variety of issues. The Student Support and Disabilities Coordinator can provide guidance, support and referrals for students that may be experiencing common challenging issues such as stress, anxiety, relationship issues, depression, anger management, time management, procrastination, sexual orientation, gender issues, balancing school/work/family demands and addressing self-harming behaviors. Students can access the services and resources directly or can make an appointment to chat about their concerns. Please email the Student Support and Disability Coordinator directly at *awebster@aii.edu* to set up an appointment or call 1-800-326-6142 to reach the 24/7 Student Assistance Program Line.

DISABILITY SERVICES

awebster@aii.edu

The Art Institute of Vancouver is committed to providing qualified students with a disability an equal opportunity to access the benefits, rights and privileges of its full range of academic services, programs and activities. Notifying the school that you have a disability is optional and confidential. If you have a disability and believe you might need accommodations, please contact the Support and Disability Services Coordinator directly at *awebster@aii.edu*.

SCHOOL SPONSORED HOUSING

jlam@aii.edu

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 complex located in Vancouver to provide housing to students who wish to live in an environment with fellow Art Institute of Vancouver students. Some of the benefits include:

- Opportunities to meet and network with other Art Institute students
- Located approximately 20 minutes by public transit to the Renfrew Campus and 20 minutes to our Culinary Campus

- Costs can be included in the student financial plan
- 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 Director of Housing 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 Jenmai Lam, Director of Residential Life and Housing at jlam@aii.edu or visit our website at www.artinstitutes.edu/vancouver/StudentLife/student_housing.aspx

STUDENT SUCCESS COMMITTEE

aivstudentaffairs@aii.edu

The Student Success Committee at The Art Institute of Vancouver consists of staff and faculty members who are committed to the continual improvement of the quality of campus life for all students. For more information or to get involved with the Student Success Committee (employees) or the Student Association (students) please email *aivstudentaffairs@aii.edu*.

CAREER SERVICES

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 on the 2nd floor of the Renfrew Campus. A Career Services Advisor is also located on-site at the Culinary Campus. If you have any questions for your Career Services Advisors, please email *careerservices@aii.edu*.

Shannon Svingen-Jones, Director of Career Services / Dean of Student Affairs

Email: ssvingenjones@aii.edu

Marcos Armstrong, Career Services Supervisor, Graphic Design

Email: marmstrong@aii.edu

Sarah Mount, Career Services Advisor, Game Art & Design, Game Programming
Email: smount@aii.edu

Tanya Mueller, Career Services Advisor, Animation & Games
Email: tmueller@aii.edu

Carole Robson, Career Services Advisor, Fashion Design & Merchandising, Fashion Marketing & Management
Email: crobson@aii.edu

Jaime Schnurr, Career Services Advisor, Culinary Arts
Email: jschnurr@aii.edu

David Senyard, Career Services Supervisor, Event Management
Email: dsenyard@aii.edu

Teresa Vaccaro, Career Services Advisor, Graphic Design, Web Design & Interactive Media, Digital Film & Video
Email: tvaccaro@aii.edu

Kevan O'Brien, Student Employment Advisor / Alumni Coordinator
Email: keobrien@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 2nd floor at the Renfrew 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 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 Student Toolkit as well as those published in the Student Handbook (located in the front of the Student Day Planner) 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.

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.

Send Action Requests to: aivhelpticket@aii.edu; OR

Visit the Campus Resources desk located on the 2nd floor of the Renfrew Campus.

CAMPUS RESOURCE ACCOUNTS/USER NAMES/PASSWORDS

You will receive your computer login information during the registration process at New Student Orientation. Login information includes your username and password and instructions on how and where to use them. If a login sheet was not provided during Orientation you will be asked to use the Temp Account in order to access the systems. At your first opportunity please see Technical Support prior to the start of your first class to retrieve your account information as they become available.

STUDENT ID CARD AND ACCESS CARDS

A Student ID Card will be needed to enter all student areas. Please wear your picture ID Card in a manner which is visible while on campus. In the event that you forget or misplace your ID card, you need to obtain a temporary Day Pass from Campus Security.

. 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 in 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 on the main floor of the Renfrew Campus. Once you have paid your fee, you can use the receipt to pick up your new pass from Campus Resources.

Important: You will require your access card to enter Culinary Campus 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 everyday. If your cards are not working properly, please see Campus Security.

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

PRINTING

The Art Institute of Vancouver uses Pharos print services. This server software tracks, and reports on print and Xerox usage for cost recovery and accounting. To increase your print allowance, please purchase credits from the bookstore and present the tech staff with a receipt. In turn, tech will 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 a central network storage space that 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 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 will submit homework and other assignments to the instructors folder, please refer to your instructor as to what folder is most appropriate for that class.

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

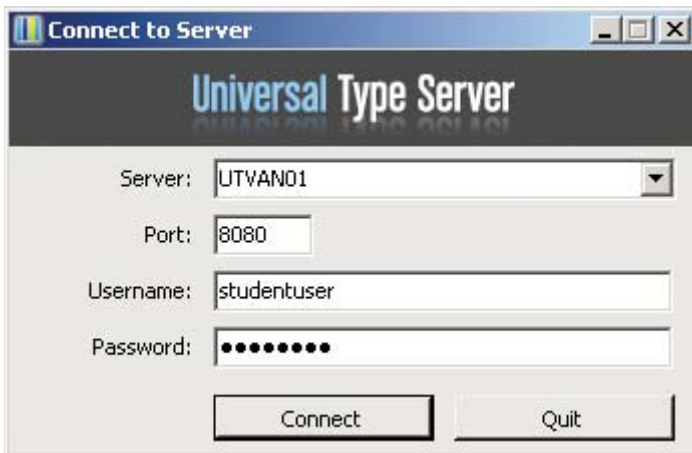
Home folder: When you log in on the Mac you will have access to the same home folder you do on the PC. You can save your work here, but your disk space is limited and backing it up is your responsibility. We recommend you buy some blank CDs, DVDs or other external storage to keep current copies of your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

Extensis Universal Type Server is a robust font system that stores and makes thousands of different typefaces available on demand, leaving more of your computer's resources free. To start using Universal Type Server:

1. On a PC, Go to Start|Programs|Extensis|Universal Type Client
2. On a Mac, find Universal Type Client in the Dock.
3. In the Server field, enter UTVAN01
4. In the Port field, enter 8080
5. In the username field, enter 'studentuser'
6. In the password field, enter "password" as the password.
7. It will take a moment to load the list of approximately 4500 typefaces, once you've chosen a type you would like to use, select it and then click on the "Temporary" activation button in the top left. The Type(s) you activated are now available in your applications!



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.

LOGGING INTO A WINDOWS PC WORKSTATION

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

Make sure that 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.

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 S 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 AND S 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 or data of any 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 from the bookstore 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.

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://myaicampus.com> to set-up your username and password.

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: <http://myaicampus.com>

- Type in your name and password, or create a new account if this is your first visit.
- Enter the site.
- Click on “Email”.

Forwarding your Art Institute student Email account to another address:

- Under the heading, “Preferences”.
- Click on Email Forwarding
- Type in the email account you would like to forward all emails to.

EQUIPMENT ROOM

EQUIPMENT ACCESS & USAGE

The Equipment Room is available for students to access equipment on the main floor of the Renfrew Campus.

Equipment Room

Phone: 778-373-8995 Extension 8995

Email: aivequipment@aii.edu

Hours: Monday to Saturday 8:00am to 10:30pm

Sunday 10:00am - 6:00pm

Tech Room

Phone: 778-374-8992 Extension 8992

Email: aivequipment@aii.edu

Hours: Monday to Friday 7:30am to 10:00pm

Saturday 8:00am to 4:00pm

Closed Sunday's

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 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. Penalties and consequences for violations are outlined in the subsequent sections in your student toolkit. 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 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

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. 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

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, you will not be able to use the equipment 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. Payments can be made to Student Accounting at the Renfrew Campus Student Accounting Window.
- 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 Art Institute 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 Vancouver 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 or the Security Desk. 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 throughout the campus.

At the Renfrew Campus, the Security Desk is equipped with a First Aid Kit and Emergency Phone.

LOST AND FOUND/LOCKERS

There is a Lost & Found located at the Tech Services Office in the Renfrew Campus. 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 the main floor of the Renfrew Campus and the 3rd floor of the Culinary Campus. 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 and kettles available in the Student Lounge at The Art Institute of Vancouver. There are also vending machines located at both campus 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

The Art Institute of Vancouver provides students, faculty and staff with cafeteria areas at each of its campuses. Food and drink should be enjoyed exclusively in these areas of the school. From time to time, food may be served at school events that take place in lecture rooms, art rooms or other public areas such as the atrium or the art galleries.

These events are always sponsored and supervised by school officials.

Students, faculty and staff are not allowed to bring food into classrooms at any time. Drinks are allowed in lecture classrooms, drafting rooms and art rooms if they are in screw-top bottles or sealed-top travel mugs. Aluminum cans, open-top containers and other easily spilled vessels are not allowed. Due to the sensitive nature of the technology used in the computer labs, fashion labs and audio production studios, no food or drink is allowed in these rooms at any time. However, as instructors often have to speak for long periods and may find it difficult to leave the classroom, instructors may bring a drink in an approved, sealed-top container into the classroom where they are teaching. Students are not allowed to bring food or drinks into computer labs, fashion labs or audio production studios. Students violating the food and drink policy may be asked to leave the classroom.

Breaks should be provided at regular intervals in all classes so that students may leave the classroom to get a refreshment.

TELEPHONES

There is a public telephone located on the main floor of the Renfrew Campus. 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 main floor of the Renfrew Campus. You may also email your suggestions to Student Affairs at: *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.

EMERGENCY PROCEDURES

911 PROCEDURES

- Do not hesitate to call 911 in matters of life and death or if you are uncertain about the severity of a situation.
- Dial 911 on a mobile or land line phone device and provide (a) nature of the emergency and (b) the location including the name of the building, the address, phone number and room number.
- Contact Campus Security concerning all safety and safety-related issues as soon as possible. Security phone numbers are listed below.
- Students and staff are advised not to talk to the media in a crisis situation.

HOW DO I KNOW IF IT IS AN EMERGENCY?

Err on the side of caution. Tell someone: campus security, a faculty member, a co-worker, a supervisor, a peer, or call 911.

Renfrew Campus Address:

2665 Renfrew Street, Vancouver, British Columbia, V5M 0A7

Culinary Campus Address:

300-609 Granville Street, Vancouver, BC V7Y 1G5

CAMPUS CONTACT INFORMATION

- | | |
|----------------------|--------------|
| • Renfrew Security | 778-373-9000 |
| • Renfrew Reception | 604-683-9200 |
| • Culinary Reception | 778-373-8905 |

EMERGENCY PHONE NUMBERS

- | | |
|--|----------------|
| • Fire/Medical/Police | 911 |
| • Poison Control Centre | 604-682-5050 |
| • Crisis Centre | 604-872-3311 |
| • Gas Leaks & Odours | 1-800-663-9911 |
| • Power Outages & Emergencies | 1-888-769-3766 |
| • Earthquake, Flood, Dangerous Goods Spills, and Tsunami | 1-800-663-3456 |
| • Environment/Wildlife Conflict | 1-800-663-9453 |
| • Sexual Assault Centre | 604-255-6344 |
| • Coastal/Airport Watch program | 1-888-855-6655 |

- Police non-emergency

Vancouver:	604-717-3321
Burnaby:	604-294-7922
- Fire non-emergency

Vancouver:	604-665-6000
Burnaby:	604-294-7190
- Ambulance non-emergency

	604-872-5151
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SCHOOL CLOSING PROCEDURE

The Art Institute of Vancouver may determine in the interests of staff, faculty and students to close the school for the following reasons, but not limited to:

- Bomb threat, earthquake, fire, violence, inclement weather, transportation strikes, demonstrations (planned/unplanned), terrorist attack (in any part of the country), other national emergencies

School closures are rare; however in the event that the school must close, we will post the details of the closure on the main reception line or check the Student Affairs Website (<http://studentaffairs.artschool.com/>)

If no information related to school closure is posted, you may assume that all campuses will be open for regularly scheduled hours.

EMERGENCY EVACUATION PLAN

Situations requiring evacuation include fire, hazardous material release, bomb threats and earthquakes. Fire alarms must be treated as real emergencies and building evacuation must occur. The need for evacuation in other situations will be determined by emergency personnel and you will be advised if evacuation is necessary.

If evacuation is necessary:

1. Calmly proceed to nearest exit -- in case of fire check doors for heat before opening.
2. Follow instructions from emergency personnel.
3. Do not use elevators.
4. Walk -- don't rush or crowd. Use handrails in stairways. Assist people with disabilities.
5. Move away from the building quickly -- watch for falling glass and other hazards.
6. Move to your emergency meeting location and stay there so that all personnel may be accounted for.
7. Never re-enter the building until notified by emergency personnel that it is safe to do so.

EVACUATING DISABLED PERSONS:

Individuals who are non-ambulatory, hearing impaired, or visually impaired require special assistance during any evacuation. These persons should inform their supervisors, co-worker and the Building Emergency Director of the help that they will require in the event of an emergency.

FIRE SAFETY

If you see a fire:

1. Activate the fire alarm, alert others, and move everyone away from the area of the fire, closing doors behind you.
2. Call 9 1 1 and report location of fire (see 9 1 1 Procedures).
3. Use a fire extinguisher on small fires (waste basket sized) only if it is safe to do so. Use the correct fire extinguisher

Fire extinguishers are specific to certain types of fires.

<i>Class</i>	<i>Type of Fire</i>
A	Ordinary combustibles
B	Flammable liquids
C	Electrically charged equipment
D	Combustible metals

When a fire alarm is activated:

1. It must be treated as a real emergency.
2. Evacuate the building and proceed to your emergency meeting location
3. Never open a closed door without checking it first for heat - if the door is hot, do not open it. If not hot, open it slowly, standing behind it to one side, and be prepared to shut it quickly if fire is present.
4. Use the stairway, proceeding down to the ground floor, never up. Never use elevators if fire is suspected.
5. Once outside, proceed to the predetermined area so that a head count can be taken. Find out the location of your predetermined area before a fire occurs.

If clothing catches on fire:

Yours:

STOP where you are.

DROP to the floor.

ROLL around on the floor.

Someone else's:

Grab a blanket, rug or coat and wrap them in it to smother the flames.

If trapped in a room by fire:

1. Block smoke from entering by placing damp cloth material around / under door.
2. Retreat, closing as many doors as possible between yourself and the fire.
3. Signal your location -- phone 9 1 1 and give the fire department your exact location; if this is not possible be prepared to signal from a window. Do not open the window or break glass unless absolutely necessary -- outside smoke may be drawn in.

If caught in smoke:

1. Drop to your knees and crawl.
2. Breathe shallowly through your nose, holding your breath as long as possible. Use a damp cloth over your mouth and nose to filter out smoke.
3. Stay calm.

Note: Know in advance exactly how many doors you will have to pass along your evacuation route before you reach the nearest exit. In heavy smoke you can crawl or crouch low with head 30"-36" from the floor (watching the base of the wall) and count out the number of doors you pass -- you will then know when you have reached the exit door (even if you can't see that it is the exit).

BOMB THREAT OUTLINE:

1. All bomb threats should be taken seriously.
2. The person receiving the phone call should remain calm and attempt to keep the caller on the phone as long as possible to collect as much relevant information as possible. If possible, alert another employee of the situation so that they can call 9 1 1 while the caller is still on the line.
3. Listen to the caller and ask the following questions:
 - "Where is the bomb located?"
 - "When will it explode?"
 - "What does the bomb look like?" (contents, size, shape, color etc.)
 - "What kind is it?"
 - "What will make it go off and when?"
 - "Why are you doing this?"
 - "Who are you?"
4. Listen for any characteristic that could describe the caller's voice (age, sex, accent, etc.), mannerisms, and emotional state. Also listen for background noise

(traffic, music, other voices, etc.)

5. Immediately call 911. Give your name, location and telephone number to the police. Inform them of the situation, including any information you may have as to the location of the bomb, time it is set to explode, time you received the call, etc.
6. Contact Security (numbers above).
7. Inform your supervisor or department director of the situation.
8. If instructed to evacuate, follow regular evacuation procedures. (See “Emergency Evacuation Procedures”)

SUSPICIOUS PACKAGE OBSERVED OUTLINE:

If you spot a suspicious object, package, etc. report it to Security. Under NO circumstances should you touch or move it in any way.

PERSONAL SECURITY

- Know the location of the nearest phone, alarm and exits.
- Have emergency numbers posted by the phone.
- If you have concerns about your personal safety, call Campus Security (numbers above).

Safety on the go:

- Walk with someone else whenever possible.
- Stay in busy, well lit areas. Do not take shortcuts through low-traffic areas.
- Use caution when stopping to give strangers information or directions, especially at night.
- If you suspect you are being followed, be suspicious. Keep checking behind you so the person knows you cannot be surprised. Change directions, cross the street and go to a busy, well lit area. Report the incident to the police immediately.
- Park your car or bicycle in a busy, well lit area. If this is not possible, or if you are returning to your vehicle late at night, call Campus Security, or have someone accompany you.
- Be alert as you return to your vehicle. If someone is hanging around - leave. Have your keys ready and check your backseat before getting in your car. Lock your door and keep your windows rolled up.

If you witness a crime:

- Call 911 and then Campus Security (numbers above)
- Do not place yourself in danger by attempting to apprehend or interfere with a suspect.

- Get a good description of the suspect. Note physical characteristics, clothing, direction and mode of travel.
 - Note the license plate number as well as the make and colour of any vehicle which may be involved.
-

PARKING & TRANSPORTATION

TRANSIT

We are in an excellent location for using public transit, being directly next to the Renfrew Sky Train station. You can check out transit rates and how to get to the new campus by visiting BC Transit Website at: <http://www.translink.ca/>

CYCLING

Vancouver has designated cycling routes throughout the city, and you can often take your bike with you on transit as well. The Translink website contains advice about travelling by bike throughout the city: <http://www.translink.ca/en/Cycling.aspx> . Renfrew campus has bicycle racks for student use.

Please Note: It is recommended that personal locking devices are used to secure bikes. Neither The Art Institute of Vancouver nor any of its authorized persons are liable for any loss or damage to individual bicycles or belongings on campus.

PARKING

The parking lot is under the ownership of our Renfrew campus landlord who has designated Advance Parking Systems to manage the parking lot for The Art Institute of Vancouver. Thus, students will work directly with Advance Parking for monthly passes and pay into their parking meters for daily parking.

At the Renfrew campus, students have the following parking options:

Street Parking

- FREE street parking in the neighborhood (limited availability)

Metered Parking

- Hourly Metered Parking (prices are according to latest update from Advance Parking Systems)
 - \$3.50 per hour from 6:00 am to 6:00 pm
 - \$7:00 maximum for all day 6:00 am – 6:00 pm
-

- \$3.50 maximum for night 6:00 pm – 6:00 am
- \$10.50 for a 24 hour parking period

Monthly Parking

Monthly parking passes are available directly from Advance Parking Systems at \$75.00 per month. To obtain a monthly parking pass, please contact Advanced Parking Systems Ltd. at (604) 909-3787 and quote LOT#: 9132. Students will need to show their school ID to obtain their parking pass.

It is recommended that students contact Advanced parking PRIOR to the start of the quarter.

POLICIES AND PROCEDURES

GENERAL CONDUCT

Noise Level – Noise level is to be kept at a minimum in group study areas and classrooms

Cell Phones – You are advised to switch off your cell phones in the classroom. All cell phone calls are to be taken outside of the study areas.

Video Games – Playing video games during class or class hours is unacceptable.

Headphones – Headphones are to be used in all public study areas while listening to music.

Offensive Material – zero tolerance policy on offensive material (i.e. pornographic in nature).

If material of this nature is found present on your computer, you will be removed from the program.

For complete details on general conduct, please review the full Student Conduct Policy found in your Student Handbook.

ATTENDANCE POLICY

Attendance plays a crucial role in student success. Therefore, it is important that students be present at every class. The Art Institute programs are content rich and designed to replicate industry practice. This unique instructional mix of theory, technique training and practice occurs best in the classroom under the guidance of an 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.

Student Affairs Facebook Page - <http://www.facebook.com/AiVStudentAffairs>

Join the Student Affairs Facebook page to receive updates about upcoming events, activities and information!

School Email Account

School email accounts are used extensively to communicate with students and should be checked daily. To access your email, go to: <http://MyAiCampus.com>.

Bulletin Boards

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

Student Portal Website - <http://MyAiCampus.com>

Access important student information including your student email account, class schedules, upcoming activity and events, campus news, your grades, and more!

Announcements Page

The announcements page is delivered to classrooms at the beginning of every week. Ask your instructor to read the announcements page to the class.

Alumni Connections - www.alumniconnections.com/artinstitutes

Online network of The Art Institutes Alumni

*Optimal Resume – <http://artinstitutes.optimalresume.com> – login code: *optimall**

Online resume and website creation software and employer database

The Art Institute of Vancouver's Twitter Page - www.twitter.com/aivancouver

The Art Institute of Vancouver's Portfolio Page - <http://ai.outstudentportfolios.com/vancouver>

The Art Institute of Vancouver's YouTube Channel - www.youtube.com/user/artinstitutes

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.

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

1. 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.
 2. Respect the privacy of others. Do not seek information, obtain copies of, or modify files, media or passwords belonging to others.
 3. 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.
 4. 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.
 5. 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.
 6. 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.
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7. 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.
8. 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.
9. 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.
- Wireless access in the Renfrew campus is limited to Web Surfing.

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 or drink is allowed in any of the labs at anytime.

- 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.

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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

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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.

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.

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.

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

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!

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 work, school, family, friends, hobbies, and social activities.

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 Student Support Coordinator or go to your health care provider for a referral to someone who can help.

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 Student Toolkit, 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

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

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

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:

- Single - \$57 per month
- Family of two - \$102 per month
- Family of three or more - \$114

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

POLICE

- Burnaby RCMP (non-emergency): 604294-7922
- Vancouver RCMP (non-emergency): 604-985-1311

LEGAL ISSUES

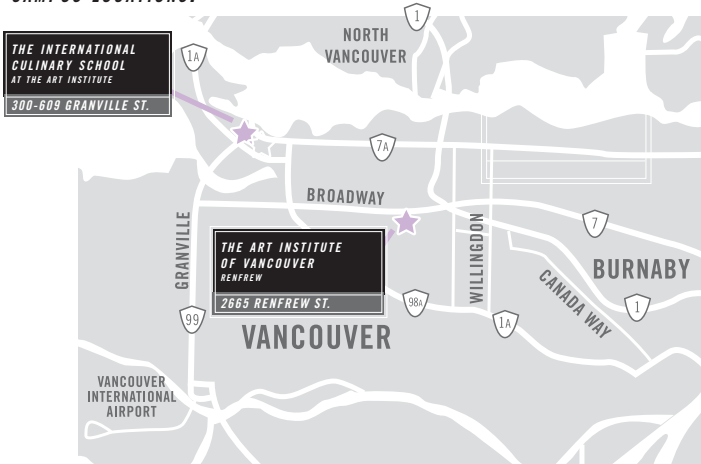
- LSLAP (law Students' Legal Advice Program - free): 604-822-5791
- Dial-A-Law: 1-800-565-5297
- Tenant's Rights Hotline: 604-255-0546
- Tenant Survival Guide BC: <http://www.tenants.bc.ca/factsheets/TSGweb.ht>

WELLNESS INFO

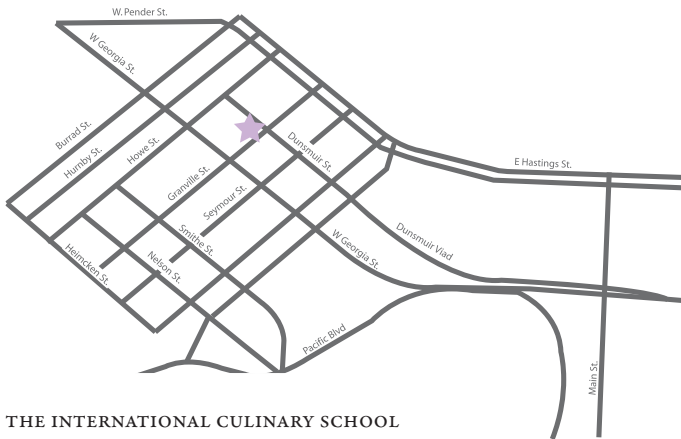
- Mental Health Information Line: Vancouver 604-669-7600
- HealthLink BC: Anywhere in BC: 8-1-1
- Deaf and hearing impaired: 7-1-1
- Poison Control Centre: Vancouver (Emergency) 604-682-5050 OR (Non-Emergency) 604-682-2344
- Food and Nutrition Line: Greater Vancouver 604-732-9191
- BC Bereavement Helpline: Lower Mainland 604-738-9950
- Sexually Transmitted Diseases: 1-800-661-4337

LOCATION AND CAMPUS MAPS

CAMPUS LOCATIONS:

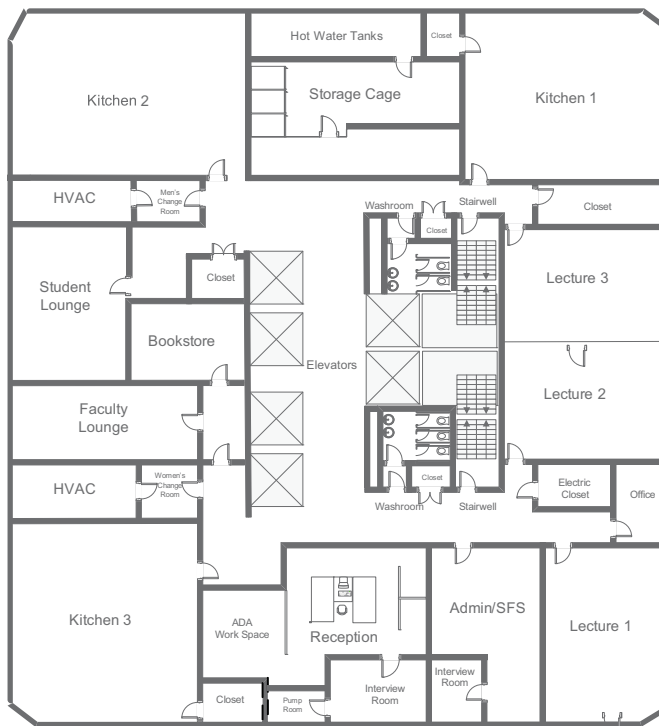


THE ART INSTITUTE OF VANCOUVER (RENFREW)
2665 Renfrew Street, Vancouver, BC
Tel: 604-683-9200 | Toll free: 1-800-717-8080



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

CULINARY CAMPUS



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.

NOTES

NOTES

STUDENT TOOLKIT

THE ART INSTITUTE OF VANCOUVER

Culinary:

300-609 Granville Street

Vancouver, BC V7Y 1G5

Phone 778-373-8905



Renfrew:

2665 Renfrew Street

Vancouver, BC V5M 0A7

Phone 604.683.9200



Housing:

3433 Crowley Dr

Vancouver, BC V5R 6C5

Phone 778-373-8956