COVID-19 Update: In order to help reduce risk of exposure to COVID-19 to students, staff, and faculty the Engineering Undergraduate Office will be closed until further notice. Although we have transitioned away from in-person services, we are still here to support you. You will find useful contact information in this document.
I need help with....

Adapting to life in Canada / at UVic ................................................................. 1, 4, 7, 8, 9, 10, 20
Chemistry ............................................................................................................ 2
Co-op ..................................................................................................................... 5
Computer science ............................................................................................... 3
Computer science program ................................................................................... 18
Cultural transition ............................................................................................... 4, 7, 8, 9, 10, 20, 21
Disabilities ........................................................................................................... 16
Engineering program ............................................................................................ 11
English .................................................................................................................. 1, 7, 9, 20
Exchange, Visiting Student or Study Abroad programs ......................................... 9, 20
Health .................................................................................................................. 6
Health insurance ................................................................................................... 9
Immigration .......................................................................................................... 9
Interview skills ..................................................................................................... 4, 5
Learning skills ..................................................................................................... 17
Mathematics ........................................................................................................ 12
Meeting new people ............................................................................................. 7, 8, 9, 10, 20, 21
Mental health ...................................................................................................... 4, 6
My courses .......................................................................................................... 14, 16 (also see the individual courses)
Personal concerns ............................................................................................... 4, 13
Physics ................................................................................................................. 15
Religious practices ............................................................................................... 13
Resume writing ..................................................................................................... 5
Sexual health and birth control .......................................................................... 6
Statistics ................................................................................................................ 12
Study skills ......................................................................................................... 16, 17
Suicidal thoughts ................................................................................................. 16, 17
Work visa ............................................................................................................ 4
Writing .................................................................................................................. 5, 9
Anything else ...................................................................................................... 1

University of Victoria – Faculty of Engineering
International Student Resources
2020-2021
#1) Centre for Academic Communication

The CAC is open online for tutoring and ready to help with academic communication-related requests. Click “Book an Appointment” to get written feedback or meet with a tutor on Zoom, check out their online resources in the “Help Yourself” section, or email them with your questions.

**Email:** thecac@uvic.ca  
**Phone number:** 250-853-3675  
**Location:** McPherson Library, rooms 135 J in the Academic Help corridor of the Learning Commons in the Mearns Centre for Learning  
**Website:** [http://www.uvic.ca/learningandteaching/cac/](http://www.uvic.ca/learningandteaching/cac/)

**Services available:**
- Support for academic expectations, writing, reading and speaking
- Seminars, workshops and group practice sessions
- One-on-one appointments with tutors

#2) Chemistry Support

**Email:** chem@uvic.ca  
**Phone number:** 250-721-7152  
**Location:** Elliot Office Wing  
**Website:** [https://www.uvic.ca/science/chemistry/](https://www.uvic.ca/science/chemistry/)

**Services available:**
- Upper year or graduate Chemistry student there to help with problems
- Check course spaces for all related course information including drop-in schedule, location and contact.

#3) Computer Science Assistance Centre

**Email:**  
**Phone number:**  
**Location:**  
**Website:** [https://connex.csc.uvic.ca/portal/site/cscassist](https://connex.csc.uvic.ca/portal/site/cscassist)

**Services available:**
- The Assistance Centre is closed for the Fall 2020 semester. Each course will provide extra support directly to students.

#4) Counselling Services

UVic Counselling has transitioned to offering services by phone. Please visit their website for updates on services.

**Email:** counsell@uvic.ca  
**Phone number:** 250-721-8341  
**Location:** University Centre, Room B270  
**Website:** [http://www.uvic.ca/services/counselling/](http://www.uvic.ca/services/counselling/)
Services available:
- Free, confidential counselling
- Individual appointments
- Anxiety and stress, relationship difficulties, depression, health and wellness, loss and grief, family, self-esteem, loneliness, compulsive behavior, panic attacks, learning difficulties, drug or alcohol problems, suicidal thoughts, career direction, self-awareness and values, academic performance, procrastination, time management, transition and adjustment
- Anger, assertiveness, body image and food, international/cultural issues, personal growth, relationships, stress and anxiety

#5) Engineering and Computer Science/Math Co-op

UVic co-op has moved all appointments and meetings to either video conference or phone.

Email: engrcoop@uvic.ca    Phone number: 250-472-5800
Location: Engineering & Computer Science Building, Room 204
Website: http://www.uvic.ca/coopandcareer/engrcoop

Services available:
- Applying to the co-op program
- Obtaining work visas
- Preparing your resume
- Applying for jobs
- Interview skills
- Job-site visits during your work terms

#6) Health Services

UVic Health is open. Health has transitioned to offering services by telehealth as much as possible. Appointments can be made by phone.

Email: moa@uvic.ca    Phone number: 250-721-8492
Location: Petersen Health Centre, Lower Parking Lot #5
Website: http://www.health.uvic.ca/

Services available:
- All the standard services of a family doctor / general practitioner
- Fully confidential
- Emergency first aid
- Allergy shots
- Vaccinations
- Birth control advice
- Sexually transmitted infection tests
• Minor surgery
• Specialist referrals

#7) International Commons

Due to the current COVID-19 situation, regular conversation cafes will reconvene at a later date. In the meantime, students can join their virtual Global Community Conversation Café. Please check their website for details.

Email: issinfo@uvic.ca  Phone number: 250-721-6361
Location: McPherson Library, Room 151A
Website: http://www.uvic.ca/international/students/home/international-commons

Services available:
• Programs and initiatives to support academic success

#8) International Student Association

Email: Phone number:
Location:
Website: https://www.facebook.com/groups/432425033470357

Services available:
• Campus-wide student-run group
• Platform to meet people from all across the globe and celebrate cultural diversity
• International Representative program to connect new international students with current UVIC students from their homeland
• Social events
• Facebook group: UVic International Student Association

#9) International Student Services (ISS)

Due to the COVID-19 pandemic, restrictions have been put in place that limit travel to Canada. Please see their website for additional information and support.

Email: issinfo@uvic.ca  Phone number: 250-721-6361
Location: University Centre, Room B272
Website: https://www.uvic.ca/international/home/contact/iss/index.php

Services available:
• International student advising for degree program students, exchange students and visiting students
• Answers to your questions about Canadian immigration documents, health insurance, housing, social insurance numbers, income tax, identification cards, banking and other non-academic issues
- Information sessions on topics related to your international student experience
- Referrals to helpful resources, both on and off campus
- UVic Global Community
- Student Exchange Program
- International Commons

#10) Leadership Through Diversity in Engineering

Email: ltd.uvic@gmail.com  Phone number: 
Location: 
Website: https://onlineacademiccommunity.uvic.ca/ltd/

Services available:
- Faculty of Engineering student-run group
- Mission to engage minority groups and promote equality and inclusivity throughout the Faculty of Engineering and within its industry
- Social and networking events
- Tri-mentorship program to connect first year students, senior students, and industry mentors
- Chances to get involved in leadership-building opportunities and develop your soft skills
- Facebook group: UVic Leadership Through Diversity in Engineering (LTD)

#11) LeAnne Golinsky, Engineering First Year Advising Officer

In response to COVID-19 and to adhere to the Provincial Health Officer’s recommendation for social distancing, the engineering and computer science undergraduate advising offices have temporarily transitioned to working remotely.

Email: engradav@uvic.ca  Phone number: 250-721-6018
Location: Engineering Office Wing, Room 206
Website: https://www.uvic.ca/engineering/

Services available:
- Advice on choosing first year Engineering courses
- Adding and dropping first year Engineering courses
- Modifying your first year Engineering program (for example, to reduce the number of courses you’re taking each term)
- Other questions about the Engineering program
#12) Mathematics and Statistics Assistance Centre

Tutors will be available for virtual support starting in the second week of term. We expect to provide synchronous, asynchronous, video supported, and text-based supports.

Email: msacc@uvic.ca       Phone number: 
Location: Various locations
Website: http://www.uvic.ca/science/math-statistics/current-students/undergraduate/msac/

Services available:
- Upper year or graduate Math and Stats students to help with problems
- Job opportunities

#13) Multifaith Services

As a result of physical distancing requirements and the related impact to operations in response to the ongoing COVID-19 situation, the Multifaith Center will remain closed until further notice. Virtual events are being held.

Email: chaplain@uvic.ca       Phone number: 250-721-8338
Location: Multifaith Services Centre at the UVic Interfaith Chapel, Finnerty Gardens
Website: http://web.uvic.ca/multifaith/

Services available:
- Religious support and spiritual care
- Prayer and meditation groups
- Retreats and workshops
- Counselling
- Muslim prayer
- Catholic mass
- 11 chaplains from various traditions

#14) Office Hours

Email: Phone number: 
Location: Various
Website: 

Services available:
- All professors who teach courses offer office hours – see the information they provide on the first day of class for times and locations
- Time to meet one-on-one virtually with your professor for help and guidance
- A chance to get to know your professor better (and for them to get to know you!)
- One of the best ways to help you succeed in a course
#15) Physics Aid Service

Physics Aid Services will be offered virtually for Fall 2020 via zoom. Please check for schedule.

**Email:** physicsaid@uvic.ca  
**Phone number:** Please check for schedule  
**Location:** Room 129 of the C.W. Lui Learning Commons in the McPherson Library  

**Services available:**
- Upper year or graduate Physics student there to help with problems

#16) Centre for Accessible Learning (CAL)

The CAL office is no longer offering in-person services until further notice due to the COVID-19 pandemic. They are there to answer any academic accommodation-related questions you have. Please email or call the front desk if you have any questions or concerns.

**Email:** infocal@uvic.ca  
**Phone number:** 250-472-4947  
**Location:** Campus Services Building, Room 150  
**Website:** [www.uvic.ca/cal](http://www.uvic.ca/cal)

**Services available:**
- Services for students with chronic health issues, learning disabilities, ADHD, mental health issues and long-term recurring physical or sensory disabilities
- Works with students and instructors to create learning environments that are equitable, inclusive and usable
- Coordinates academic accommodations including special exam arrangements
- Provides alternate text formats and assistive technology
- Learning strategists and tutor programs

#17) Study Solutions Office

While our library buildings remain closed, we’re committed to supporting you this Fall 2020 semester.

**Email:** learning@uvic.ca  
**Phone number:** 250-721-8743  
**Location:** McPherson Library Learning Commons, Room 135F  
**Website:** [https://www.uvic.ca/library/locations/home/learning/study.php](https://www.uvic.ca/library/locations/home/learning/study.php)

**Services available:**
- Research-based learning strategies and study solutions
- Individual sessions based on your unique learning needs
- Regular drop-in hours
- Learning Strategist Program
#18) Irene Statham, Computer Science Undergraduate Advising Officer

In response to COVID-19 and to adhere to the Provincial Health Officer’s recommendation for social distancing, the engineering and computer science undergraduate advising offices have temporarily transitioned to working remotely.

**Email:** cscadvisor@uvic.ca  |  **Phone number:** 250-472-5757  
**Location:** Engineering and Computer Science Building, Room 512  
**Website:** [http://csc.uvic.ca/Student Information/undergraduate_advising_centre.htm](http://csc.uvic.ca/Student Information/undergraduate_advising_centre.htm)

**Services available:**
- Advice on choosing Computer Science courses
- Adding and dropping Computer Science courses
- Modifying your Computer Science program
- Declaring your Computer Science program
- Other questions about the Computer Science program

#19) Tracy Kirkendale, Faculty of Engineering

In response to COVID-19 and to adhere to the Provincial Health Officer’s recommendation for social distancing, the engineering and computer science undergraduate advising offices have temporarily transitioned to working remotely.

**Email:** engr@uvic.ca  |  **Phone number:** 250-721-6023  
**Location:** Engineering Office Wing, Room 206  
**Website:** [https://www.uvic.ca/engineering/current-students/advising/index.php](https://www.uvic.ca/engineering/current-students/advising/index.php)

**Services available:**
- General support for international students
- Referrals to other groups and people on campus

#20) UVic Global Community

**Email:** issinfo@uvic.ca  |  **Phone number:** 250-721-6361  
**Location:** University Centre, Room B272  
**Website:** [http://www.uvic.ca/international/students/home/global-community/index.php](http://www.uvic.ca/international/students/home/global-community/index.php)

**Services available:**
- International, indigenous and domestic students, staff and faculty working together to celebrate diversity, advance inter-cultural competency and cultivate an inclusive and globally minded campus
- Arrival programs and orientation events
- UVic Global Community facebook group with daily updates
• Bi-weekly newsletter to help you stay informed
  Socio-cultural programs and events
• Volunteer and leadership opportunities

#21) UVSS Student Clubs

Email: Phone number: (250) 721-8355
Location:
Website: https://uvss.ca

Services available:
• Student-run clubs, supported by the University
• Cultural clubs include the Bangladeshi Students Association, Chinese Students and Scholars Association, Indian Students Association, Korean Students Association, Persian Club, Pakistani Students Association, Saudi Student Society, Taiwanese Association, and others
• Also many religious, sports and special interest clubs
• You can start your own club!