

York University

Physical, Sensory, and Medical Disability Services

Counselling and Disability Services

N108 Ross Building

Telephone: 416-736-5140

TTY: 416-736-5263

Fax: 416-650-8068

E-mail: psmds@yorku.ca

Website: <http://psmd.info.yorku.ca/>

Twitter: @YorkUpsmds

STUDENT HANDBOOK: Your Guide to Services and Resources

Welcome Message

The Physical, Sensory, and Medical Disability Services (PSMDS) welcome all new and returning students and present this handbook as a resource tool. We believe that it will provide all our students and associates with a wide variety of services information, regulations, academic guidelines and study tips. The PSMDS would like to encourage all of our new and returning students to familiarize themselves with this guide. Especially noteworthy are our policies and procedures which have been created to ensure that individual needs are met appropriately and effectively.

This handbook is a handy reference manual that will help you acquire learning, organizational and written skills and thereby improve your academic performance and enhance your experience at York. In this guide you will find an index of campus services. We have also included step-by-step directions to help you access the accommodations you may require in order to succeed in your exciting university endeavour.

Although the staff of the PSMDS is committed to effective service and will respond to student needs as they arise, YOU, the student, must also work cooperatively with office personnel to ensure that your requests and concerns are addressed.

Clearly, this reciprocal process will enable you to participate in decision-making, acquire realistic expectations regarding your academic needs, and take the initiative to become engaged members of the York University community. Ultimately, your university experience depends on your commitment to exercise all of your abilities in a positive manner, and reading this handbook is the first step in the right direction!

The staff of the PSMDS extends their best wishes to each and every student and wishes you success in your studies. Enjoy your York University experience!

All the Best,

The PSMDS Team

Contents

- 1) General Guidelines and Procedures for Students
Roles and Responsibilities
- 2) Counselling and Disability Services
Physical, Sensory, Medical Disability Services (PSMDS)
Counselling and Disability Services
- 3) Tests & Exams
Alternate Exam Procedures
- 4) Services for Students with Disabilities
Note-Sharing Support
Library Accessibility Services
Assistive Technology
Accessible Housing on the York University Campus
- 5) York University Supports and Services
- 6) Study Guide

General Guidelines and Procedures for Students

PSMDS strongly urges students to adhere to the following guidelines and procedures. By doing so you will maximize your potential for academic achievement at York and guarantee the services and accommodations you require.

ORGANIZE AND PLAN AHEAD

It is vitally important that students request any specific accommodations and/or services they require **at least two weeks in advance** of particular dates. We also strongly encourage you to inform professors and T.A.s of your needs prior to the first day of class. This will help avoid any potential conflicts or misunderstandings you may encounter during the academic year.

FOLLOW-UP

If you request a specific accommodation or service from PSMDS we advise that you verify and confirm the arrangement. It is your responsibility to follow-up on a request to ensure that your needs are being addressed and that you provide your accommodation letters to your professors in a timely manner. It is important that the information you provide is complete and accurate.

TAKE INITIATIVE

Self-advocacy is one of the most effective ways to address your needs at York University. In order to increase awareness of the needs of individuals with disabilities you are strongly encouraged to express your concerns to your professors. If, however, you confront any barriers to acquiring the services or accommodations you require, your Disability Counsellor will collaborate with you to obtain the necessary support.

FAMILIARIZE YOURSELF

We advise you to familiarize yourself with the various offices and services on campus as well as the academic policies and regulations. These can be found on the York University website at <http://www.yorku.ca/>. A list of the services is available under the 'York University Supports and Services' section.



Roles and Responsibilities: Accommodation Process

Everyone has the right to....	<ul style="list-style-type: none"> ➤ Respectful interactions with others that maintain an atmosphere of safety and security
Everyone is expected to...	<ul style="list-style-type: none"> ➤ Support the dignity and rights of individuals and groups
Students with disabilities are expected to....	<ul style="list-style-type: none"> ➤ Provide up-to-date documentation (medical, psychological) of their disability and the related accommodation needs ➤ Participate in discussions and contribute to solutions around appropriate and reasonable accommodations ➤ Provide letters of accommodation and make accommodation requests to professors as early as possible; discuss any concerns with the Course Director ➤ Meet the academic requirements of their program and courses ➤ Familiarize themselves with and adhere to the policies and procedures of accommodation support services (e.g. scheduling of tests/exams) ➤ Inform their counsellor in a timely way of any changes to their situation or concerns about accommodations and/or requests
Faculty members are expected to...	<ul style="list-style-type: none"> ➤ Participate in discussions about how students can be accommodated in a manner that sustains academic integrity and does not interfere with university operations ➤ Make provisions for reasonable and appropriate accommodations for students with disabilities ➤ Respect student confidentiality and right to privacy ➤ Be conversant with university policies and resources for teaching students with disabilities (Faculty Resource Guide: http://www.yorku.ca/facultyawareness) ➤ Have a clear understanding of the essential requirements and learning outcomes of their courses and programs
Disabilities Counsellor/ Educators are expected to....	<ul style="list-style-type: none"> ➤ Contribute their knowledge of disabilities and university policies to discussions about reasonable and appropriate accommodations ➤ Provide letters of accommodation to students in a timely fashion ➤ Identify opportunities to develop student capabilities and resourcefulness ➤ Provide referrals to appropriate resources while respecting student's autonomy and supporting self-advocacy ➤ Provide disability-related support and advocacy when appropriate

Counselling and Disability Services

Physical, Sensory, Medical Disability Services

Physical, Sensory, Medical Disability Service (PSMDS) is an educational support program within the Counselling and Disability Services (CDS) of York University.

Counsellors

Each student in PSMDS is assigned a Disability Counsellor who will be your main contact. Our Counsellors can help you navigate the programs and services available at York. Please be aware that **Counsellors do not track students** as we believe that students should be proactive and keep their Counsellors apprised of their needs and progress. **You need to make appointments with your Counsellor as needed.** Our Counsellors are here to assist you with stress management, academic planning, building social networks, and career planning. We can help you maximize your personal, academic and career success and navigate other York services

Don't be a stranger! Make an appointment. Check in with us throughout your academic endeavours so that we can advocate for you should the need arise.

My PSMDS Counsellor is: _____

Join LISTSERVE, our email communication network for information regarding changes to our services, reminders of important dates and announcements for upcoming events and workshops. We can also be found on **Twitter: @YorkUpsmds**

BOOKING APPOINTMENTS

How do I book an appointment?

- Contact the reception desk at 416-736-5140 or your Counsellor by phone or email.

Please note, with the high volume of clientele serviced by PSMDS, staff time is severely limited and it is impossible to accommodate immediate student requests.

The PSMDS does not accept “walk-in” appointments.

What if I have forgotten who my Counsellor is?

- Contact the reception desk at 416-736-5140 or TTY: 416-736-5263 and the receptionist will look up the information.

What if I forget when my appointment is?

- Contact the reception desk at 416-736-5140 or TTY 416-736-5263 to inquire

What if I have to cancel my appointment?

- Contact the reception desk at 416-736-5140 or TTY: 416-736-5263 as soon as you realize you need to cancel. 24 hour notice is requested.

What if I am going to be late?

- Contact the reception desk to let them know you will be late or to reschedule if needed.

Please note that there is a lateness policy. If you are late by 15 minutes or more you will need to re-schedule the appointment.

To Request Accommodation Letters:

- Please complete the online request form at http://www.yorku.ca/cds/psmds/request_form_psmde.php
- OR
- Contact your Counsellor by phone or email.

How To Reach Us	When To Reach Us
Location: N108 Ross Building Phone: 416-736-5140 FAX: 416-650-8068 TTY: 416-736-5263 Website: http://www.yorku.ca/cds/psmds/index.html Email: psmds@yorku.ca	<u>Fall/Winter Office Hours:</u> Monday 9am – 4:30pm Tuesday 9am – 4:30pm (4:30pm – 7pm by appointment) Wednesday 9am – 4:30pm Thursday 9am – 4:30pm * Friday 9am – 4:30pm * From June to August PSMDS closes during the lunch hour from 12–1 pm and on Fridays at 3:30pm.

Counselling and Disability Services (CDS)

Services offered through CDS: (<http://www.yorku.ca/cds/>)

Primary Disability Services:

- *Physical, Sensory, and Medical Disability Services (PSMDS)*

N108 Ross Building

Tel: 416-736-5140

TTY: 416-736-5263

<http://www.yorku.ca/cds/psmds/index.html>

- *Learning Disability Services (LDS)*

W128 Bennett Centre for Student Services

Tel: 416-736-5383

<http://www.yorku.ca/cds/lDs/index.html>

- *Mental Health Disability Services (MHDS)*

N110 Bennett Centre for Student Services

Tel: 416-736-5297

<http://www.yorku.ca/cds/mhds/index.html>

Personal Counselling Services (PCS):

Confidential individual and couples counselling is available to all York students. Students can schedule an appointment in person or over the phone. PCS also provides a range of free support groups and workshops that are available to all students. For further details and registration speak to the reception and visit the website.

N110 Bennett Centre for Student Services

Tel: 416-736-5297

<http://www.yorku.ca/cds/pcs/>

Learning Skills Services (LSS):

This program provides workshops and one-on-one academic support on improving your effectiveness and efficiency at studying and completing assignments. This is available to all students on campus. For a list of workshops and registration visit the website and/or contact reception.

N110 Bennett Centre for Student Services

Tel: 416-736-5297

<http://www.yorku.ca/cds/lss/index.html>

Tests & Exams

Alternate Exam Procedures

(For all students except Osgoode)

Please note that all exam bookings are coordinated by the Registrar's Office.

1. Students must register with alt-exams for every test and exam that they wish to receive accommodations for.
 - Register by going online to www.yorku.ca/altexams. It is recommended that you submit requests for all quizzes, tests and exams as soon as you received your course syllabus.
 - For final exams that are scheduled for the official exam period the exam date will not be posted in your syllabus. You can still submit a request for this exam by entering in all of the other information.

IMPORTANT:

**You MUST register with alt-exams AT LEAST THREE WEEKS IN ADVANCE of your test/ exam or accommodations will not be guaranteed!
This does not include weekends, the day you submit your exam request, or the day of your exam.**

2. Once you have submitted your requests you can check your booking by going to www.yorku.ca/altexams and clicking on 'View My Requests' (found in the panel to the left of the screen) and enter your Passport York information. If your exam information is not there, which you just entered, then you need to resubmit your request by going back to 'Submit Request'. Then go back to 'View My Requests' to ensure all your exam information is there.
3. **Three to five days** before your test/exam, check your alt-exam booking by clicking on 'View My Bookings'. You should see a notice from alt-exams giving you the time and location of your test/exam. If you do not see this information, it is **your responsibility** to contact alt-exams to make sure they have your

bookings. You can email then using the online Questions Form found at the bottom of the left side panel.

For any other questions about your bookings please use one of the following methods for contact:

Email: Use the online Questions Form

Phone: 416-872-YORK (9675)

Fax: 416-650-8129

TTY: 416-736-5660

In person: Student Client Services, Bennett Centre for Student Services (Main Floor)

Please Note: Exams are written in various different locations on campus. Please check where you will be writing to be sure you know how to find your way in good time.

Information on how to **reschedule an exam:**

To reschedule a test or exam, (i.e. because of illness, religious observance, medical emergency) follow these procedures:

4. As soon as you realize you will not be writing your scheduled exam contact your professor to notify them and to request permission to reschedule. If you miss an exam due to illness you will be required to obtain a medical note to show your professor/TA. It is at the discretion of the instructor if a request to reschedule will be permitted.
5. Meet with your professor to have him/her sign the rescheduling form. It is your responsibility to provide the form. You can print a rescheduling form here: <http://www.yorku.ca/altexams/rescheduling/index.htm>
 - Your professor may specify the date that he or she would like you to rewrite but this date must allow for at least 5 business days in order that alt-exams can provide a new booking with accommodations.
 - You should have your schedule with you so that you can make sure that the rescheduled date does not conflict with anything that you may not be able to reschedule or miss.
6. Submit the rescheduling form with required signatures to **Student Client Services**, Main Floor, Bennett Centre for Student Services or Fax it to 416-650-8129. If you cannot meet the professor in person to obtain a signature you may

also attach a date stamped email from your professor giving you permission to reschedule. This email will serve in lieu of a signature.

Alternate Exam Accommodations- Osgoode Students

Students studying at Osgoode Law School must bring their letter of accommodation to Nancy Sperling at Osgoode Law School. Be sure to allow **at least four weeks** before exams to make arrangements for accommodations. To contact Nancy call: 416-650-8182 or via e-mail at nsperling@osgoode.yorku.ca

Services for Students with Disabilities

NOTE SHARING SUPPORT

What if I struggle with note taking?

Suggestions:

- Use a digital tape recorder. Due to issues of privacy you should notify your Professor that you will be doing so. If you have this as a formal accommodation your Counsellor will give you a letter to provide to your Professor.
- Explore note taking software such as OneNote and LiveScribe
- Ask a classmate for notes to share and compare
- Ask professors for copies of their slides in advance of their lecture

We encourage students to be as independent as possible and therefore we recommend using the above strategies as much as possible.

What if these options are not enough?

- Talk to your Counsellor about the note sharing strategies that you have tried and the difficulties you are still experiencing. You can also meet a Learning Strategist for one-on-one review of your note taking process. The Learning Skills Program also offers workshops on note taking.
- If appropriate, your Counsellor may contact Note Sharing to arrange support for you in the form of a **volunteer** note sharer from your class. **This is a limited service and provision of note-sharers is not guaranteed.**
- Note Sharing will then contact you via email and will provide you with a link and instructions on how to and use the Note Sharing system.

Please note that setting up a note sharer takes several weeks and is not guaranteed. You need to be prepared to have a backup system in place immediately when classes start.

Note Sharing is not meant as a substitute for your own note taking but to supplement your notes.

LIBRARY ACCESSABILITY SERVICES (LAS)

York University Libraries offer a number of services to support you throughout your studies at York. The following is information about services that are offered through Library Accessibility Services, located in Room CS133, Scott Library.

Transcription Services

What is it?

- Print material made available in alternate formats such as PDF that can be read by assistive technologies (such as Kurzweil).

What do I need to do?

In order to use this service:

1. You must be referred to the LAS by your Disability Counsellor from Counselling and Disability Services (CDS).
2. When LAS receives your CDS referral form, they will email you to arrange an orientation appointment.
3. Bring **completed registration form** signed by your Counsellor.
4. Your course readings will be produced in the format you need and made available to you on Papyrus, York University Libraries' web-based delivery system.

IMPORTANT!

It takes time to produce material in alternate format so it is essential that you notify us of your enrollment as early as possible.

Adaptive Equipment Lab

The Libraries' Adaptive Equipment Lab is located in Room 134 Scott Library. This room is restricted for use by students with disabilities **only** and has a strict code of conduct in place. It offers accessible furniture, washrooms and equipment.

Software includes:

- ✓ Kurzweil 3000
- ✓ JAWS
- ✓ Read and Write Gold
- ✓ Inspiration
- ✓ Dragon Naturally Speaking
- ✓ ZoomText

Facilitation Services

- Assistance with photocopying academic related materials
- Assistance with book renewals, placing holds for materials, requesting intercampus book loans and resource sharing with other libraries outside of York University
- Assistance with pulling books from York University libraries.
- Access to our Adaptive Equipment Lab requires entering the door code on a keypad. The code is supplied only to persons registered with Library Accessibility Services.
- Appointments with a Reference Librarian can be arranged for research assistance.

GENERAL LIBRARY SERVICES (For All Students)

Reference Assistance

Research assistance is available to all users. Librarians at York University contribute to teaching, learning and research and are available to all students, faculty and staff for consultation:

- **In person** at the Research Drop-in desk located on the second floor of Scott Library, the first hub behind the Information Desk. No appointment needed. Use this quick service for identifying appropriate sources of information and for quick answers that will get you started with your research.
- **By appointment** at the Research Desk located on the second floor of Scott Library, the second hub behind the Information Desk. Book an appointment with a librarian to discuss more in-depth questions about your research, successfully navigate the libraries' print and online sources, finding, evaluating and using resources specific to your topic as well as help with citation and reference.
- **Ask a Librarian online:** <http://www.library.yorku.ca/cms/askalibrarian2/>
- For special accommodations (**room, time and software accommodations**) please contact lashelp@yorku.ca

LAS Contact information:

lashelp@yorku.ca

Scott Library, CS133F (Main floor, just to the left of the Circulation Desk)

(416) 650-8484.

For more information on these services please go to:

<http://www.library.yorku.ca/cms/accessibilityservices/>



ASSISTIVE TECHNOLOGY

What is it?

- Software and hardware (for example, Kurzweil – text-to-voice, Dragon – voice-to-text, Inspiration – organizational software) that is designed to assist students who are registered with Counselling and Disability Services in their pursuit of academic tasks.

Do I need it?

- Psychological reports & other assessments often make specific recommendations about assistive technology
- Explore on your own and/or discuss with your Counsellor

How do I access Assistive Technology?

- Computers and assistive software at the Technology Enhanced Learning (TEL) computer lab are available for student use. The lab is located at 1017 TEL.
- To obtain a lab account and for assistive technology training arrange an appointment by phone, email, or in person with either:

Rob Racanelli
robertr@yorku.ca
416-736-2100 Ext 70211
Room 1017 TEL

OR

Adam Di Prospero
dipro@yorku.ca
416 736 Ext 22543
Room 1017 TEL

- If you have a permanent disability and are on OSAP you may be eligible to purchase assistive software programs by applying for the Bursary for Students With Disabilities (BSWD). Speak to your Counsellor for more information.

Lab Hours

- Monday – Thursday 8:30am-7:00pm
- Friday 8:30am-4:30pm
- Saturday Closed
- Sunday Closed

****Other closings will be posted in advance at the lab****

ACCESSIBLE HOUSING ON YORK CAMPUS

This is a partnership between the Counselling & Disability Services & the Housing Department.

To be considered for accessible housing you are required to complete both an assessment and registration with PSMDS.

1. Register with the Counselling & Disability Services, Physical, Sensory & Medical Disability Services (PSMDS) by going to the following link to access the registration page: <http://www.yorku.ca/cds/psmlds/index.html>. Once completed, please return the above information to PSMDS.

If you are considering living on campus, you will also be required to fill in a Housing Assessment which you can access through the PSMDS website.

2. You will be contacted by PSMDS staff to set up an appointment to meet with a Disability Counsellor/Educator to register with our office. During the appointment the Disability Counsellor/Educator will review your housing assessment and discuss your physical accessibility needs. PSMDS staff will then communicate with Housing Department to determine the availability of accessible housing on campus. Depending on availability of accessible housing, in partnership with housing staff, we will determine the most 'appropriate accessible fit' to meet the needs of a student with a disability. If possible, PSMDS will contact housing to see if the potential residence room is available to view.
3. If you require attendant care while living on campus, it is your responsibility to put this support in place for yourself. Students are encouraged to begin this process as early as this process takes time. If you require further information, please talk to your Disability Counsellor/Educator.
4. Go to the housing website at <http://www.yorku.ca/stuhouse/>. You will find information on both Undergraduate & Graduate Residence. You will be asked to complete a residence contract. Under the Housing home page go the Useful Resources, click on Students with Disabilities.

5. In Case of Emergency

In case there is an emergency, in the residence or on the campus, it is very important that housing have access to relevant information to share with Emergency Responders that will assist students. PSMDS Counsellor/Educator /PSMDS Director will be sharing with Housing Staff, the following information from your Housing Assessment:

- ✓ Nature of your disability/medical condition.
- ✓ Medical equipment and /or assistive devices you use.
- ✓ Emergency contact information.
- ✓ Emergency plan.

- ✓ **Please note:** Please ensure that you keep our office up to date in terms of the above information by informing your Disability Counsellor/Educator of any changes so that we have the most accurate information to provide to housing in case of an emergency.

6. Confidentiality of your information

On page 4 of the Housing Assessment under Evacuation Disclosure Statement, you are required to give consent to Counselling & Disability Services to share information with Housing Staff and the Emergency Response team with respect to your evacuation plan.

Privacy Statement

Privacy: Personal information in connection with this form is collected under the authority of The York University Act, 1965 and will be used for the administration of residence services including housing assignment, and for other related or consistent purposes. Relevant information about physical disabilities and health issues, as well as emergency contact information, will be shared with residence staff and Housing Services for emergency management purposes.

If you have any questions about the collection, use and disclosure of personal information by York University, please contact the Counselling & Disability Services Privacy Officer, York University, N110 BCSS, 4700 Keele Street, Toronto, Ont. M3J-1P3, Tel: 416-736-529, E-mail:cdspriv@yorku.ca.

York University Supports and Services

Academic Advising

Academic Advising can help you choose courses and can provide you with information about switching programs or majors. It is advised to meet with academic advisors yearly to ensure that you are taking the right type and number of courses for your particular degree. Academic advising is provided through each faculty, department, and college. Please review the following links for contact information:

By Faculty:

<http://www.yorku.ca/yorkweb/currentstudents/academicsupport/academicadvising.html>

By College: <http://www.yorku.ca/yorkweb/currentstudents/studentlife/index.html>

Academic Writing Centre

The Writing Centre provides students with support for essay writing and editing through one-to-one instructions, drop-in sessions, group sessions and workshops. Visit the following website to learn about Academic Writing Centre at York.

S329 Ross Building

Tel: 416-736-5134

lpswrit@yorku.ca

<http://www.yorku.ca/yorkweb/currentstudents/academicsupport/writingcentres.html>

Atkinson Centre for Mature and Part-Time Students (ACMAPS)

ACMAPS offers support for mature and part-time students through Orientations, the Mature Student Success Program, and a Parent Support Group. The centre is a place where mature and part-time students, undergraduate and graduate, can meet to share their interests and experiences.

111 Central Square

Tel: 416-736-5770

acmaps@yorku.ca

<http://www.yorku.ca/acmaps/>

Career Centre

The Career Centre offers support and services for students looking for a job or are wondering what to do with their degree. You can find information about career and internship opportunities, receive support in job search, and explore and prepare for further education.

202 McLaughlin College

Tel: 416.736.5351

career@yorku.ca

<http://www.yorku.ca/careers/students.htm>

For specific services for students with disabilities visit:

<http://www.yorku.ca/careers/students/disabilities.htm>

Center for Human Rights

The Centre for Human Rights assists individuals and groups to address and resolve allegations of discrimination and harassment as defined by the Ontario Human Rights Code (Code).

Ross Building (South) Suite 327

416-736-5682

rights@yorku.ca

<http://www.yorku.ca/rights/>

Centre for Aboriginal Students Services (C.A.S.S.)

The Centre for Aboriginal Student Services supports the Aboriginal presence on campus. The centre offers culturally-appropriate support services to the Aboriginal student population. They provide advocacy and referrals to on/off-campus resources, as well as liaison with First Nation communities and Aboriginal organizations. Information is also provided about educational assistance, funding procedures and guidelines.

246 YORK LANES

(416)736-5571

<http://aboriginal.info.yorku.ca/>

Registrar's Office

Visit the Registrar's Office website for important information about policies and procedures, courses, sessional dates, lecture schedules, drop dates, exam dates etc.

Bennett Centre for Student Services (BCSS)

Tel: (416)872-YORK (9675)

Fax: (416)650-8124

<http://www.registrar.yorku.ca/index.php>

- **Academic Petitions**

- If you wish to drop a course after the drop date, you will need to put in an academic petition.
- You have one year in which to petition. If you petition later than the one-year deadline, then you must preface your petition with the following statement: *I am petitioning to waive the one year deadline to petition.*
- It is the student's responsibility to amass all the information for the petition before handing it in as a complete package.
- Petition information and forms can be downloaded from the following web site where drop dates are also listed.

<http://www.registrar.yorku.ca/petitions/academic/index.htm>

- **Deferred Standing Agreement (DSA)**

- If you are unable to complete a course by the end of term for personal, medical or disability related reasons, speak to your course instructor about completing a DSA for the remaining course work. Please check the Registrar's Office for deadlines as to when this form must be submitted.
- If your reason for requesting a DSA is related to your disability, your Disability Counsellor can provide supporting documentation if you have maintained contact during the term.
- Arrange to meet with your course instructor to complete the DSA and provide necessary supporting documentation.
- The DSA forms can be downloaded from the following web-site.

<http://www.registrar.yorku.ca/exams/deferred/>

Student Financial Services

SFS is a branch of Student Client Services (SCS) that deals with student fees, scholarships, awards and bursaries. It provides financial advising and information about government financial aid, refunds, and employment opportunities at York.
<http://sfs.yorku.ca/>

You can book an appointment online with a financial aid representative by going to:

- <http://www.yorku.ca/scsweb/>
- Visit the SFS website at <http://sfs.yorku.ca/>
- Call 416-872-9675

- **Financial Assistance**

- All financial matters regarding your OSAP account and other financial concerns need to be addressed to Student Financial Services (SFS).
- Please visit the following web site for more information :

<http://sfs.yorku.ca/aid>

- **Financial Petitions**

- If you drop a course after the drop date, an academic petition must be submitted and approved first, before a financial petition can be made.
- Financial petition forms can be downloaded from the Student Financial Services web site:

<http://sfs.yorku.ca/refunds/petitions/index.htm>

Computing at York

York provides and supports a wide variety of computing services and support specifically for students, such as internet services, software, email, printing, Passport York account, and student portal. For more information visit the following website:

<http://computing.yorku.ca/students/getting-started/>

York University also provides a number of computer lab facilities for students to drop-in and use computers. For locations and hours visit the following website:

<http://computing.yorku.ca/students/computer-labs/>

- Assistive Technology Lab

This lab offers services to students affiliated with the Disability Services at York. It provides access to assistive technology and training.

Technology Enhanced Learning (TEL) Building, Room 1017
416-736-2100, ext. 70211
<http://www.yorku.ca/cds/lds/technology.html>

- Adaptive Equipment Lab, Room 134 Scott library
(<http://www.library.yorku.ca/ccm/DisabilityServices/adaptivelab.en>)
 - Quiet place to study.
 - Access to computers with assistive technology.

English as a Second Language Open Learning Centre (ESL-OLC)

ESL-OLC offers support to English as a Second Language (ESL) students registered in credit courses at York University. The Centre is open to all York students registered in degree programs and is free of charge to undergraduate and graduate students.

Room 116 Atkinson/New College
Tel: 416-736-2100 ext. 22940
<http://www.yorku.ca/eslolc/keele/default.asp>

York University Bookstore

The Bookstore has your textbooks (new and used) and course kits for your York courses as well as clothing, stationary, and general interest books. You can check which textbooks are required for your courses online and purchase your textbooks online. Some textbooks are also available on a rental basis.

York Lanes
Tel: (416) 736-2100 Ext. 40747
bookstor@yorku.ca
<http://www.bookstore.yorku.ca/>

York Sport and Recreation

York University offers sport and recreation facilities and amenities. At the Keele campus, the Tait McKenzie Centre serves as the centre of activity. For outdoor events, York Stadium is the main attraction. To access the fitness centre, students must purchase a shoe tag. York's intramural program offers a wide variety of competitive and non-competitive leagues, tournaments and special events throughout the year. Students can join teams through their college. Visit the web site for more information, locations and hours.

<http://recreation.yorku.ca/>

<http://www.yorkulions.ca/landing/index>

Security Services

227 William Small Centre

General inquiries: 416-650-8000 Ext.58000

Urgent calls: 416-736-5333 Ext. 33333 (TTY Ext. 55470)

scc@yorku.ca

<http://www.yorku.ca/security/>

- ***Door Access Card Program***

Allows students to gain entry into rooms such as labs, which are controlled by a card reader for security reasons. Students will not be able to access these rooms without a door access card. For a list of participating labs visit the website

<http://www.yorku.ca/security/dooraccess.htm>

- ***goSAFE***

goSAFE is a complimentary service provided by York University to help students, faculty, staff and their guests safely get from one on-campus location to another. goSAFE staff members, by request, will walk you to and from any on-campus location, such as any of the Campus Shuttle on-campus pick-up / drop-off locations, parking lots, bus stops or residences. Upon request goSAFE staff will wait with you until your bus or transportation arrives or your car starts, and are generally available to meet you at your desired pick-up location within 10 minutes. Visit the web site for more information.

goSAFE is available anytime during operation hours: 6:00pm to 2:00am (Sept to Apr), 8:00pm to 2:00am (Summer)

- Contact:
- By dialing 416-736-5454 (or extension 55454)
 - By using any of the Blue Light Emergency Phones
 - By Payphone on campus (it's free!)
 - By the goSAFE button on any campus Safety phone

<http://www.yorku.ca/goSAFE/>

Parking Services

All faculty, staff, and students who park on university property are required to purchase an annual or sessional parking pass or pay a daily parking fee. There are reserved and unreserved parking spaces available.

For accessible parking on the University campus, please apply directly to Parking Services.

Room 222, William Small Centre, 155 Campus Walk

Tel: 416.736.5335

parking@yorku.ca

<http://www.yorku.ca/parking/medical.html>

York Federation of Students (YFS)

YFS provides various services to undergraduates, such as health plan (including vision and dental benefits), information for the on-campus food bank, opportunities to work abroad, advocacy for student rights and different discounts on services, products and entertainment. You are eligible for the York Student Health Plan if you are taking a 40% course load or more. Speak to your Disability Counsellor regarding providing you with a letter, if needed.

336 Student Centre

Tel: 416-736-5324

yfs@yfs.ca

<http://yfs.ca/>

York International

York International is the central international education office of York University. Under the mandate of the Associate Vice-President International (AVPI), York International works towards internationalization of all university activities.

200 York Lanes

Tel: 416-736-5177

yiinfo@yorku.ca

<http://international.yorku.ca>

STUDY GUIDE

General Study Information and Guidelines

The following study tips are offered as helpful suggestions. Students are encouraged to read these guidelines and apply the tips that are best suited to their expectations and needs.

TIME MANAGEMENT

A. Strategies

Academic success is clearly related to the manner in which students schedule their time. Study tasks, such as typing, reading, listening to tapes or other related activities, can take up to three times longer for a student with a disability than for other students. Appropriate time management skills are essential for academic survival. The following time management tips will help you organize your study time and other activities in an efficient manner.

B. Calendars and Daily Planners

It is crucial for students to use calendars to note all monthly, weekly and daily activities, important dates, and planning/study schedules.

Students are strongly urged to review their calendars daily to ensure time management plans are followed.

Your calendar/time management planner should include all assignment deadlines and exam dates for the academic year as well as academic deadlines (drop dates, petitions etc.)

SCHEDULING

Write down all personal commitments and social and recreational activities in order to plan your study time more effectively. Do not schedule your time too tightly. Always allow enough time between deadlines for additional preparations.

In addition to maintaining a calendar/time management planner, it is a good idea to have a separate book to write down all your academic priorities daily in order to avoid falling behind on the tasks you need to accomplish.

STUDY AND REVIEW

Determine your best time for studying, and choose a private place to study. Try to avoid studying with music or the television set on, as this may impede your concentration, especially if you are easily distracted.

Set aside time each day to review, edit and highlight your lecture notes.

Review your previous lecture notes before each new class begins.

Try to study using a “time block”, i.e. 1 to 2 hours for each subject, depending on your needs.

EFFECTIVE LECTURE NOTES

Do all assigned readings before class to help you recognize important points of emphasis in the lecture and provide you with a familiarity of the material.

Develop a method for note taking. Try to summarize all important points either in your own words or use the original language. Be sure to ask your professor/instructor to clarify anything you do not understand. Copy down all graphs, illustrations, definition, etc.

To make lecture notes easier to read and comprehend, try using coloured highlighters to colour code the various sections of the notes (e.g. yellow for definitions, blue to theories, etc.)

READING TEXTBOOKS

One system used to simplify reading textbooks is the SQ5R: Survey, Question, Read, Record, Recite, Review, and Reflect.

Scan the textbook for major headings and content sections using the Table of Contents.

After reading each paragraph or section of each chapter, ask yourself what the main idea(s) are and what information supports the main idea(s).

While reading, highlight key terminology and other relevant information. This will help reinforce what you have read and will enable you to make more organized notes on the text material.

Use any summary questions at the end of chapters to review your knowledge and comprehension of the chapter(s).

Make sure you have written down all key words by checking with any vocabulary lists at the end of chapter(s) if applicable. Use a dictionary if you are unclear on a meaning.

It is also important to reflect on the meaning of what you have read. Reflecting upon the content of the chapter(s) will help strengthen the learning process. Ask your Instructor for clarification if you are unsure.

STUDYING FOR EXAMS

It is good idea to read over the whole examination quickly before you begin to familiarize yourself with examination structure, instructions, and content.

Make sure you plan your time accordingly during any examination. Keep your wrist watch on your desk to monitor the time effectively.

It is important to leave yourself enough time at the end of the examination to read over your answers, make any necessary corrections or to go back to questions that were left unanswered.

ESSAY ANSWERS

Before beginning your essay answer, jot down all the important points you want to include in an organized manner to avoid any oversights in the material.

For ESSAY examinations: Carefully read and understand the question before you begin to write your answer.

While writing your essay answer, frequently re-read the essay question to ensure that you are not straying off the topic.

If you begin to run out of time, write down your essay outline points in point form.

It is a good idea to attend workshops pertaining to study skills for examinations. Learning Skills workshops through Counselling and Disability Services offer regular workshops to assist you in this (and other) area(s).

Study Tips for Multiple-Choice Examinations

The following general guidelines for multiple-choice examinations are general guidelines and each student's study habits will vary according to their individual needs. These guidelines are therefore meant as a study aid rather than a prescription for academic success.

READ

To begin studying for multiple-choice exams, read all required textbook chapters thoroughly. **DO NOT SKIM CHAPTERS.** Scanning chapter outlines or summaries can assist you in defining important areas of focus. The textbook's table of contents may also be useful in helping you organize your notes under specific themes, terms, theories, etc.

MAKE NOTES

Make comprehensive study notes from all applicable textbook chapters. These notes must include all definitions, concepts, any lists of factors, reasons, theories, etc. that are emphasized in each section of every chapter. If you are uncertain about what the important information within each chapter is, make notes on all key terms, concepts, theories and other relevant information that is in italics or bold print (indicating the material's importance). Copy down all of this information in your study notes using the exact language of the text and perhaps your own explanations of complex terminology in brackets beside the text definition to enhance your comprehension of the material.

If textbook(s) are accompanied by study guides, use the guides to help you select the key terms, theories, etc. that you must use as a base for your study notes.

HIGHLIGHT NOTES

If lecture material will be included on the multiple-choice examination, read through all your lecture notes and use a highlighter to highlight all the important points, definitions, concepts, theories, etc. from each lecture.

You have the option of making 'mini' lecture summary notes of all important lecture points or you can use your lecture notes as they are. Study the highlighted material only, briefly reading over and understanding the rest of the material that is of less importance.

MEMORIZE

For multiple-choice examinations, follow this study process:

- After making all notes, review the topics of emphasis.
- Begin to study each chapter- section by section only. This is most easily accomplished by repeatedly reading material (or listening to it via audio systems) and understanding the context of what you are reading (hearing).
- When studying definitions, concepts or theories, read them repeatedly to yourself and then begin to write them out, at least five times each. This will strengthen and reinforce the memorization process. You may forgo the written component of this process by just reading and understanding the material if you are confident that audio learning is sufficient.

Individuals who find writing or reading difficult may use audio systems and listen to them a few times to reinforce the learning process. (This works especially well for individuals who rely on their auditory abilities.)

TEST YOURSELF

Use your study guides to test yourself on the text material. It is crucial to try to answer all practice multiple-choice questions, fill in the blanks, etc. in your study guide. This will ensure you are studying the right material and eliminate potential anxiety regarding your knowledge of the material. Clearly, if you experience extreme difficulty answering questions in the study guide, you should reconsider your study skills and try to study the material in a different manner.

Writing Research Papers and Essays

PREPARING EFFECTIVE RESEARCH /ESSAY NOTES

After you gathered all resource materials (books, articles, etc.) you require for your paper, it is important to make notes from all sources in an organized manner.

Although there are many ways to prepare research or essay notes, one of the most organized and effective methods is to utilize INDEX CARD SYSTEM.

INDEX CARD SYSTEM

WRITE separate idea or points on separate index cards; note the source of the information at the top of the card.

COLOUR CODE. If possible, use different coloured cards (or highlighters) for different topics.

LABEL THE TOP of each index card with a heading or theme title of the material in order to organize the cards.

SORT. After completing all your notes on the index cards from various sources, sort the cards into piles according to theme headings. (Example: all cards with the heading “symbolism” go into one pile.) You can also make subheading piles if necessary (e.g. “symbolism: religious”).

Once you have arranged all your note cards into small piles, begin to arrange the piles into an organized sequence according to the argument of your paper.

ORGANIZE. Shuffle and rearrange the cards from each pile into a logical sequence of points. The cards should be organized in the same order as the information in the essay paragraphs.

CONTINUE TO REARRANGE the points in each pile until you are satisfied with the logical order of the information. Do not begin to write until the points for each section are rearranged into a logical sequence, as this will impede the writing process. Remember, it is easier to rearrange index card points section by section. (For example, if you are working the Introduction first, only rearrange the index points for the Introduction section first.)