

STUDENT HANDBOOK

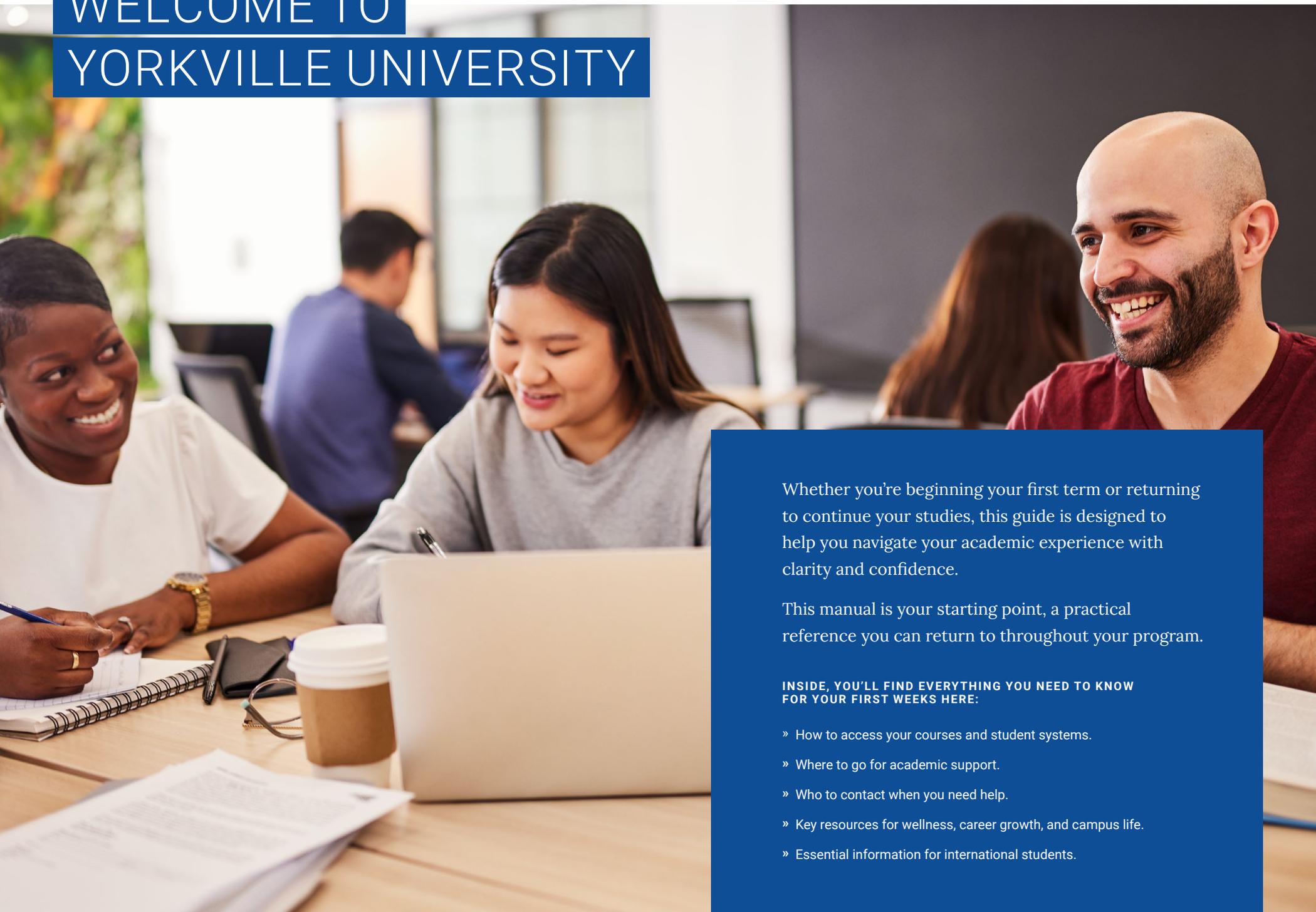
UNDERGRADUATE
2026





Achieve your possible.

WELCOME TO YORKVILLE UNIVERSITY



Whether you're beginning your first term or returning to continue your studies, this guide is designed to help you navigate your academic experience with clarity and confidence.

This manual is your starting point, a practical reference you can return to throughout your program.

INSIDE, YOU'LL FIND EVERYTHING YOU NEED TO KNOW FOR YOUR FIRST WEEKS HERE:

- » How to access your courses and student systems.
- » Where to go for academic support.
- » Who to contact when you need help.
- » Key resources for wellness, career growth, and campus life.
- » Essential information for international students.



GETTING STARTED

PROGRAM ADVISORS

Your Program Advisor is your first point of contact for anything related to your academic journey. We're here to support you with course selection, help you understand your program requirements, monitor your academic progress, and guide you through policies and next steps.

We work closely with faculty and university teams to ensure you're connected with the right resources whenever you need support. Our priority is to keep you informed, supported, and confident from your first term to graduation.

What We Help With

- » Academic Planning & Course Selection
- » Academic Policy Clarification
- » Liaising With Faculty & University Staff
- » Orientation & Transition Support
- » Program Requirement Guidance
- » Progress Monitoring
- » Referrals to Other
- » Campus Services
- » Support for At-Risk Students



HOW TO GET SUPPORT

IN PERSON SUPPORT

Mon–Wed, 9 AM–5 PM
Room 146, Steeles Campus

In-person hours may be changed to support student changing needs.

VIRTUAL SUPPORT

E rsodha@yorkvilleu.ca

[Schedule a virtual meeting](#) at your convenience.

WALK-IN SUPPORT

For quick questions, you're welcome to drop in during walk-in hours.

You can also [submit a service request](#) anytime through FreshService or AskYU if you need support outside of meeting times.

REGISTRAR OFFICE

The Registrar Office supports you throughout your academic journey, from your first-term registration to graduation. If you need to add or drop a course, change a section, choose an elective, or request official documents, the Registrar team can help.

What We Do

- » Add or drop courses
- » Change course sections
- » Support elective course selection
- » Process term break requests
- » Provide enrollment letters and transcripts

HOW TO GET SUPPORT

E registrar.on@yorkvilleu.ca

HOURS OF OPERATION

Mon–Fri, 8 AM–5 PM

FIND OUT MORE

Access forms, policies, and registration resources.

[VISIT REGISTRAR OFFICE »](#)

Good to Know

- » Start with your Program Advisor for academic planning and course selection.
- » Document requests (letters, transcripts) may take up to 10 business days, so submit them early.

STUDENT ID CARD

Your Yorkville student ID card is your official university identification. It includes your name, photo, and student number, and may be required for on-campus services, exams, and verification requests.

Why You Need It

- » Required for TTC Post-Secondary Photo ID pricing.
- » May be requested during classes, exams, workshops, or campus activities.
- » Used for student discounts with UNiDAYS, SPC, and select retailers.
- » Must be returned to Yorkville if you withdraw or complete your program.

How to Apply

- 1 Go to my.yorkvilleu.ca/ask
- 2 Select ASKYU
- 3 Submit a ticket
- 4 Upload your photo and required details

Your Student Photo ID is valid only while you are an active registered student.

Transit & Discount Programs

TTC POST-SECONDARY FARE

Students with a TTC Post-Secondary Photo ID card can access monthly post-secondary pricing.

PRESTO (GO TRANSIT/UP EXPRESS)

Eligible students receive a 40% youth/student discount on single adult GO Transit and UP Express fares.

SPC & UNIDAYS

Your student ID gives you access to discounts on tech, fashion, food, travel, and more. Visit spccard.ca or download the UNiDAYS app for available offers.

IT SUPPORT

The IT Service Experience team supports students with account access, software setup, troubleshooting, and campus technology. Whether you're working online or on campus, IT is here to ensure your digital experience at Yorkville runs smoothly.

What We Help With

- » Account access (email, MyYU, Brightspace, Teams)
- » Network and device troubleshooting
- » Printing, access cards, and classroom technology
- » Software setup and self-service training resources

Good to Know

- » Many questions can be answered instantly through ASKYU knowledge articles.
- » You can track and communicate about your IT requests directly through ASKYU.

HOW TO GET SUPPORT

SUBMIT A TICKET

Log into [MyYU](#) and select **ASKYU**

IN-PERSON SUPPORT

Mon–Fri, 9 AM–6 PM at the Steeles Campus
IT Service Desk





ACADEMIC SUPPORTS



ACADEMIC SUPPORTS

The Academic Supports team provides students with the tools and guidance needed to strengthen writing, understand course expectations, build effective study habits, and stay on track academically. Whether you're looking to clarify assignment instructions, improve your research skills, or develop stronger academic strategies, we're here to support your success throughout your program.

TUTORING & LEARNING CENTRE

ON-CAMPUS & ONLINE

- » Clarify assignment instructions
- » Understand course concepts
- » Brainstorm ideas for upcoming work
- » Develop APA formatting skills
- » Improve drafting and outlining
- » Build effective study strategies

ACADEMIC SUPPORTS OFFICE

ON-CAMPUS & ONLINE

Meet with the Academic Supports Coordinator to discuss study strategies, options for supports, and academic integrity.

- » Academic integrity
- » Study strategies
- » Planning your workload
- » Navigating academic concerns

HOW TO GET SUPPORT

STEELES CAMPUS
2000 STEELES AVE WEST,
CONCORD

TUTORING & LEARNING CENTRE
Room 165

ACADEMIC SUPPORT OFFICE
Room 143

- ### HOW TO GET STARTED
- » [Book an appointment](#)
 - » Drop in: Rooms 165 or 143
 - » E blang@yorkvilleu.ca

PEER MENTORING

The Peer Wellness team provides support to help you stay connected, informed, and engaged as you transition into becoming a graduate student. Peer Mentors share updates on academics, campus supports, events, and student activities, and promote healthy habits that contribute to your overall well-being.

Keep an eye out for weekly emails from your Peer Mentor, who will share resources, reminders, and tips to support you throughout your first term.

LIBRARY SERVICES

The Library gives you access to the tools and support you need for research, assignments, and academic success. Whether you're looking for peer-reviewed articles, help with APA, or guidance on how to search academic databases, the Library team is here to support you throughout your program.

Academic Databases

Journals, e-books, case studies, market research, and program-specific resources.

Research Help

One-on-one support from librarians who can help you refine your topic, evaluate sources, and navigate databases.

Citation & APA Support

Guides, videos, and templates to help you cite properly and avoid plagiarism.

Workshops & Tutorials

Live and recorded sessions on research skills, APA, and using key databases effectively.

HOW TO GET SUPPORT

LIVE CHAT

Connect with a librarian for quick questions.

EMAIL

Get detailed support at library@yorkvilleu.ca

BOOK A ONE-ON-ONE SESSION

[Meet virtually with a librarian](#) for research or APA guidance.

24/7 RESOURCES

Access how-to guides, research tutorials, and FAQs anytime through the Library website.

QUICK LINKS

- » [Search databases](#)
- » [APA & citation tools](#)
- » [Research tutorials](#)
- » [Program LibGuides](#)

BOOKSTORE

All required course materials are available at the Yorkville University Bookstore: bookstore.yorkvilleu.ca

Some textbooks may also be available for free as e-texts through the Library. Check Brightspace or the Library catalogue to confirm availability before purchasing.

STUDENT SUPPORT

SERVICES



COUNSELLING SERVICES

Yorkville provides confidential mental health support through both on-campus services and the 24/7 GuardMe Student Support Program (GMSSP).

GUARDME STUDENT SUPPORT PROGRAM

Available anytime by phone, app, or web, GMSSP connects students with professional mental health support in multiple languages.

AVAILABLE SERVICES

- » 24/7 access to counsellors.
- » Support for stress, anxiety, and adjusting to university life.
- » Personalized guidance and coping strategies.
- » Digital resources: articles, podcasts, tools, and peer support.
- » Completely confidential assistance.

HOW TO ACCESS GMSSP

T 1.844.451.9700

[VISIT GMSSP WEBSITE »](#)

DOWNLOAD THE APP



ON-CAMPUS WELLNESS SUPPORT

Students can also book appointments with Yorkville's Mental Health & Wellness team for additional support, available on campus and online.

STEELES CAMPUS
2000 STEELES AVE WEST, CONCORD
HOURS OF OPERATIONS

Mon–Wed, 10 AM–6 PM
Tue, Thur–Fri, 9 AM–5 PM

E wellness@yorkvilleu.ca

[BOOK A CONSULTATION »](#)

A quiet space is available on campus if you need a moment to reset, decompress, or study without distractions.

Visit Room 139 anytime during campus hours.

ACCESSIBILITY SERVICES

The Accessibility and Academic Accommodations remove barriers to students' learning that are related to human rights-protected grounds by advocating for inclusive practices, providing confidential academic accommodations and/or connecting students to resources.

Available Services

- » Individualized Academic Accommodations for protected human rights grounds, including:
 - » Age
 - » Creed/Religion
 - » Disability
 - » Family Status (caregiving)
 - » Gender Identity and/or Gender Expression
 - » Sex (Pregnancy/breastfeeding)
- » Assistive technology resources and suggestions.
- » Support in the application to the Canada Student Grant for Students with Disabilities (CSG-D), and Canada Student Grant for Services and Equipment – Students with Disabilities (CSG–DSE).

HOW TO GET SUPPORT

INTAKE FORM FOR REGISTRATION

[FILL OUT FORM »](#)

IN-PERSON & VIRTUAL APPOINTMENTS

[BOOK APPOINTMENT »](#)

T 647.692.9921

F 647.943.4967

E accessibility@yorkvilleu.ca

Good to Know

- » Accessibility and Academic Accommodations provide equal learning opportunities to all YU students who are facing barriers based on protected human rights grounds.
- » Information shared with our office regarding protected human rights grounds is confidential and is stored separately from a student's academic record. We do not share information without a student's expressed consent.
- » If you are waiting for an assessment or an appointment with your healthcare provider to request the documentation needed, we can support you with interim accommodation for up to one semester.
- » Students are not obligated to disclose information about their disability to instructors, at any point. Instructors will be informed of Academic Accommodations by the Accessibility Office at the beginning of each term or as needed.

[LEARN MORE ABOUT ACCESSIBILITY & ACADEMIC ACCOMMODATIONS »](#)



CAREERS EDUCATION

Career Education at Yorkville offers an evidence-informed, Life Design-based approach to career development that supports students at every stage of their academic journey.

Through personalized career coaching, interactive workshops (virtual and in-person), and curated digital resources, students are guided to clarify their values and professional identity, explore possibilities through realworld experimentation, and build essential career capabilities such as networking, career storytelling, and decision-making in uncertainty.

Our team partners with students from entry to graduation—equipping them with the confidence, agency, and adaptability to intentionally design meaningful careers in an evolving world of work.

HOW TO GET SUPPORT

- » [Book an appointment with a Career Advisor](#)
- » [Visit the Job Portal](#) for current opportunities
- » E careerservices@yorkvilleu.ca

OFFICE OF STUDENT RIGHTS & RESPONSIBILITIES (OSRR)

The OSRR is part of Yorkville University's Student Services team. We support students by protecting their rights and helping ensure everyone follows the responsibilities outlined in the Student Code of Conduct.

We offer a safe and confidential space for students to discuss concerns, ask questions, and explore options before deciding on next steps.

If we identify additional needs, such as mental health support, wellness services, or academic accommodations, we will connect students with the appropriate campus resources. We provide advice on both protected rights and broader YU student rights outlined in university policy.

Our goal is to empower students to understand their rights and responsibilities within the Yorkville community. Whenever possible, we guide students through informal resolution processes to address concerns collaboratively and constructively.

If informal resolution is not possible or appropriate, we facilitate the formal complaint process. Formal complaints must include clear, objective evidence, and all decisions are made in accordance with university policy.

Reach out if you have a non-academic concern, such as issues with behaviour, conduct, or interactions that you cannot resolve on your own or with instructor support.

Email studentrightsandresponsibilities@yorkvilleu.ca to ask a question or request a meeting with a Student Liaison. Meetings can be held on campus or online.

TIPS FOR GROUP WORK

- » Create a group agreement
- » Define roles and responsibilities
- » Set shared deadlines
- » Agree on expectations for resolving conflicts

HELPFUL RESOURCES

[OSRR WEBSITE »](#)

[YU SUCCESS TOOLS »](#)

[YU POLICIES & CALENDARS »](#)

FAQS

Can I bring someone to a meeting?

Yes. You may bring a support person. Witnesses will be interviewed individually if an investigation occurs.

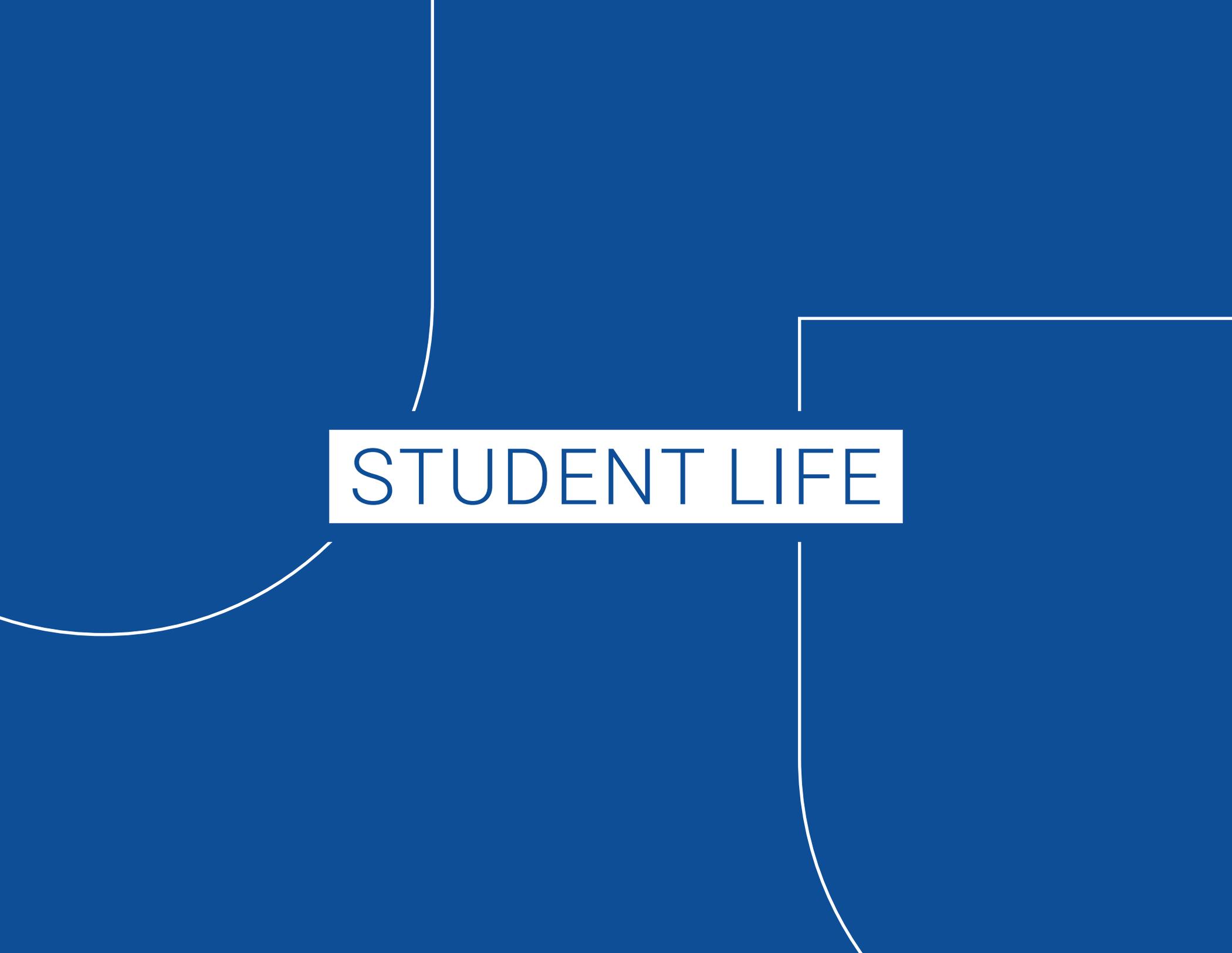
Can I speak to someone before filing a complaint?

Yes. We can provide advice or guidance before you decide on next steps.

Can I make a report for someone else?

No. Concerns must be reported by the person directly involved. If a friend or classmate confides in you, the best way to support them is by listening, taking their concerns seriously, and encouraging them to reach out to the OSRR or another support service.

[VIEW ALL FAQS »](#)



STUDENT LIFE



STUDENT LIFE

Student Life helps you build community, take breaks from academic pressure, and enjoy your time at Yorkville University. Throughout the term, the team organizes events, workshops, and outings that give you opportunities to meet new people, try new activities, and stay connected outside the classroom.

What You Can Expect

- » Social events such as movie nights, music and dance activities, and themed gatherings.
- » Recreational outings like nature hikes, sports matches, and local attractions.
- » Opportunities to explore Toronto, meet peers, and engage in campus life at your own pace.

STAY CONNECTED

- » Email studentlifeON@yorkvilleu.ca for event details, clubs, and campus activities.
- » Follow [@YorkvilleStudentLifeON](https://www.instagram.com/YorkvilleStudentLifeON) on Instagram for updates and announcements.

SPORTS & COMMUNITY ENGAGEMENT

Yorkville University students have the opportunity to participate in a variety of campus sports teams and recreational activities. Athletics are a meaningful way to stay active, build teamwork skills, and be part of the campus community.

SPORTS TEAMS

JOIN ONE OF OUR FOUR COMPETITIVE TEAMS

- » YU All-Stars
- » YU Phantoms
- » YU Vulcans
- » YU Mavericks

Each team offers opportunities to participate in cricket, basketball, volleyball, soccer, and badminton.

Whether you're new to organized sports or an experienced athlete, Yorkville's athletics programs provide a supportive and energetic environment to train, compete, and connect with peers.



STUDENT FINANCIAL
SERVICES

FINANCE

The Student Finance Team supports students throughout their time in the program with any financial related questions.

What We Help With

- » Enrolling in a payment plan in TouchNet
- » Monthly or term payments
- » Applying for Government Student Aid (e.g. OSAP)
- » Bursaries

Good to Know

- » When emailing student finance, please always use your YU email and include your student ID number.
- » If you are on student aid, it is your responsibility to inform student finance of any changes to your course load (e.g. dropping a course or taking a term break.)
- » Each term after course registration you are required to enroll in a new payment plan in TouchNet.
- » If you are experiencing any discrepancies with your account. Please connect with Student Finance.

HOW TO GET SUPPORT

IN-PERSON

Mon–Fri, 9 AM – 5 PM at the Steeles Campus in rooms 157 and 158

E studentfinance@yorkvilleu.ca

You can request a finance staff to arrange a zoom or teams meeting or you can also drop in during business hours for quick questions.

HELPFUL TIPS

How to Check Your Account Balance

Visit the [MyYU Finance](#) page to view your current balance, payment history, and upcoming charges.

How to Pay Your Fees

YOU CAN MAKE PAYMENTS USING

- » Online banking (add “Yorkville University” as a payee)
- » Credit card payments through MyYU
- » Government or sponsor funding, where applicable

If you're unsure which payment options apply to your program, contact [Student Finance](#).



INTERNATIONAL STUDENTS

INTERNATIONAL STUDENTS

The International Admissions and Immigration Specialists at Yorkville University are licensed Regulated Canadian Immigration Consultants (RCICs) who support students with study permits, visas, and immigration questions.

Our goal is to help you understand and maintain your status throughout your program.

What We Help With

- » Study permit applications and extensions
- » Visa and travel documentation
- » Authorized leaves and program changes
- » Work eligibility (on- and off-campus)
- » Post-Graduation Work Permit (PGWP) guidance
- » Permanent residency pathways (general information)

Good to Know

- » Keep copies of all immigration documents and track expiry dates.
- » Stay enrolled full-time unless approved for an authorized leave.
- » Study permit errors (missing work conditions) must be corrected with IRCC.
- » Immigration policies can change, always check IRCC updates or consult our team).

HOW TO GET SUPPORT

- » [Book a personalized zoom session](#)
- » Walk-in consultations: Room 156, Mon–Fri, 10 AM–4 PM
- » E immigrationservices@yorkvilleu.ca
- » ASKYU: [Submit](#) immigration questions anytime
- » Webinars: Regular sessions on permits, work eligibility, PGWP, travel, and more

STUDY PERMIT ESSENTIALS

International students are responsible for maintaining valid immigration status throughout their studies.

KEEP YOUR STATUS VALID BY

- » Extending your study permit before it expires
- » Staying enrolled full-time (unless approved for an authorized leave)
- » Making satisfactory academic progress
- » Ensuring your permit includes work authorization conditions

NOTIFY IMMIGRATION SERVICES BEFORE

- » Taking a term break
- » Changing programs
- » Reducing course load
- » Traveling outside Canada

These actions may affect your study permit or future PGWP eligibility.

POST-GRADUATION WORK PERMIT

The PGWP allows eligible graduates to work in Canada after completing their program.

TO SUPPORT PGWP ELIGIBILITY

- » Maintain full-time enrollment each term
- » Avoid unauthorized breaks in study
- » Keep your study permit and visa valid
- » Ensure your study permit includes work conditions
- » Notify Immigration Services before changing programs

For complete PGWP guidelines, attend a webinar or speak with an Immigration Advisor.

WORKING IN CANADA

STUDENTS MAY WORK ON- OR OFF-CAMPUS IF

- » Their study permit includes work authorization
- » They remain enrolled full-time
- » They maintain good academic standing

BEFORE BEGINNING ANY JOB

- » Obtain a SIN (Social Insurance Number) from Service Canada
- » Confirm your work eligibility with Immigration Services
- » If your study permit has incorrect work conditions, request an amendment with IRCC



YORKVILLE
UNIVERSITY