

Creative Industries

at The Creative School

Student Handbook

2026 / 2027

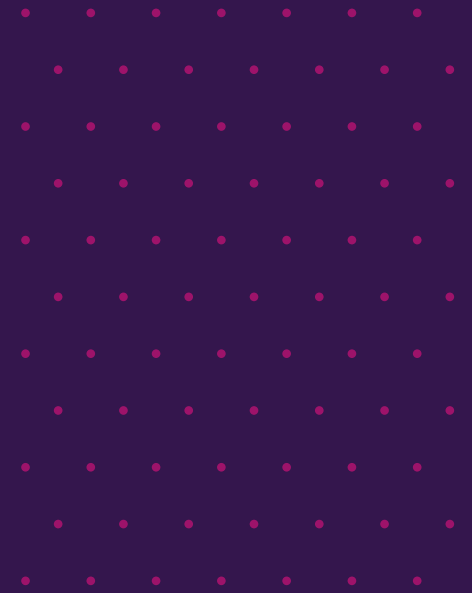


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Message from the Chair

I would like to warmly welcome new and returning students to the 2026-2027 Academic Year at the School of Creative Industries.

We are particularly excited to welcome our first year students to Toronto Metropolitan University, our students from out of town to Toronto, and our international students to Canada.

There are many exciting things to celebrate as we return for another academic year. My key message for the 2026-27 academic year is to take advantage of the different activities and events to meet new people while exploring new ideas. Our program provides a safe space for you to try new things and challenge yourself to get out of your comfort zone. The School of Creative Industries is a place where we draw inspiration from the new ideas emerging from, and the new relationships developed with and among our students.

The staff at Creative Industries created this student handbook to help guide you through the many policies, procedures and supports available. It is meant to be a reference tool where you can find the answers you need and connect resources. If you cannot find answers here, please reach out and ask the Creative Industries staff and faculty. Feel free to stop by our office in KHS-349 while you are on campus.

If you have any issues or questions, please know you can reach out to the School and to academic advising. There are many committed professionals here working to deliver your program and support you on your educational journey.

Best wishes for a transformative academic year,

Dr. Jeremy Shtern

Chair, School of Creative Industries

Dr. Louis-Etienne Dubois

Associate Chair, School of Creative Industries

Dr. Ope Akanbi

Undergraduate Program Director, School of Creative Industries

Faculty & Staff Directory

General Inquiries 416-979-5000 ext. 553302, Fax: 416-979-5138 · KHS-349, Kerr Hall South 3rd floor, 350 Victoria Street · creative.industries@torontomu.ca

FACULTY

Name	Title	Email	Office
Dr. Jeremy Shtern	Chair, Professor	jshtern@torontomu.ca	KHS-349-A
Dr. Louis-Etienne Dubois	Associate Chair, Associate Professor	le.dubois@torontomu.ca	KHS-349-E
Dr. Opeyemi Akanbi	Undergraduate Program Director, Associate Professor	oakanbi@torontomu.ca	KHS-349-T
Dr. Miranda Campbell	Associate Professor	miranda.campbell@torontomu.ca	KHS-349-G
Dr. Lorena Escandon	Assistant Professor	lorena.escandon@torontomu.ca	KHS-349-V
Alyssa Fearon	Assistant Professor (Limited Term Faculty)	alyssa.fearon@torontomu.ca	KHS-349-B
Dr. David Gauntlett	Professor	david.gauntlett@torontomu.ca	RCC-282-E
Dr. Alberto Lusoli	Assistant Professor	alberto.lusoli@torontomu.ca	KHS-349-S
Dr. Salman Rana	Assistant Professor	salman.rana@torontomu.ca	KHS-349-U
Dr. Charlie Wall-Andrews	Assistant Professor	charlie.wallandrews@torontomu.ca	RCC-382-H

[For more information on Faculty and Staff, and our 2026-2027 instructors, please visit the Creative Industries - People page.](#)

Faculty & Staff Directory — Staff

Name	Title	Email	Office
Tannisha Lambert	Senior Manager, Professional Unit	lambert@torontomu.ca	RCC-370-A
Emma Smith	Lead, Finance and Operations	e3smith@torontomu.ca	HEI-102-E
Edith Nataprawira	Operations & Finance Coordinator	enatapra@torontomu.ca	KHS-349
Taras Karpiuk	Operations Assistant	tkarpiuk@torontomu.ca	HEI-102
Dan Cantiller	Interim Manager, Academic Planning & Student Affairs	dancan@torontomu.ca	RCC-360-K
Kaitlyn Pontanilla	Academic Coordinator	kpontanilla@torontomu.ca	KHS-349-R
Lauren Awalt	Student Affairs Assistant	lauren.awalt@torontomu.ca	KHS-349-Q
Alex D'Arcy	Outreach & Placement Coordinator	adarcy@torontomu.ca	KHS-349-H
Hirra Farooqi	Outreach and Community Engagement Coordinator	hfarooqi@torontomu.ca	RCC-372
Mays Saifan	Outreach and Community Engagement Coordinator	mays.abusaifan@torontomu.ca	RCC-372

Office Services



Letter Requests

Letters confirming registration, attendance, admission, graduation, etc. can only be requested from the Office of the Registrar, Enrolment Services & Student Records at:

<https://www.torontomu.ca/myservicehub-support/students/academics/request-letter/>



Forms

Students will need to submit forms for many purposes. For a full selection of forms and their uses, refer to:

<https://www.torontomu.ca/current-students/documents-letters/>



Lockers

A limited number of lockers are available for the year in the basement of the Rogers Communications Centre (RCC) and may be acquired on a first come, first served basis. If you're interested in obtaining one, please fill out the Creative Industries Locker Registration form using your TMU email:

forms.gle/QbHGnx5zPBPZGGLi7

What is Creative Industries?

Creative Industries cultivates students to become leaders in the discovery of creativity, business, and culture. Our interdisciplinary degree program is great for students interested in taking a leading role in creative industries such as communication, design, media, entertainment, arts and culture, and with the knowledge of the business or “behind the scenes” work.

CREATIVE-CONTENT MODULES (TABLE II)

A [creative-content module](#) is a set of five (5) courses consisting of required and/or elective courses. They cover the basic historical, theoretical & production aspects of a creative field while examining how that field functions as a business.

MODULE A = Year 1 to Year 3

MODULE B = Year 2 to Year 4

Modules and their offerings are subject to change and availability. [Please refer to the 2026-2027 Undergraduate Calendar.](#)

Significant Dates

Life in university is ruled by deadlines – for assignments, tests, and final exams, for courses to be added and dropped, for fees payment, and many more events. Dates and times for final exams are released by the Registrar's Office about one (1) month prior to the start of the final examination period. Be sure not to make any travel plans for the end of term before the exam schedule is available.

2026-2027 Significant Dates (<https://www.torontomu.ca/calendar/2026-2027/dates/>):

Significant Date	Deadline Period
Official Start of Fall 2026 Term	Tuesday, September 8, 2026
Fall Study Week	Tuesday, October 13 - Friday, October 16, 2026
Fall Examination Period	Wednesday, December 9 - Sunday, December 20, 2026
Official End of the Fall 2026 Term	Sunday, December 20, 2026
Mid-Winter Break	Thursday, December 24, 2026 - Wednesday, January 6, 2027
First Day of Winter 2027 Undergraduate Classes	Friday, January 15, 2027
Winter Study Week	Tuesday, February 16 - Friday, February 19, 2027
March Course Intentions Period	Thursday, March 4 - Wednesday, March 10, 2027
Winter Examination Period	Monday, April 19 - Saturday, May 1, 2027
Official End of the Winter 2027 Term	Saturday, May 1, 2027
May Course Intention Adjustment Period	Wednesday, May 12 - Friday, May 14, 2027

Internships



In the summer after 3rd year or during the fall semester of 4th year, students begin mandatory work placement in a creative enterprise. This placement is for a minimum of 240 hours of work and must be within a creative company. Placements may be paid, unpaid, or offer an honorarium.

Our Industry Partnerships/Work Placement Specialist helps students find placements through a series of professional development workshops and a robust Creative Industries job board. While we work hard to help, it is ultimately the student's responsibility to apply, attend interviews and land a role.

Online Identity & OneCard

ONLINE IDENTITY

Activate your online identity: torontomu.ca/accounts/students/

All students are required to activate and maintain their online identity. Be sure to monitor and retrieve information issued to you by University faculty/staff via TMU online systems on a frequent and consistent basis. Students have the responsibility to recognize that certain communications may be time-critical. For more information, please refer to Senate Policy #157 at torontomu.ca/senate/policies/.

Access includes: TMU email, Google Workspace, MyServiceHub, D2L Brightspace, TMU Wireless (WiFi), Online Library resources, Computer labs and other services, and Virtual applications.

ONECARD

Apply for your One Card:

torontomu.ca/onecard/get-your-onecard/students/apply-online/

Your TMU student card (TMU OneCard) is your official identification card for the University. It is required at all exams, and it serves as your service card for various campus services, discounts, secure building access, and more. Once you have activated your TMU online identity, you should apply for your OneCard. If you need access to a building or a room and your OneCard does not open the door, please see Taras Karpiuk.

Two-Factor Authentication & Software

TWO-FACTOR AUTHENTICATION

Multi-factor authentication (MFA) is a security control that adds an additional layer of security to protect your online account. TMU students must set up two-factor authentication (2FA) for both Google and Microsoft.

Microsoft Authentication: torontomu.ca/ccs/services/software/microsoft/mfa/

Google Authentication: torontomu.ca/ccs/services/ITSecurity/protecting-your-identity/two-factor-authentication/how-to-use-two-factor/



Microsoft Office 365 Education

As a Creative Industries student, you will have access to both Microsoft Office 365 Education and Adobe Creative Cloud. Microsoft 2FA must be set up in order to start downloading applications.

All TMU community members have access to Microsoft Office 365 Education services and applications. Learn more:

torontomu.ca/ccs/services/software/microsoft/#!accordion-1596627770044-office-365-education



Adobe Creative Cloud

All students, staff and faculty of The Creative School have access to Adobe Creative Cloud for their personal computers and while using the labs and suites on campus. Learn more:

torontomu.ca/the-creative-school-equipment-distribution-centre/adobe/

Full-Time vs. Part-Time & Consideration

FULL-TIME VS. PART-TIME STUDIES

TMU defines “full-time” study as four (4) billing units per term (typically 4 courses). This is also the course enrolment required for The Creative School Dean's List, and the renewable entrance scholarship, if applicable. On the other hand, OSAP defines “full-time” study as three (3) billing units per term (typically 3 courses). Three courses is also the minimum requirement for international students with study permits.

For any inquiries, please reach out to a member of the ServiceHub: torontomu.ca/servicehub/contact/

Academic Consideration Requests & Academic Accommodation

ACADEMIC CONSIDERATION REQUESTS (ACR)

If you've missed an exam, assignment, or any other graded work due to illness or extenuating personal circumstances, you can request academic consideration. Academic Consideration Requests (ACRs) should be submitted within three (3) business days of the missed deadline and should be submitted online through the ACR Portal.

These requests require documentation (e.g. [TMU Health Certificate](#)). Academic consideration requests should only be submitted for graded work. Please note that instructors are not obligated to grant academic consideration requests. Senate Policy #167, which governs Academic Consideration, can also be found on the [Senate website](#).

As always, if you have any questions, or require clarification, please email CRladvising@torontomu.ca.

More on ACRs: torontomu.ca/senate/academic_consideration_requests/

ACADEMIC ACCOMMODATION SUPPORT (AAS)

A part of Student Wellbeing, Academic Accommodation Support (AAS) supports students with disabilities. They work with students to create and implement individualized academic accommodation plans so students can more fully participate in their studies. AAS will work with any student enrolled at TMU who requires academic accommodation, regardless of program or course load. If you have a disability that can affect your academic performance, you should register with Academic Accommodation Support. You can also contact AAS if you suspect that you have an undiagnosed disability.

Visit the AAS website at torontomu.ca/accommodations/ or call 416-979-5290.

Academic Integrity & Proper Citation

ACADEMIC INTEGRITY

TMU and the School of Creative Industries consider violations of academic integrity very seriously. It is imperative that students conduct themselves with integrity and understand what constitutes academic misconduct as described in the Student Code of Academic Conduct, which can result in penalties such as a failure on a plagiarized assignment, disciplinary notice or expulsion from the University.

For more information, review [Senate Policy #60](#).

You can avoid many problems by using proper citation in your assignments. The School of Creative Industries recommends a specific citation format for CI courses, but instructors outside of CI may prefer a different format. Always be sure to ask.

torontomu.ca/academicintegrity

PROPER CITATION

Creative Industries students take courses from a variety of disciplines from across the university, as such students should be familiar with both APA and MLA citation styles.

It is up to the student to confirm with the instructor of each course which citation style they accept. To learn more about MLA and APA, consult the style guides in the Library. Basic style templates for both MLA and APA can be found on the TMU Library website: library.torontomu.ca/guides/style/

Most instructors include an example of the citation style they accept in the course outline. If you do not see one, confirm with the instructor.

Course Enrolment

Students MUST familiarize themselves with module and degree requirements. It is your responsibility to select courses from the Creative Industries curriculum in the [Undergraduate Calendar](#). Individual progress toward completing degree requirements should be monitored through the [Advisement Report function](#) in MyServiceHub.

Information regarding courses, significant dates, degree requirements, and FAQs are posted on the [CI Academic Advising website](#). You can also email CRIadvising@torontomu.ca if you require information or clarification regarding your academic career.

Academic Advising will reach out to you when it is time to declare your two modules. Students select and progress through each of their modules by virtue of their course selection. Students may switch their modules at any time. However, switching can sometimes entail some loss of credits toward their degree, which must be regained through course overloads, summer courses if available, or extending their undergraduate program beyond 4 years.

Enrolment dates are listed by the TMU Registrar's Office on MyServiceHub. Priority Enrolment dates are issued by year and enable students to enrol in their program requirements before the Open Enrolment period begins.

Course Intentions

[Course intentions](#) is the process where students indicate the courses they wish to take in the upcoming academic year. Course intentions are used to generate students' course schedules, which are released ahead of the start of the Fall and Winter terms.

The course intentions period occurs in March for the upcoming Fall and Winter terms. Course intention changes can be made during the course intention adjustment periods in the Spring (May) and Fall (August to September).

Participation in course intentions is mandatory for all undergraduate students in full-time programs. Benefits of successfully completing course intentions include:

- Greater chance of getting your preferred courses
- Accessing priority enrolment
- Receiving OSAP sooner
- Maintaining your scholarships
- Confirming your enrolment

While TMU makes every effort to enrol students into courses based on course intentions, there are occasions where a course intention selection cannot be accommodated. If your intentions are not scheduled, you will still be able to enrol into courses during your enrolment period.

IMPORTANT: Seeing a prohibited “no-entry” icon on MyServiceHub means that you have a hold on your account. Visit the Account Holds page for more information. A hold restricts access to specific services like enrolling/intending in courses and viewing your grades.

Academic Standing

It is the student's responsibility to maintain a Clear academic standing in order to continue in the CI program from term to term without limitations. Your academic standing is determined at the end of each academic term based on your final course grades, and you must check your standing on MyServiceHub in a timely manner as further action on your part will be required if you fail to maintain a Clear standing.

If your academic standing is Probationary, you **MUST** request an appointment with CI Academic Advising to clarify the basis on which your standing can become Clear. Also, you will be required to sign a Probationary Contract with restricted conditions for the following semester. It is important to note that you cannot continue in your degree on Probation without first establishing a Probationary Contract.

Failure to meet the terms of a probationary contract will result in a Required to Withdraw standing. Students with this standing are advised to meet with the CI Academic Coordinator, attend recommended workshops, and connect with [Student Wellbeing](#).

The following definitions are taken directly from the [Undergraduate Calendar](#) — see the next page.

Academic Standing — Definitions

● CLEAR

A cumulative grade point average (CGPA) of at least 1.67 (except where the student has violated an approved Department/School standing variation or, while on Probation, the student has violated the terms of their Probationary Contract). Students with Clear standing may continue their program studies with no restrictions except for the obligation to satisfy prerequisite requirements.

● PROBATIONARY

A cumulative grade point average (CGPA) of 1.00 to 1.66. Students with Probationary standing are required to have a developmental Probationary Contract outlining a specific plan for studies and academic supports authorized by their program School or Department, and signed by the student. Students who fail to have such a Probationary Contract by the last day to add courses in a semester will have their course registrations cancelled for the term in question. Students with a Probationary standing at the start of any semester will be eligible to continue their studies in a subsequent semester as long as they achieve a term grade point average (TGPA) of 1.67 or higher, meet the terms of their Probationary Contract, and do not violate approved Department/School standing variations.

● REQUIRED TO WITHDRAW (RTW)

Students will be Required To Withdraw from their program for one of the following reasons: a CGPA of less than 1.00 (except students enrolled in their first semester); or a term GPA below 1.67 while on Probation; or violation of any approved Department/School standing variation; or violation of a Probationary Contract (including unauthorized changes to the contract or failure to negotiate a Probationary Contract).

Note: No student in their first semester at TMU will be Required to Withdraw. Students with a GPA of less than 1.00 in their first semester will be advised about their prospects and continue their program for their semester on Probation.

Withdrawals, Minors & Transfer Credits



Short-Term & Permanent Withdrawals

You may wish to temporarily withdraw from your program of studies for either the current academic term or for future academic terms due to financial, health, personal, academic or other reasons. In this case, you may request a [Short-Term Withdrawal](#) for up to three (3) consecutive terms (i.e. 12 months).

Alternatively, you may wish to voluntarily and [permanently withdraw](#) from your program studies. You would request a [Permanent Withdrawal](#) in this case. Permanent Withdrawal requests are final once processed. If you wish to re-enter the program at a later time, an application for re-admission must be submitted to [Undergraduate Admissions](#). Re-admission is not guaranteed.



Minors

The University defines a Minor as an opportunity for a student to explore a secondary area of undergraduate study either for personal interest beyond a student's degree program, or as an area of specific expertise related to the student's degree program that will serve the student's career choice. To complete a Minor, students must complete six (6) courses in one of the subject areas identified in the Undergraduate Calendar: <https://www.torontomu.ca/calendar/2026-2027/minors/>

A limited number of Liberal Studies electives, module courses, and Open Electives may be applied to requirements for a Minor, so students should consider this possibility at an early stage in their academic careers at TMU.



Transfer Credits

Students who have completed courses at another postsecondary program may apply for transfer credits through the University's online system. Detailed information about the application process is found at: torontomu.ca/transfer-credits/.

We also recommend that transfer students email CRladvising@torontomu.ca to identify as a transfer student so that we can review your remaining degree credits.

Please note that it is possible for credits to be ineligible for use toward your Creative Industries degree requirements. They will be found under the “Non-Applicable” section of your [Advisement Report](#).

International Exchange (Study Abroad)

The School of Creative Industries offers a limited number of overseas study opportunities for 3rd year students, through The Creative School's Global Learning team. Typically these exchanges last one term and occur during the Winter semester of 3rd year. Students participating in the exchange program continue to be registered at TMU, pay regular TMU tuition fees and return to TMU to complete their degree. In most cases, classes are conducted in English and are taken at a normal course load.

To be eligible to apply for exchange, students must have a Clear academic standing and a minimum GPA of 2.5.

Note: Students interested in applying for these International opportunities must do so in 2nd year and should begin by consulting The Creative School's Outbound Exchange webpage at <https://www.torontomu.ca/the-creative-school/international/exchanges/outbound/> and attending an exchange information session during the Fall term.

Creative Industries Exchange Partners for 2026/2027

- Artevelde University of Applied Sciences - Belgium
- Amsterdam University of Applied Science (AUAS) – Netherlands
- Auckland University of Technology (AUT) – New Zealand
- Breda University of Applied Sciences – Netherlands
- Curtin University – Australia, Malaysia, Mauritius, Singapore, Dubai
- Danish School of Media and Journalism (DMJX) – Denmark
- Edinburgh Napier University – Scotland
- Hochschule der Medien (Stuttgart Media University) – Germany
- KEA - Copenhagen School of Design & Technology – Denmark
- Technological University Dublin – Ireland
- University of Leeds – England
- University of Westminster - England
- Queensland University of Technology - Australia

The Creative School Global Learning

THE CREATIVE SCHOOL GLOBAL LEARNING

The Creative School faculty has a number of global learning opportunities, both virtual and in-person.

Virtual: Global Campus Studio (GCS) is an internationally-focused course that provides students at TMU and partner institutions around the globe the opportunity to collaborate with diverse international teams on original creative projects.

In-person: Travel intensives are in-person immersive experiences that allow students from The Creative School to explore the creative industries in other parts of the world. They are often offered as part of a course credit, but also encompass non-curricular initiatives.

CI Awards

CREATIVE INDUSTRIES AWARDS

The Creative Industries Founder's Award is awarded to two (2) students who demonstrate both entrepreneurial potential and a cross-disciplinary and collaborative approach to creative work.

The Rosemary Reid Memorial Award honours the memory of Rosemary Reid, and goes to a student that has completed an RTA module who brings kindness, consideration, warmth and enthusiasm to the program/cohort.

The Grace Jeong Memorial Award honours the memory and legacy of 1st year CI student, Grace Jeong, and goes to an exceptional 1st year Creative Industries student as they continue to strive for their highest potential.

The School of Creative Industries also has several awards open to graduating students, presented at the Spring Convocation awards ceremony: Highest Cumulative GPA Award, Outstanding Community Engagement Awards, and the Creative Industries Valedictorian Award.

Award descriptions and how to apply for awards will be sent to all Creative Industries students at the beginning of the nomination period.

Labs, Studios and Zones

● The Creative School's Equipment Distribution Centre

The Equipment Distribution Centre (EDC) is the main hub for equipment and facilities usage within The Creative School. This includes audio, visual and computing equipment, and more, required for academic projects and activities. They provide service for academic use for all Creative School students. Learn more: torontomu.ca/the-creative-school-equipment-distribution-centre/

● Digital Media Experience (DME) Lab

The DME is a place where TMU Libraries users come to create, collaborate and explore digital media tools. They offer 1-on-1 tutorials that teach library users how to create using emerging tech and digital media, including virtual reality, 3D printing and the Adobe Suite. Learn more: library.torontomu.ca/dmelab/

● Open Space at The Innovation Studio

The Open Space at The Creative School Innovation Studio is a production facility available to Creative School students, faculty, staff, and Zone members to develop, create, fabricate, assemble and test multimedia projects, with the assistance and consultation of technical staff. It is accessible on a drop-in basis and for short-term projects. Learn more: torontomu.ca/innovation-studio/open-space/

● Zone Learning

Zone Learning is the network for innovation and entrepreneurial experiences at TMU. It is a new model of experiential learning built to allow students to apply their degree coursework to real world startups, causes, companies, projects or ventures. There are 10 zones on the downtown campus across all disciplines. There are several ways to participate, including credits that can be taken towards your degree. Learn more: torontomu.ca/zone-learning/

ServiceHub & Navigate TMU

SERVICEHUB

The ServiceHub is your front-line service centre for the Office of the Registrar, including support for undergraduate admissions, fees, financial assistance, MyServiceHub support, exams, class schedules, applying to graduate and more. You can contact the ServiceHub by completing the [help form](#), calling 416-979-5036, or visiting them in-person at POD-150 in the Podium Building.

NAVIGATE TMU

[Navigate TMU](#) is designed to welcome you to TMU and help you discover the resources that will be beneficial to you during your degree. With over 100 services available to you at TMU, the [Student Success Navigator](#) team can connect you to the ones you need to meet your goals. You can book a free appointment with a Student Success Navigator to learn more about what is available to you at TMU.

[The Navigate TMU Program](#) was developed to support students to feel more confident in their 1st year and more knowledgeable of the skills and resources to navigate university. In this program, you will have access to six (6) online modules to explore who you are, what you need and want out of your university experience, and how you can accomplish your goals.

Student Life & Learning Support / Athletics

STUDENT LIFE AND LEARNING SUPPORT

[Student Life and Learning Support \(SLLS\)](#) provides opportunities for you to discover your talents, explore, skill-build, express your identities, create friendships and connections, and build your learning [success toolkit](#). [Learning Support](#) offers both in-person and online appointments, tutoring, and other programs.

There is a wide variety of study skills and transition support materials available to you through SLLS. Additionally, you can develop your academic writing skills and your approach to the writing process through meaningful conversations about your writing in individual appointments, workshops, and writing groups with [Writing and Language Support](#).

ATHLETICS AND RECREATION

TMU Athletics is home to our TMU Bold varsity sports teams and clubs, including hockey, basketball, soccer, volleyball, and more. As a student, you can watch varsity games for free. Check out the TMU Bold site to see the game schedules: tmubold.ca/

[TMU Recreation](#) offers free drop-in programming, group fitness classes, sports clubs, intramural teams, women's only programming, mind-body activities, and more. You can access these services with your OneCard through the Recreation and Athletic Centre (RAC) and the Mattamy Athletic Centre (MAC).

Student Wellbeing

[Student Wellbeing](#) encompasses a variety of health, wellbeing, and academic services such as [Academic Accommodation Support](#), [Counselling](#), [Health Promotion Programs](#), the [Medical Centre](#), and [Thrive TMU](#). Health Promotion Programs is dedicated to promoting student health and wellbeing by working with students and staff to develop a healthy community. The Medical Centre aims to promote a healthy environment for work and study by offering quality health services to current students. ThriveTMU provides training and resources to students to teach the skills associated with resilience, well-being and thriving.

Centre for Student Development & Counselling torontomu.ca/student-wellbeing/counselling/

Email: csdc@torontomu.ca · Location: Jorgenson Hall, JOR-07-C (basement) · Enquiries: 416-979-5195

If you require immediate assistance, contact the 24/7 help line for Ontario postsecondary students, at 1-866-925-5454 (good2talk.ca/)

Consent Comes First & Tri-Mentoring

CONSENT COMES FIRST (CCF)

Consent Comes First (CCF) provides free, confidential, trauma-informed, healing-centred support to students affected by sexual violence and other forms of gender-based violence. CCF works with students to connect to services, help think through options for safety and healing as well as create a space on campus to take a breath. It doesn't matter when, with who or how the violence occurred, CCF is here to listen and support.

You can contact CCF at osvse@torontomu.ca, 416-979-5000 ext. 553596, or in-person at Kerr Hall West room KHW-279. Learn more: <https://www.torontomu.ca/sexual-violence/>

TRI-MENTORING PROGRAM

[The Tri-Mentoring Program](#)'s goal is to mentor each student using their individual experience to find their sense of belonging on campus. Their mentoring programs include: Peer Mentoring, Group Mentoring, Career Mentoring, Flash Mentoring, Interfaith programming, Student Action programming, and the Black Student Experience.

Sign up to join the Tri-Mentoring Program on their website: torontomu.peoplegrove.com

Campus Eateries & Attending Campus Events

CAMPUS EATERIES

There are many places to purchase food and beverages on campus. You can view the campus map to find the cafes and [eateries at TMU](#). Some of the most popular spots are Oakham Cafe, the Hub Cafe, and the Met campus pub.

ATTEND CAMPUS EVENTS

ExploreTMU is a website that compiles all events from organizations on campus. This is a great tool to discover exciting opportunities on campus and to make new friends. Find TMU events at: exploretmu.torontomu.ca

International Student Support & Financial Aid

INTERNATIONAL STUDENT SUPPORT (ISS)

International Student Support (ISS) fosters a sense of belonging and community for all students who are new to Canada. Their team of International Student Advisors can help through group immigration advising, drop-in hours and one-on-one appointments. You can email ISS at issask@torontomu.ca.

More resources for international students can be found at: torontomu.ca/international/student-support/

FINANCIAL AID

Student Financial Assistance can answer questions about: Government Student Aid; Scholarships & Bursaries; CareerBoost Student Employment; Budgeting Tips & Student Discounts; and OSAP (Advisors available via phone through the ServiceHub).

Contact the Student Financial Assistance office at finaid@torontomu.ca, 416-979-5113, POD-59 in the Podium Building, or visit: torontomu.ca/student-financial-assistance/

Getting Involved



Creative Industries Course Union

The Creative Industries Course Union (CICU) represents the interests and voice of Creative Industries students. They host a range of events throughout the year specifically designed for you. If you have questions about the CICU, please email cicu@torontomu.ca. To stay up to date with the CICU, follow their Instagram: [@CRlunion](https://www.instagram.com/CRlunion)



Society of The Creative School

The Society of The Creative School (SCS) is a student-led society that represents all full-time undergraduate students within The Creative School. They support students by funding projects, providing guidance on policies, connecting you to industry professionals, and sharing your work. Learn more about SCS: societyofthecreativeschool.ca



Toronto Metropolitan Students' Union

The Toronto Metropolitan Students' Union (TMSU) empowers students and builds community on campus by advocating for student rights, supporting student groups, events and initiatives, and providing discounted services. The TMSU governs many student groups across campus and houses the TMU equity centres. Find a list of the student groups and equity service centres on their website: yourtmsu.ca

How to Problem Solve

We want you to have a successful academic experience at TMU. When problems arise, it is important that you deal with them proactively and in a timely fashion. We can't help you come up with a solution if we don't know about it. Need advice? Email CRIadvising@torontomu.ca. Here are some common problems, and suggestions on how to resolve them:

● I'm experiencing academic difficulties with a course

The first thing you should do is make arrangements to discuss your progress with your instructor, either through their office hours or via email. Assess how you are doing in the course overall, review what is left to be completed in the course, and ask for suggestions that may help you be successful. If you would like further guidance, you can always email CRIadvising@torontomu.ca for advice.

● Personal and emotional issues are impacting my studies

There are various ways of dealing with stress. These can range from academic adjustments to personal counselling to crisis intervention. Your first step should be to contact CRI Advising, who can explore some of the options with you and/or direct you to the appropriate support services on campus. You can also contact the Centre for Student Development & Counselling (CSDC) directly at 416-979-5195.

● What happens if I drop a course?

Provided you drop the course prior to the academic drop deadline for that term, it is simply removed from your record. However, it is important to note that financial drop deadlines differ from academic drop deadlines, and you should refer to the Significant Dates in the [2026/27 Undergraduate Course Calendar](#) for both kinds of deadlines.

● I'm uncomfortable about the way someone on campus treats me

TMU promotes a civil, respectful atmosphere conducive to learning by everyone in its community. If you are experiencing discrimination or harassment, you are advised to contact Human Rights Services: torontomu.ca/humanrights/. As always, if you want or need to review options or get advice you can always contact CRIadvising@torontomu.ca.

● I'm having academic challenges in general

All sorts of things can negatively impact academic performance. Your starting point for dealing with them should always be the School's academic advising team. CRI Advising can offer guidance on the issues involved or refer you to the department that is best able to provide assistance.

● I just know I'm going to fail a course. What can I do?

Email CRIadvising@torontomu.ca as soon as possible. Sometimes, the best decision is to drop a course (prior to the academic drop deadline for the term), as a failing grade will, in most cases, have a negative impact on your CGPA (cumulative grade point average).

● I can't seem to figure out MyServiceHub

MyServiceHub is an important tool, worth spending time to learn how to use it. Visit MyServiceHub support at torontomu.ca/myservicehub-support/

Course Management, Assignments & Conduct



Course Management

The [University's Senate Policy #166](#): Course Management stipulates the information that must be provided to students enrolled in each course, including course objectives, evaluation scheme, attendance requirements, schedule of topics, reading lists, teaching methods and assignments. This information is provided by either physical or electronic copy in a course outline that serves, in essence, as a contract between the professor and the individual student. We recommend that you download and keep a copy of your course outlines.



Assignments

Details of due dates and penalties for missing them are included in the individual course outlines. Late submissions, if accepted at all, are likely to have grade penalties as stated in the course outlines. At the instructor's discretion, late assignments will not be accepted without proper medical documentation.

Only the original copy of an assignment is acceptable. Students must keep a copy of each assignment on file until the original has been marked and returned.



Student Behaviour

In order for all students to have a positive experience in their classes we must all demonstrate respect for each other and professionalism. Students are expected to familiarize themselves and to conduct themselves in accordance with the [University's Discrimination and Harassment Policy](#) and the Student Code of Non-Academic Conduct: "You have the RESPONSIBILITY to refrain from behaviour which you know, or ought reasonably to know, obstructs teaching and learning...." Refer to [Senate Policy #61: Student Code of Non-academic Conduct](#).

AAS Accommodation Plans & Religious Observance

MAKING COURSE ARRANGEMENTS WITH AN AAS ACCOMMODATION PLAN

All Creative Industries courses are conducted in accordance with [Senate Policy #159: Academic Accommodation of Students with Disabilities](#).

Once registered with Academic Accommodation Support (AAS), a student must activate the sending of an accommodation letter via the online system to each of their instructors outlining their approved accommodation(s) for each course. This should be done prior to a graded assignment, test or exam.

In some cases, arrangements related to a student's accommodation needs may be made by the student's AAS Facilitator on their behalf. Students are not required to provide their personal health information or seek accommodation directly from their professors, course instructors or Academic Assistants as it pertains to academic accommodation for disabilities.

ACADEMIC CONSIDERATION FOR RELIGIOUS, INDIGENOUS AND SPIRITUAL OBSERVANCES

If a student is requesting accommodation due to a religious, Indigenous and/or spiritual observance, they must submit their completed request form via the [online Academic Consideration Request \(ACR\)](#) portal within the first two (2) weeks of the class or, for a final examination, within two (2) weeks of when the examination schedule is posted. More information can be found in [Senate Policy #150](#).

Requests for accommodation can be made informally or formally to the course instructor. For formal requests, students must submit a clear explanation of the observance and requested accommodation along with a copy of the official form.

Instructors will confirm accommodations (if possible) in writing, within five (5) days of receiving the request.

Form: torontomu.ca/content/dam/senate/forms/reobservforminstr.pdf

Grade & Standing Appeals / Timespan

GRADE & STANDING APPEALS

As a TMU student you have the right to review how your final grade has been calculated. You also have the right to initiate an informal or formal appeal of a grade in a specific course or your overall academic standing, per [Senate Policy #167: Academic Consideration](#) and [Senate Policy #168: Grade and Standing Appeals](#).

Note: Grade appeals are submitted to the teaching School or Department in accordance with its procedures; only appeals of CRI courses and appeals of academic standing are submitted to The School of Creative Industries. The decision-maker for Level 1 appeals to the School of Creative Industries is the Chair; the decision-maker for Level 2 appeals is the Associate Dean, Undergraduate Education & Student Affairs, The Creative School.

Students are responsible for reviewing all pertinent information prior to submitting a formal academic appeal. Incomplete appeals will not be accepted. Before submitting an appeal, seek guidance from CRIadvising@torontomu.ca.

TIMESPAN

In order to graduate, a student must complete their program's curriculum and graduation requirements within a specified number of years. This is known as the timespan. Students in the Creative Industries program have eight (8) years to complete their undergraduate degree.

If you plan to take courses out of sequence, it is your responsibility to ensure that you have completed all the required courses for your degree. Please note that some Core Required courses are prerequisites for upper-year courses, so taking them out of sequence may result in scheduling and enrolment complications.

Students that go three (3) consecutive terms with no course enrolments (Spring/Summer terms included) will be assigned Inactive Enrolment Status. Students that go six (6) consecutive terms with no completed courses will be discontinued from their program of study. To return to studies after discontinuation, students must apply for re-admission into the program using the [TMU Application](#) (re-admission is not guaranteed). Contact the [ServiceHub](#) for assistance.

Questions?

If you have any questions that have not been covered in this Student Handbook please check the FAQs on the CRI Advising website:

<https://www.torontomu.ca/creativeindustries/academic-advising/faqs/>