This handbook is compiled by the Mature Student Advisor. All information is correct to the best of our knowledge at the time of distribution. For further information please contact:

Catherine Wilson-Cheverie
Counsellor & Mature Student Advisor
North Campus, room D128
After all these years, I have so many questions about school. Is there someone to help me get started? What will happen if I need extra help? I haven’t written an essay for such a long time. What if I am having difficulties? How can I meet other mature students?
Welcome from the Dean of Student Services

Mature students are an important part of Humber’s diverse student community. We admire your decision to return to academic studies and we recognize that your re-entry to the learning environment may present some unique transition and success issues.

In Student Services, we have a responsibility to assist and support all students to achieve their academic, career and personal goals. We know that Humber’s students will have needs while they are here and we attempt to identify those needs in advance and put an appropriate service delivery in place to respond.

Recently we have had an opportunity to focus specifically on the potential needs of mature students. The development of this Mature Student Handbook is part of our response to meeting those needs. I encourage you to take advantage of the advice and information in this handbook.

Judy Harvey
Dean, Student Services

The postsecondary educational experience can be, in spite of the hard work, one of the best times of anyone’s life. I wish you a satisfying and successful experience while here at Humber and if I can be of direct assistance to you at any time, please contact me at 416-675-6622 x5029 or by email at judy.harvey@humber.ca. Good luck.

Introduction

The purpose of this handbook is to answer some common questions and provide a resource guide to mature students as you begin your studies at Humber and Guelph-Humber. This publication is geared to mature students who are 25+ years old. Often many of you are returning to school after a break in your formal education. Many students return to school to change careers, to upgrade skills, or to finish a program started years earlier. There is no such thing as a ‘typical’ mature student, but mature students have many common concerns. These concerns and life experiences make the return to school a different experience from those students who enter college directly from high school. Mature students face uncertainties about course expectations, the effort to balance home and school, rusty study skills and simply the awkwardness of being in the student chair again!

Often returning to school involves personal and family sacrifices. Juggling becomes a necessary skill. The decision to return to college is not one taken lightly. Mature students are generally motivated to do well and you may put a lot of pressure on yourself to maintain all previous activities in your life. It is important to set realistic goals, as the transition to college is challenging. Give yourself and your family time to settle in. Remember, you are not alone. Throughout your time here at Humber and Guelph-Humber, Student Services offers support and activities to make your experience the best possible one. Welcome.
During Orientation Week students are asked to attend an Orientation session specific to their particular program. At this session you will be given information on your timetable, courses, tuition and your student ID. Details regarding timetables and program expectations will be reviewed. At times this process can feel like an overload. Don’t feel as if you must commit all this detail to memory. We will review this information in the Mature Student Orientation and focus on the information most relevant to mature students.

**The following checklist may be helpful:**
- Pay attention to dates for Registration and other Orientation activities.
- Plan your budget carefully and keep on top of your finances.
- Sort out arrangements for home in terms of child care, study times and back up support people.
- Prioritize those aspects of your situation that will affect your studies. Social, employment and academic commitments may have to be revised as the semester unfolds.
- Be patient with yourself. You are taking on a new role - the role of a student. As an adult learner you will need to make adjustments.

**Before Classes Start**

**The First Month**

**Tips and Helpful Hints!**

At the start of the year you may be worried. This feeling is natural. It takes time to get into the swing of full-time studies. Younger students never left school; mature students have had time out! Review the following tips as you continue to adjust to Humber and Guelph-Humber:

- Try to set up a filing system to refer back to relevant information as required. It is not necessary to remember the vast amounts of information that will come your way in the first few days of your college experience.
- Keep an eye out for any Mature Student activities where you will meet other students coping with similar challenges. Ongoing support is great!
- Attend the Mature Student Orientation. Get to know the campus and identify key personnel and services.
- Keep things in perspective and don’t put too much pressure on yourself. You are in transition mode and adjustment takes some time.
- Investigate on-campus supports at your own pace. Refer to this guide or the Humber website for lists of available services.
- Talk to your professor about any course concerns. Don’t be afraid to ask questions. Most of your classmates will be relieved if you ask questions - many are too timid to voice those concerns themselves.
- Use your time effectively right from the get-go. It is no secret that you have many responsibilities in addition to your coursework.

- Try and mix with younger students when opportunities present themselves. You have a lot to offer, and so (believe it or not) do they.
- Don’t be overwhelmed by extensive reading lists that you may receive. You do not need to rush to the bookstore and purchase each item listed. You may find some selections are additional, suggested reading. You may choose to use the library copy. There is also a chance to buy second-hand books. Once you attend your first class, the professor will clarify which texts are essential.
Many students find that their study, computer and library skills are a bit rusty. There are a number of on-campus supports to help you through this period. There are many different methods of learning and studying. Find out what works for you given your busy life. Remember, like any other skills, computer, study and library skills will take time to develop. Refer to the following list for additional ideas and supports.

Study and Learning Skills

• Make use of the Math Centre and the Writing Centre if your mathematic or writing skills are rusty. Locations and hours of operation are outlined in the College User Guide section of this handbook.
• Take care of yourself. Try and relax as you approach studying and learning new material. Excess stress can affect your ability to take in information and retain new concepts.
• Get good sleep! When your brain is tired learning is more difficult. Sleep on it.
• Get help. No one likes to suffer on his or her own. Seek out another classmate to study with when convenient.
• Savour every achievement.
• Try and put any setbacks or disappointments in perspective.
• Remember, you are not expected to know everything or be an expert.

Tech Talk

• Computing skills are important across the college.
• Help with computing is available. If you think you are ‘miles behind’ technically, you may consider taking an introductory computer course.
• More and more academic material is on the Internet. Your Program will indicate to you what and how you are expected to use the Internet in your studies.
• It is not necessary to own a personal computer unless already stated for your particular course. However, there are great benefits to having your own PC. You do not have to rely on lab availability and you have more flexibility. If you do not own a computer, computer labs are available for student use.

Library Lessons

• Allow yourself time to figure out the library. Library tours designed for mature students are available. See Mature Student Orientation information for dates and times.
• Ask for additional help if you run into problems as the semester unfolds. Library personnel are there to assist you. As with other challenges, give yourself time to figure things out and use the available supports. We are here to make your transition to Humber as smooth as possible.
Mature students are parents, partners, employees, community members and much more. It would be magical thinking to imagine that when you add full-time student to that list you can turn off the other roles you juggle. It is hard to forget an ill child once you walk into your 8:00am class or forget that right after your 4:00pm class you have to rush to your part-time job! Mature students are master jugglers. The trick is to try and balance all the demands on your time and energy.

Balancing these demands as a full-time student is a new skill. School will require quite a bit of your time - time you previously had for other jobs or simply relax! Don't panic. Like any other new skill, juggling will take time to learn. You will need to consider yourself, your family and your particular situation. Some weeks may go better than others. Be kind to yourself and get help when needed. Here are a few ideas that other mature students have shared in their quest to master the balancing act:

“Do your homework with young children if you are a parent. Try and involve them in your life as a student. Let them see that mom and dad study and do school work too. Older children may be able to quiz you before a test.”

“Try and take some time each week just for you. There are free classes in the Athletics Centre during school hours. Join a club like the Mature Student Club. Sit and read a magazine for pleasure! Taking some regular time for yourself helps give you energy for those demanding times. The important thing is that this time is just for you. Remember Counselling Services can help at times of high stress.”

“Get help when needed. Ask family and friends for support. Delegate family jobs when appropriate. Let family members know when you are busy with mid-terms or exams.”

“No one expects perfection. Problem solve as you go and when challenges occur.”

“Ask your employer in advance what flexibility there can be during exam time or mid terms. You will have this information early in the semester and many employers are able to accommodate if given enough early notice.”

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Services
This section describes some of the on-campus services available to Humber and Guelph-Humber students. For detailed information and hours of operation, please contact the area directly, in person or by telephone. You can also visit the Student Services website at http://www.humber.ca/student_services.htm. For other campus services, visit the Frequently Called Numbers page of the Humber website at http://www.humber.ca/phones.htm.

Counselling and Student Development Services
Free and confidential counselling is offered to Humber and Guelph-Humber students in the following areas: personal, career and academic. Learning Skills Workshops are offered to assist students achieve academic success. http://studentservices.humber.on.ca/

North Campus
D128, 416-675-6622 x4616
Lakeshore Campus
A120, 416-675-6622 x3331

Peer Tutoring
This program provides one-on-one assistance for students having difficulties with a specific course. The fee is $10 for 8 hours of tutoring. http://studentservices.humber.ca/peertutor/

North Campus
D128, 416-675-6622 x4616
Lakeshore Campus
A120, 416-675-6622 x3331

Peer Mentoring
This program is designed to help you make a successful transition to college life. A Peer Mentor is an upper-year student who can help you navigate the college campus, listen to your questions and direct you to resources you may need during your first semester. There is no charge for this program, simply apply online at http://studentservices.humber.ca/peermintor

North Campus
C117, 416-675-6622 x5230
Lakeshore Campus
416-675-6622 x5230
Computer Labs
http://its.humber.ca/labs/

North Campus
H205, N205, E302, E305, E325, E343, H211, J201, J202
Weekdays 8:00am-10:00pm
Weekends 9:00am-5:00pm

Lakeshore Campus
A240, FB102, A236, A237, A238, FB103
Weekdays 8:00am-10:00pm
Weekends 9:00am-5:00pm

Writing Centre
http://liberalarts.humber.ca/eng_dept/write_ctr.htm

North Campus
GH202 (Guelph-Humber building) 416-675-6622
x6259
September - April: Monday to Thursday 8:30am-6:00pm
Friday 8:30am-4:00pm
May - July: Monday to Thursday 8:30am-4:30pm
Friday 8:30am-4:00pm
The Math Centre is closed in August.

Career Centre
Services include résumé critique, mock interviews, free fax for employment purposes, full-time, part-time, summer, work-study, on-campus job postings and job search assistance.
http://careers.humber.ca/

North Campus
H107, 416-675-5028
Weekdays 8:30am-4:30pm

Lakeshore Campus
H201, 416-675-6622 x3340
Weekdays 8:30am-4:30pm

Math Centre
http://liberalarts.humber.ca/maths/maths_centre.htm

North Campus
GH203 (Guelph-Humber building) 416-675-6622
x6259

Library
Both campuses provide students with access to books, e-books, print and electronic journals, audio CDs, CD-ROMs, DVDs and videos. Visit the circulation desk to obtain your library card. Reference staff is available at both campus libraries, as well as the Learning Commons at Guelph-Humber.
http://library.humber.ca/

North Campus
NX Building, 416-675-5079

Lakeshore Campus
F201, 416-675-6622 x3313
Weekdays 9:00am-4:30pm

Library
http://library.humber.ca/

North Campus
H105, 416-675-5066

Lakeshore Campus
A178, 416-675-6622 x3265
Weekdays 9:00am-4:30pm

Office of the Registrar
Activities within this office are Customer Service, Financial Aid, Call Centre, Records, Recruitment and Enrolment/Admissions. You can access a number of services through Humber’s Student Records website srs.humber.ca. Use this website to access your student information and avoid the rush: grades, timetables, contact information, OSAP status, program fees, transfer credit and PLAR status, registration (for some programs) etc.

North Campus
D133, 416-675-6622 x5000

Lakeshore Campus
H206, 416-675-6622 x3234
Call or drop in to schedule an appointment and inquire about hours of operation

Health Services / Health Centre
Services include treatment for minor illnesses and injuries, accident and emergency care, Health Counselling and information, pregnancy testing, free condoms, STD testing and referrals to other health care providers.
http://studentservices.humber.ca/health/

North Campus
K137, 416-675-6622 x4533
Call or drop in to schedule an appointment and inquire about hours of operation

Lakeshore Campus
H206, 416-675-6622 x3234
Call or drop in to schedule an appointment and inquire about hours of operation

Parking and Lockers
http://www.humber.ca/myfuture/parking.htm
http://www.humber.ca/myfuture/lockers.htm

Disability Services
Services for Students with Disabilities (SSD) works with students who have a disabling condition (including: a learning disability, deafness or hard of hearing, a mobility impairment, blindness or low vision, a mental illness or psychological disability, ADD or ADHD, a brain or head injury, medical conditions or other disabilities diagnosed by a regulated health professional.) A variety of academic accommodations and assistive technologies may be recommended to help minimize the impact of a disability on learning and academic performance.
http://studentservices.humber.ca/ssp/

North Campus
D128, 416-675-6622 x5180

Lakeshore Campus
A120, 416-675-6622 x3265

Bookstore
You may purchase your books and supplies on campus where your program is offered. The Bookstore sells transit tickets, Humber and Guelph-Humber clothing and giftware, and snacks. The Computer Shop is located within the Bookstore. Humber Students’ Federation also offers a used book service.

North Campus
H105, 416-675-6622 x5066

Lakeshore Campus
A178, 416-675-6622 x3236

Health Services / Health Centre
Services include treatment for minor illnesses and injuries, accident and emergency care, Health Counselling and information, pregnancy testing, free condoms, STD testing and referrals to other health care providers.
http://studentservices.humber.ca/health/

North Campus
K137, 416-675-6622 x4533
Call or drop in to schedule an appointment and inquire about hours of operation

Lakeshore Campus
H206, 416-675-6622 x3234
Call or drop in to schedule an appointment and inquire about hours of operation

Career Centre
Services include résumé critique, mock interviews, free fax for employment purposes, full-time, part-time, summer, work-study, on-campus job postings and job search assistance.
http://careers.humber.ca/

North Campus
H107, 416-675-5028
Weekdays 8:30am-4:30pm

Lakeshore Campus
H201, 416-675-6622 x3340
Weekdays 8:30am-4:30pm

Library
Both campuses provide students with access to books, e-books, print and electronic journals, audio CDs, CD-ROMs, DVDs and videos. Visit the circulation desk to obtain your library card. Reference staff is available at both campus libraries, as well as the Learning Commons at Guelph-Humber.
http://library.humber.ca/

North Campus
NX Building, 416-675-5079

Lakeshore Campus
F201, 416-675-6622 x3313
Weekdays 9:00am-4:30pm

Library
http://library.humber.ca/

North Campus
H105, 416-675-5066

Lakeshore Campus
A178, 416-675-6622 x3236
Weekdays 9:00am-4:30pm
Child Care
Those students who have children and attend the North Campus are welcome to apply for a child care space at one of two licensed child care centres.
http://www.humber.ca/childcare.htm

North Campus
Buildings W and FX, 416-675-6622 x4070 or x4484

Interfaith Chaplaincy Service
The Chaplain is committed to an interfaith and intercultural ministry that services students in a confidential manner. Call for the schedule at each campus.
http://chaplain.humber.ca/

North Campus
D128, 416-675-6622 x4427 (messages only)

Lakeshore Campus
A120, 416-675-6622 x4427 (messages only)

Interfaith Prayer Room
Established for the spiritual needs of students, this room is available for use by all students.
http://chaplain.humber.ca/prroom.html

North Campus
D223, Contact the Chaplain for more information

Lakeshore Campus
E104, Contact the Chaplain for more information

Awards
Each year Humber and Guelph-Humber welcome many international students each year. Our service provides assistance with the adjustment to life in Canada, including housing, immigration and health insurance.
http://www.international.humber.ca/student_services.shtml

North Campus
C115, 416-675-6622 x4047 or x4349

Lakeshore Campus
H201, 416-675-6622 x3052

International Student Services
Humber and Guelph-Humber welcome many international students each year. Our service provides assistance with the adjustment to life in Canada, including housing, immigration and health insurance.
http://www.international.humber.ca/student_services.shtml

North Campus
C115, 416-675-6622 x4047 or x4349

Lakeshore Campus
H201, 416-675-6622 x3052

Athletics
The Athletics Department strives to meet your fitness, recreational and health-related needs. Fitness assessments are available by qualified personnel, and there are team and individual sport opportunities. Facilities include weight and cardio centres, outdoor playing fields, pool (North Campus) and locker rooms with showers.
http://athletics.humber.ca/

North Campus
416-675-6622 x4933
Weekdays 6:30am-10:00pm
Weekends 8:00am-5:00pm

Lakeshore Campus
416-675-6622 x3525
Weekdays 6:30am-10:00pm
Weekends 10:00am-4:00pm

Public Safety
A full complement of security staff is available to all students, 24 hours a day, seven days a week.
http://publicsafety.humber.ca

North Campus
416-675-6622 x4077
Emergency Line x4000

Lakeshore Campus
416-675-6622 x3216
Emergency Line x3000

Campus Watch
This service encompasses a number of programs, including HEART, Lost and Found, Safety Escort and Student Crime Stoppers. Report crime by calling 416-222-TIPS (8477).

HEART, Humber Emergency Auto Response Team, assists people experiencing vehicle problems while at the college.

North Campus
416-675-6622 x4116 or x4214
Parking and Visitor Services Kiosk

Lakeshore Campus
Parking and Visitor Services Kiosk

Lost and Found
North Campus
Main Entrance, 416-675-6622 x4077

Lakeshore Campus
A114, 416-675-6622 x3216
Maps of the North and Lakeshore campuses are also available on the Humber website. This site includes maps of the buildings and the parking lots at both campuses. [http://www.humber.ca/maps/location.htm](http://www.humber.ca/maps/location.htm)