



The mission of the Office of the Vice-President (Students and Enrolment) (OVPSE) is to support students in achieving their academic, personal and professional potential through our exceptional programs and services.

This Student Referral Guide is designed to help faculty and staff learn about the wide range of services and programs aimed at helping students throughout their time at Carleton and to quickly refer students to the appropriate office.

For more details on all of the student support services offered by Carleton University and for updated news and information on the undergraduate student experience, visit our website.
students.carleton.ca/faculty-staff

Quick referrals

Below are central support service offices where you can quickly refer a student based on their area of concern.

 <p>ACADEMICS</p> <p>Registrar's Office 300 Tory Building 613-520-3500 carleton.ca/registrar</p>	 <p>FINANCES</p> <p>Awards and Financial Aid 202 Robertson Hall 613-520-3600 carleton.ca/awards</p>	 <p>EMPLOYABILITY</p> <p>Career Services 401 Tory Building 613-520-6611 carleton.ca/career</p>	 <p>CAMPUS LIFE</p> <p>Student Experience Office (SEO) 430 Tory Building 613-520-7595 carleton.ca/seo</p>	 <p>WELLNESS</p> <p>Please visit the Wellness website: carleton.ca/wellness</p>
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Additional referrals

Below is a list of additional support offices under the Students and Enrolment division.

<p>Academic Advising Centre (AAC) 302 Tory Building 613-520-7850 carleton.ca/academicadvising</p> <p>Centre for Student Academic Support (CSAS) 4th Floor, MacOdrum Library 613-520-3822 carleton.ca/csas</p> <p>Co-operative Education 1400 Carleton Technology and Training Centre 613-520-4331 carleton.ca/co-op</p> <p>Department of Recreation and Athletics Athletics Building 613-520-4480 athletics.carleton.ca</p>	<p>From Intention to Action (FIT: Action) 407 MacOdrum Library 613-520-1028 carleton.ca/fita</p> <p>Health and Counselling Services 2600 Carleton Technology and Training Centre 613-520-6674 carleton.ca/health</p> <p>International Student Services Office (ISSO) 128 University Centre 613-520-6600 carleton.ca/isso</p>	<p>Paul Menton Centre for Students with Disabilities (PMC) 501 University Centre 613-520-6608 carleton.ca/pmc</p> <p>Residence Life Services 261 Stormont House 613-520-5612 housing.carleton.ca</p> <p>Scheduling and Examination Services 508 University Centre Scheduling: 613-520-3610 Examinations: 613-520-4454 carleton.ca/ses McIntyre Exam Centre 613-520-1571</p>	<p>Student Affairs 430 Tory Building 613-520-3126 carleton.ca/studentaffairs</p> <p>Undergraduate Recruitment Office and Admissions Services 315 Robertson Hall 613-520-3663 admissions.carleton.ca</p> <p>Office of the Vice-President (Students and Enrolment) 503 Tory Building 613-520-2874 carleton.ca/studentsupport</p> <p>OVPSE - Strategic Initiatives 420 Tory Building carleton.ca/studentsupport</p>
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A detailed referral guide to the many student support services offered on campus is available on the reverse.

Use this chart as a referral guide to the many student support services available on campus.

<p>Academic Advising Centre (AAC) carleton.ca/academicadvising 613-520-7850 Staff/Faculty: ext. 1085</p>	<ul style="list-style-type: none"> changes (major, minor, degree program) course load impacts of dropping or adding courses rules/regulations (APE, CGPAs, discredits) 	<ul style="list-style-type: none"> supports students experiencing academic difficulty understanding the academic audit and Academic Status Report (ASR)
<p>Academic Department or Faculty carleton.ca</p>	<ul style="list-style-type: none"> course selection course substitutions and equivalencies access to courses that are full prerequisites and preclusions 	<ul style="list-style-type: none"> internships and placements opportunities for graduate studies
<p>Admissions Services admissions.carleton.ca 613-520-3663</p>	<ul style="list-style-type: none"> admission process credit transfer 	<ul style="list-style-type: none"> degree transfers
<p>Awards and Financial Aid carleton.ca/awards 613-520-3600</p>	<ul style="list-style-type: none"> bursaries budgeting resources Confirmation of Enrolment Financial Literacy Workshops 	<ul style="list-style-type: none"> government student aid OSAP information scholarships and awards student financial support Work Study Program
<p>Business Office carleton.ca/fees 613-520-3626</p>	<ul style="list-style-type: none"> compulsory fees financial holds fee estimator 	<ul style="list-style-type: none"> tuition fees tax receipts pay tuition
<p>Campus Card carleton.ca/campuscard 613-520-3547</p>	<ul style="list-style-type: none"> Campus Card Campus Meal Plans deposit funds online or in person 	<ul style="list-style-type: none"> galleria booking Universal Transit Pass (U-PASS)
<p>Campus Safety Services carleton.ca/safety 613-520-3612</p>	<ul style="list-style-type: none"> emergency situations Parking Services Patrol Services Personal Alarm Pendant Program report suspicious activity/incident/crime Theft Prevention Program Working After Hours Program 	<p>Emergencies:</p> <p>On-Campus: 613-520-4444 4444 (from any on-campus phone)</p> <p>Off-campus: 911 (Notify Campus Safety Services)</p>
<p>Career Services carleton.ca/career 613-520-6611</p>	<ul style="list-style-type: none"> ACT to Employ career advice in-class career presentations major exploration job postings (MySuccess) 	<ul style="list-style-type: none"> job search skills on-campus employer events Your Degree, Your Future
<p>Centre for Student Academic Support (CSAS) carleton.ca/csas 613-520-3822</p>	<ul style="list-style-type: none"> English Conversation Sessions Incentive Program Learning Support Sessions 	<ul style="list-style-type: none"> Learning Support Workshops Peer Assisted Study Sessions (PASS) Writing Services
<p>Co-operative Education carleton.ca/co-op 613-520-4331</p>	<ul style="list-style-type: none"> co-op admission and eligibility inquiries co-op employment/job postings inquiries 	<ul style="list-style-type: none"> co-op student job search preparation co-op work term monitoring/support
<p>Equity Services carleton.ca/equity 613-520-5622</p>	<ul style="list-style-type: none"> accommodation Centre for Indigenous Initiatives education and training equity and inclusion consultation 	<ul style="list-style-type: none"> human rights services Sexual Assault Support Services Sexual Violence Policy with OVPSE
<p>Department of Recreation and Athletics athletics.carleton.ca 613-520-4480</p>	<ul style="list-style-type: none"> competitive clubs intramurals fitness programs Open Recreation personal trainers 	<ul style="list-style-type: none"> Ravens Sport Business Club Ravens tickets BirdGang varsity sports
<p>Faculty of Graduate and Postdoctoral Affairs (FGPA) gradstudents.carleton.ca 613-520-2525</p>	<ul style="list-style-type: none"> career opportunities and professional development for graduate students dual master's and cotutelles graduate academic performance and student appeals 	<ul style="list-style-type: none"> graduate registrarial questions (e.g. graduation requirements, graduate scholarships and donor-funded awards, degree audit) teaching assistantships
<p>Health and Counselling Services carleton.ca/health 613-520-6674</p>	<p>Medical: <i>Appointments:</i></p> <ul style="list-style-type: none"> Birth control, immunizations and injections mental health care prescription renewals, referrals to specialists STI testing Trans* health <p><i>Walk in Clinic:</i></p> <ul style="list-style-type: none"> acute illness or urgent care <p>Counselling:</p> <ul style="list-style-type: none"> Appointments & Same-day service available 	<ul style="list-style-type: none"> Mental Health: Anxiety, depression, relationship problems, stress, substance use and more Sexual violence support Counsellor specializations: grad student, international student, residence students <p>Health Promotion:</p> <ul style="list-style-type: none"> Wellness info and events, free condoms, workshops on request
<p>Information Technology Services (ITS) carleton.ca/its 613-520-3700</p>	<ul style="list-style-type: none"> accounts and passwords campus computers Carleton Email CU-Wireless Technical Support via the ITS Service Desk 	<ul style="list-style-type: none"> student IT systems (Carleton Central, cuLearn, MyCarleton Portal)
<p>Instructor</p>	<ul style="list-style-type: none"> course questions internships and placements learning expectations opportunities for graduate studies 	<ul style="list-style-type: none"> prerequisites and preclusions thesis or essay stream decisions
<p>International Student Services Office (ISSO) carleton.ca/isso carleton.ca/myexchange 613-520-6600</p>	<ul style="list-style-type: none"> adaptation and interaction BGInS students going on exchange cultural transition establishing student exchange agreements exchange programs 	<ul style="list-style-type: none"> inter-cultural education programs international student advising (immigration) summer language programs UHIP
<p>MacOdrum Library library.carleton.ca 613-520-2733</p>	<ul style="list-style-type: none"> Archives and Special Collections Library Reserves Library Services Desk Maps, Data and Government Information 	<ul style="list-style-type: none"> New Sun Joy Maclaren Adaptive Technology Centre Research Help Desk Study Space and Group Study Rooms Transcription Services
<p>Paul Menton Centre for Students with Disabilities (PMC) carleton.ca/pmc 613-520-6608</p>	<ul style="list-style-type: none"> accessible parking assistive equipment loans disability advising and faculty development disability-related accommodations 	<ul style="list-style-type: none"> making courses accessible volunteer notetakers working with students with disabilities
<p>Registrar's Office carleton.ca/registrar 613-520-3500</p>	<ul style="list-style-type: none"> Change of Program Elements (COPE) degree audit exchange programs graduation office documentation 	<ul style="list-style-type: none"> petitions and appeals registration student records
<p>Residence Life Services housing.carleton.ca 613-520-5612</p>	<ul style="list-style-type: none"> off-campus living advice personal/health (residence counsellor) 	<ul style="list-style-type: none"> support for residence students upper year residence
<p>Student Affairs carleton.ca/studentaffairs 613-520-3126</p>	<ul style="list-style-type: none"> care and support harm reduction student conduct Student Emergency Fund 	<ul style="list-style-type: none"> student mental health framework 2.0 Student Rights and Responsibilities Policy
<p>Student Experience Office (SEO) carleton.ca/seo 613-520-7595</p>	<ul style="list-style-type: none"> Alternative Spring Break Campus Activity Board community service-learning Co-Curricular Record CU Spirit Day leadership development 	<ul style="list-style-type: none"> mentoring programs new student orientation programs Student Activities Fund student space bookings transition support U-Pass opt-outs