

2023–2024 Student Referral Guide

This Student Referral Guide is designed to help members of the Carleton community 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.

Quick Referrals

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



ACADEMICS

Registrar's Office

300 Tory Building
613-520-3500

carleton.ca/registrar

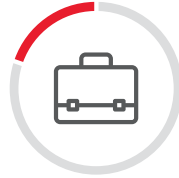


FINANCES

Awards and Financial Aid

202 Pigiarnvik (ΛΓΔῖΔῖ)
613-520-3600

carleton.ca/awards



EMPLOYABILITY

Career Services

401 Tory Building
613-520-6611

carleton.ca/career



CAMPUS LIFE

Student Experience Office (SEO)

430 Tory Building
613-520-7595

carleton.ca/seo



WELLNESS

Student Health and Wellness

3600 Carleton Technology and Training Centre
613-520-2600 ext. 1358

wellness.carleton.ca

Stay Informed



Carleton Mobile App

Carleton Mobile is Carleton's official mobile app for students to stay up-to-date with the latest student news and events, view their class schedule and receive push notifications for emergencies, grades and campus life updates.

carleton.ca/mobileapp



Carleton360: Student Portal

A complete student experience hub with easy access to Carleton Central, cMail, Brightspace and a personalized intray for important university messages. Students can explore timely supports and services.

students.carleton.ca



Submit a Care Report

If you are concerned about a student and are looking to connect them with resources and support, you are encouraged to submit a Care Report. The Care and Support team will reach out as required and provide the appropriate support and guidance to the student.

wellness.carleton.ca/care-report



Wellness Services Navigator

Designed to help Carleton students create a curated list of mental health and wellness resources that are available to them, both on and off-campus.

wellness.carleton.ca/navigator

A comprehensive list of the many support services offered on campus is available on the reverse.



Academic Advising Centre (AAC)

302 Tory Building | 613-520-7850
carleton.ca/academicadvising

- changes (major, minor, degree program)
- course load and impacts of dropping or adding courses
- rules and regulations, Academic Continuation Evaluation (ACE)
- supports students experiencing academic difficulty
- understanding the academic audit/Academic Status Report (ASR)

Academic Department or Faculty

- course selection
- course substitutions and equivalencies
- access to courses that are full
- prerequisites and preclusions
- questions about internships and placements, courses taught off-campus or abroad; international exchanges
- opportunities for graduate studies

Admissions Services

315 Pigiarvik (ᐱᐢᐢᐢᐢᐢᐢᐢ) | admissions.carleton.ca

- admission process
- credit transfer
- degree transfers

Awards and Financial Aid

202 Pigiarvik (ᐱᐢᐢᐢᐢᐢᐢᐢᐢ) | 613-520-3600 | carleton.ca/awards

- OSAP information
- scholarships and awards
- bursaries
- Work Study Program
- budgeting resources

Carleton Athletics

Athletics Building | 613-520-4480 | athletics.carleton.ca

- fitness centre, classes and personal training
- open swimming and aquatic programs
- open recreation and intramurals
- adaptive sport programs
- varsity and club sports

Campus Card Office

407 Nideyinàn | 613-520-3547
carleton.ca/campuscard

- campus card
- campus meal plans
- deposit funds (online or in-person)
- Galleria booking
- Universal Transit Pass (U-Pass)

Campus Safety Services

203 Pigiarvik (ᐱᐢᐢᐢᐢᐢᐢᐢᐢ) | 613-520-3612
carleton.ca/safety | 613-520-4444 (emergency)

- patrol, CUSERT, parking and technical services
- support, incident reporting, medical and emergency response
- community engagement/Engagement and Inclusion Officer program
- crime prevention initiatives and physical security systems
- safety planning, safety and emergency preparedness

Career Services

401 Tory Building | 613-520-6611 | carleton.ca/career

- ACT to Employ
- International Internship Program
- career advice and major exploration
- in-class career presentations
- job postings (MySuccess via Carleton360)

Centre for Indigenous Support and Community Engagement

indigenous@carleton.ca | carleton.ca/indigenous/cisce

- individual counselling services (Indigenous Cultural Counsellor)
- Indigenous student academic advising
- cultural supports
- Medicine Lodge
- Ojigkwanong Indigenous Student Centre

Centre for Student Academic Support (CSAS)

4th Floor, MacOdrum Library | 613-520-3822 | carleton.ca/csas

- learning support sessions and workshops
- incentive program
- Peer Assisted Study Sessions (PASS)
- writing consultation sessions and workshops
- academic writing for English Language Learners (ELLs)

Co-operative Education

1400 Carleton Technology and Training Centre
613-520-4331 | carleton.ca/co-op

- co-op admission and eligibility inquiries
- co-op employment and job posting inquiries
- co-op student job search preparation
- co-op work term monitoring and support

Engineering Academic Support

2090 Minto Centre | 613-520-4067
carleton.ca/engineering-design/current-students

- course selection
- registration assistance
- first-year academic advising
- learning support, peer tutoring
- engineering regulations

Equity and Inclusive Communities

3800 Carleton Technology and Training Centre
613-520-5622 | carleton.ca/equity

- equity and inclusion consultation
- sexual violence prevention and survivor support
- human rights services
- accommodation support
- education and training

Faculty of Graduate and Postdoctoral Affairs (FGPA)

512 Tory Building | 613-520-2525
gradstudents.carleton.ca

- career opportunities and professional development for graduate students
- dual master's and cotutelles
- graduate academic performance and student appeals
- graduate registrarial questions (e.g. graduation requirements, graduate scholarships and donor-funded awards, degree audit)

From Intention to Action (FITA)

407 MacOdrum Library | 613-520-1028 | carleton.ca/fita

- weekly mental health counselling sessions
- psychological testing
- testing feedback session with a counsellor
- one-off sample mental health counselling sessions
- Thriving in Action group workshop series

Health and Counselling Services

Health Services
2600 Carleton Technology and Training Centre (CTTC)
613-520-6674 (press 1) | carleton.ca/health

- booked appointments and walk-in/online booking for acute care
- birth control, immunizations and injections
- mental health care
- prescription renewals
- referrals to specialists

Counselling Services
2500 CTTC | 613-520-6674 (press 2) | wellness.carleton.ca

- intake counsellor
- triage, system navigation, risk assessment
- same-day crisis counsellor: urgent issues, trauma, suicidal thoughts
- short-term counselling appointments: anxiety, depression, relationship problems, stress, sexual violence and more
- counsellor specializations: see website

Housing and Residence Life Services

261 Stormont House | 613-520-5612 | housing.carleton.ca

- room changes/interpersonal conflict
- personal/health (residence counsellor)
- support for residence students
- upper-year residence

Information Technology Services (ITS)

4th Floor MacOdrum Library | 613-520-3700 | carleton.ca/its

- accounts and passwords
- campus computers
- student email (@cmail)
- CU-Wireless network
- IT support (ITS Service Desk Customer Portal, chat, email, phone)

Instructor

- questions about courses, syllabi, assessments
- permission to register in a course, prerequisites and preclusions
- internships and placements
- learning outcomes
- opportunities for graduate studies
- thesis or essay stream decisions

International Student Services Office (ISSO)

128 Nideyinàn | 613-520-6600 | carleton.ca/isso

- transition and engagement support for international students
- immigration information and support
- University Health Insurance Plan (UHIP) administration
- incoming and outgoing exchange programs
- international mobility opportunities and partnerships

MacOdrum Library

613-520-2600 ext. 2734 | library.carleton.ca

- chat or text support at library.carleton.ca/help or 613-505-4245
- Library Services Desk
- Research Help Desk
- bookable study spaces
- New Sun Joy Maclaren Adaptive Technology Centre

Office of Student Affairs

430 Tory Building | 613-520-3126
carleton.ca/studentaffairs

- student conduct
- substance use health and harm reduction
- Student Rights and Responsibilities

Ombuds Services

511 Nideyinàn | 613-301-3920 | carleton.ca/ombuds

- impartial and confidential support and guidance
- complaints and concerns of unfair treatment
- conflict coaching and informal resolution
- academic integrity, grading concerns and appeals
- petitions, misconduct, and landlord or tenant issues

Paul Menton Centre for Students with Disabilities (PMC)

501 Nideyinàn | 613-520-6608 | carleton.ca/pmc

- disability-related academic accommodations
- supplemental volunteer notetaking services
- individual learning support services
- assistive technology support
- disability counselling

Registrar's Office

300 Tory Building | 613-520-3500 | carleton.ca/registrar

- Change of Program Elements (COPE)
- degree audit
- petitions and appeals
- registration and graduation
- student records

Scheduling and Examination Services

508 Nideyinàn | carleton.ca/ses
Scheduling/Timetabling: 613-520-3610
Examinations: 613-520-4454
McIntyre Exam Centre: 613-520-1571

- exam support for in-person or online assessments
- exam accommodations
- exam technologies
- distance exam service for those studying remotely
- ad hoc space bookings

Science Student Success Centre

3431 Herzberg Laboratories | 613-520-2600 ext. 3111
sssc.carleton.ca

- peer mentoring
- skill and knowledge enhancing workshops
- networking events and research opportunities
- community building events
- medical and health care professional school applications

Sprott Undergraduate Student Services Office

3014 Nicol Building | 613-520-3208
sprott.carleton.ca/undergraduate

- program advising and administration: Sprott Program Advisors
- Sprott career advising: Business Career Management Centre
- Employability Passport
- Student Success Officer
- student success and support

Strategic Initiatives (Students and Enrolment)

420 Tory Building | students.carleton.ca

- student communications (newsletter, social media)
- student websites (Students, Wellness, Convocation)
- Carleton360 Student Portal
- Carleton Mobile app
- student support documents

Student Accounts

301 Pigiarvik (ᐱᐢᐢᐢᐢᐢᐢᐢᐢ) | 613-520-3626 | carleton.ca/fees

- tuition letters and estimates
- tax receipts
- payment receipts
- information on tuition, compulsory fees, payment methods, financial holds, refunds

Student Experience Office (SEO)

430 Tory Building | 613-520-7595 | carleton.ca/seo

- leadership development and mentorship programs
- new student orientation programs
- student activities programming
- student group space bookings
- U-Pass opt-outs

Teaching and Learning Services

carleton.ca/tls

- Future Learning Lab
 - I-CUREUS, FUSION
 - Students as Partners Program
 - Experiential Learning Hub
- Brightspace resources

Wellness Services

Carleton Technology and Training Centre (CTTC)
wellness.carleton.ca

- enhance support for student health, mental health and wellness
- student health and wellness promotion (information, events, workshops, free condoms)
- Carleton Therapy Dogs

Care and Support

3600 CTTC | 613-520-2600 ext. 1358

- care reports
- support for students struggling with academic, mental health, financial or psychosocial issues
- resource navigation and coordination
- recognize, respond, refer and report (workshops)
- student emergency funding