



**THOMPSON
RIVERS
UNIVERSITY**
TRU WORLD



**INTERNATIONAL STUDENT
HANDBOOK**



Baihua Chadwick

Vice-President International



On behalf of everyone at Thompson Rivers University (TRU), welcome to Kamloops and our campus!

Studying away from home is a brave choice, and we're thrilled you've chosen TRU. Our international student advisors (ISAs), many of whom were once TRU students themselves, are here to assist you every step of the way.

Whether it's advice on relationships, accommodation or understanding Canadian culture, your ISA is just a question away. They're here for you from the moment you arrive to the day you graduate.

You are here as an ambassador of your country. I encourage you to share your culture with others and to learn about some of the many cultures we celebrate on campus. Education happens in more places than a classroom. We have students from over 100 countries and regions; we can learn much from each other!

I extend my heartfelt wishes to you as you embark on this new chapter of your life with us. My genuine hope is that you not only gain a wealth of knowledge, but generously share your own insights and experiences with others. Most importantly, I want you to thoroughly enjoy every moment of your journey here in Canada and at TRU. From the bottom of my heart, I offer you a warm welcome to our community.

Sincerely,
Baihua Chadwick

Get to know
Canada Guide



Newcomers'
Guide to BC



PREPARE for Orientation



Wifi access*

Network	Guest User	Guest Password
tru	newstudent	Wolfie1970

*Temporary access for Orientation Days. Text is case sensitive.

Logging in to TRU's networks for new students

IT Services provides network access for Moodle, email, Microsoft 365 and the IT Services portal.

FIRST-TIME LOGIN

1. Navigate to the Password Reset Portal (<https://myid.tru.ca>)
2. Select "Update Account Information"
(or use the login button if you're on a mobile browser)
3. Login with your username and first-time password to change your password.

Username: Enter your TRU ID Number (ie. T00999999)

Domain: myTRU

First Time Password: Your birthday in the following format:
TRUddmmmyy (ie. January 1, 1999, is entered as: TRU01jan99)

Student Technology Guide

Visit the IT Services Portal (tru.ca/itsportal) and view the Student Technology Guide. This guide walks you through setup of the campus wi-fi, getting Microsoft365 and many other services!



Scan to view guide

What is myTRU?

One-stop access to TRU online services, where you can:

- ☒ Register for courses
- ☒ Check final grades
- ☒ Check and print your schedules
- ☒ View important campus announcements
- ☒ Access your financial information
- ☒ Print unofficial transcripts

To log in, visit **mytru.ca**

TRU Campus Card

To get your Digital Student ID Card, please visit this page: tru.ca/campuscard



Scan for Campus Card

TRU Printing Services

Print Services provides printing and facilitates print production to TRU staff, faculty and students, as well as for the Kamloops community. To find out more, visit: tru.ca/printservices

INTERNATIONAL STUDENT ADVISORS (ISAs)

Our international student advisor (ISA) team is a multilingual group committed to helping students adjust to life in Canada and feel at home in Kamloops. They're available to provide you with personal assistance on various aspects of student life at TRU.

Make an appointment in advance or simply drop in for a visit. They're here to help you make the most of your time here.

International student advisors offer assistance with:

- ✓ Visa, study and work permit applications
- ✓ Medical insurance
- ✓ Housing
- ✓ TRU policies and procedures
- ✓ Referrals to academic support and liaise with faculty
- ✓ Day-to-day personal or social challenges
- ✓ Cultural adjustment

**When in
doubt,
contact your
ISA team**

International Building, third floor

Monday to Friday, 10 a.m. – 4 p.m. | 250-828-5191 | isa@tru.ca



Marianna Abutalipova,
International Support
Services Supervisor
Russian/Dutch/French
mabutalipova@tru.ca



Sonali,
ISA and Homestay
Program Supervisor
Hindi
sonali@tru.ca



Tanvir Alam
International Student
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Sandy Defieux
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Rika Kimura
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Reyna Denison
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Osi Omonokhua
International Student
Advisor, RISIA
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Shilpee Sharma
Hindi
ssharma@tru.ca

INTERNATIONAL STUDENT SERVICES LEADERSHIP



Reuben Onyango
Director, International
Student Services
ronyango@tru.ca



Alesya Sharay
Manager, International
Student Services
Russian
asharay@tru.ca

ADMISSIONS AND REGISTRATION

All new students must submit official transcripts prior to arrival.

If you have not submitted official documents, please visit the International Admissions office to do so.

Our International Admissions office can help you with:

- ✓ Tuition fee inquiries
- ✓ Confirmation of attendance and visa letters
- ✓ Transfer credit applications
- ✓ Official transcript requests
- ✓ Registration
- ✓ Program Changes

International Building 3035

**Monday to Friday, 10 a.m. – 4 p.m.
250-828-5252**

Graduate admissions: igrad@tru.ca

Undergraduate admissions: ireg@tru.ca

Admissions and Registration team



Rae-Anne Rickett
Associate Director,
International Admission
and Enrolment Services



Savannah Dakers
International Admissions
and Records Officer



Jean Linteris
Coordinator, International
Admissions and Enrolment
Services



Debra Shafer
International Admissions
and Records Officer



Charlene Milburn
International Service
Enrolment Supervisor



Sanay Mathur
International Admissions
and Records Officer



Ananna Mitra
International Admissions
and Records Officer



Amrita Randhawa
International Admissions
and Records Officer



Jet Jensen
International Admissions
and Records Officer



Arushee Aggarwal
International Admissions
and Records Officer



Julia Ehlenbroeker
Admissions Officer

STUDY ABROAD

TRU Study Abroad offers hundreds of exchange opportunities worldwide. International students may choose from a list of partner institutions to study for one or two semesters in another country. Tuition is paid to TRU and credits are put towards your TRU degree.



Norah van der Haas
Manager, Study Abroad
nvanderhaas@tru.ca



Carol Ryujiin-Kawa
Mobility officer,
International Student
Exchange and Bilateral
Partnerships
studyabroad@tru.ca

TRANSNATIONAL TEAM

Transnational programs allow students in partner institutions to partially – or totally complete TRU program at their home institutions.

Students often transfer to TRU to complete their studies, at the conclusion of which they can earn the appropriate degree or diploma awarded by TRU.



Laurie Robinson
Director, International
Partnerships and
Business Development
larobinson@tru.ca



Juan-Felipe Mejia
Manager, Transnational
Education Programs
jmejiamejia@tru.ca



Agnes Hsu
Transnational Education
Coordinator
ahsu@tru.ca



Staffen Liu-Calver
Transnational Education
Coordinator
sliucalver@tru.ca

CENTRAL ACADEMIC ADVISING

Central Academic advisors play a crucial role in assisting students with academic planning, goal setting, strategizing and resource referral. As a team, the advisor works with you to create a strategic educational plan.

Scan to learn more about
advising teams and to book
an appointment

Or visit tru.ca/advising



IMPORTANT DATES FOR FALL AND WINTER

Term/Intersession	Fall Term 2025 (Sep-Dec)	Winter Term 2026 (Jan-Apr)
Due date for tuition and fee payment (domestic and international)	Aug 29, 2025	Jan 9, 2026
Registration deadline	Aug 29, 2025	Jan 9, 2026
Start of classes	Sep 3, 2025	Jan 12, 2026
End of course change period (add/drop/ audit, late registration)	Sep 16, 2025	Jan 23, 2026
Last day to withdraw from a semester course with no academic penalty	Oct 24, 2025	Mar 13, 2026
Mid-term break	Nov 7-10, 2025	Feb 17-20, 2026
End of classes	Dec 5, 2025	Apr 14, 2026
Start of examinations	Dec 8, 2025	Apr 16, 2026
End of examinations	Dec 20, 2025	Apr 29, 2026

Recognized Statutory Holidays in BC (TRU is closed)

Labour Day	September 1, 2025
National Day for Truth and Reconciliation	September 30, 2025
Thanksgiving Day	October 13, 2025
Remembrance Day	November 11, 2025
Winter Break	December 25, 2025-January 1, 2026
Christmas Day	December 25, 2025
Boxing Day	December 26, 2025
New Year's Day	January 1, 2026
BC Family Day	February 16, 2026
Good Friday	April 3, 2026
Easter Monday	April 6, 2026
Victoria Day	May 18, 2026
Canada Day	Jul 1, 2026
British Columbia Day	Aug 3, 2026

To check out all upcoming events, visit tru.ca/events

IMPORTANT DATES

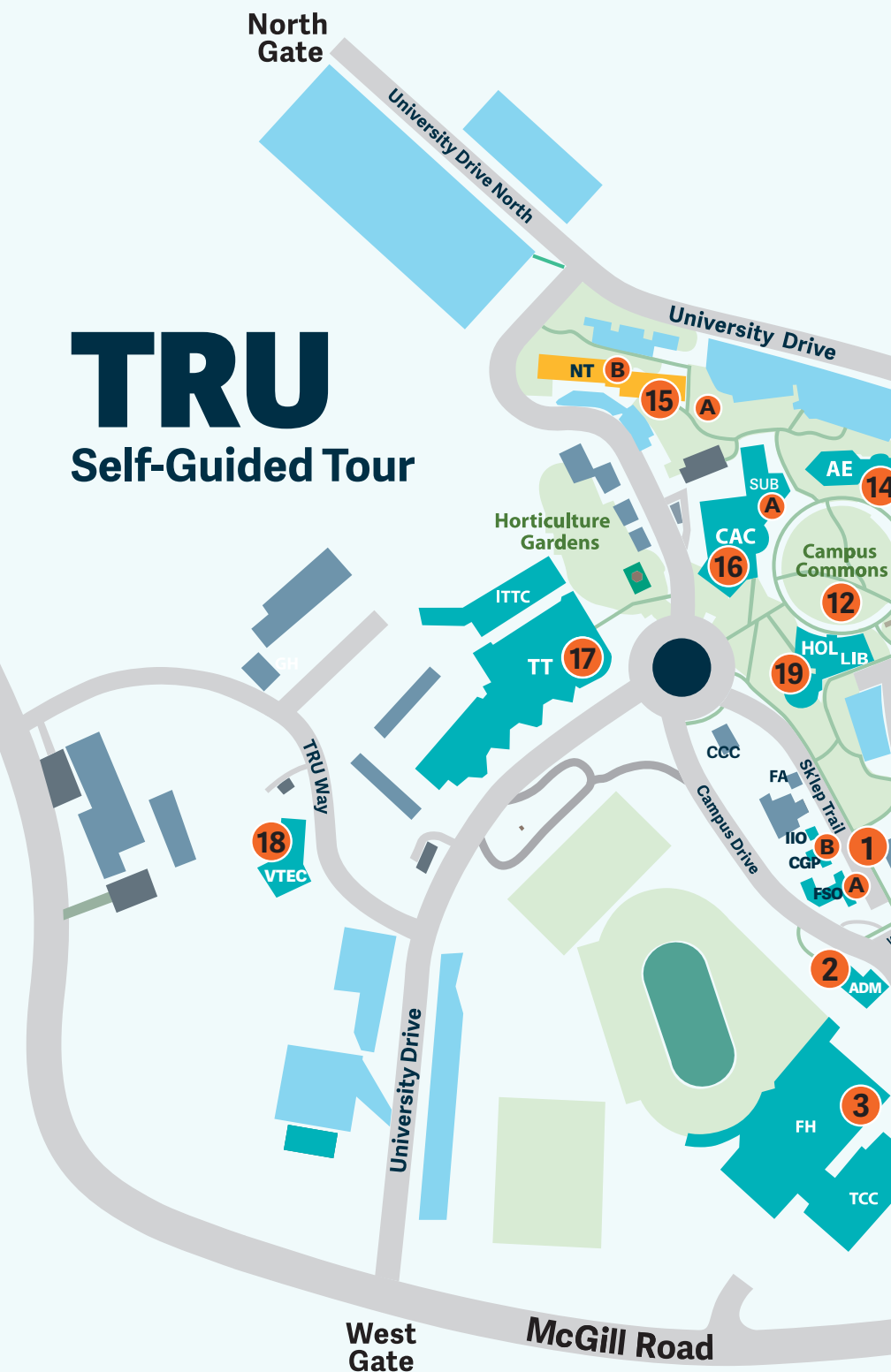


Scan for a full list
of all important
academic dates



TRU

Self-Guided Tour



1. Future Students Office and Cplul'kw'ten
 - A. Future Students Welcome Centre
 - B. Cplul'kw'ten
2. Administrative Services
3. Tournament Capital Centre
4. Ken Lepin Science Building (S) and Gymnasium
 - A. Ken Lepin Science Building
 - B. Gymnasium
5. Chappell Family Building for Nursing and Population Health (NPH)
6. East Village Housing
 - A. Student Union Building
7. Coyote Den | Skelepéllcw
8. Clock Tower and Alumni Theatre
9. OLARA
10. Culinary Arts Training Centre and Retail Meat Store
 - A. Culinary Arts Training Centre
 - B. Retail Meat Store
11. Old Main (OM) and Student Street
12. Campus Commons
13. International Building (IB)
14. Arts and Education (AE)
15. Kamloops Lookout and North Tower
 - A. Lookout
 - B. North Tower Residence
16. Campus Activity Centre (CAC)
17. Trades and Technology Centre (TT)
18. Veterinary Technology
19. The Brown Family House of Learning (HOL)



Student campus resources

STUDENT LIFE

Orientation and Transitions

From the beginning of your student experience, the Orientation and Transitions team is here to support you academically, personally and socially. Take part in orientation activities, visit our weekly outreach table, read the bi-weekly newsletters, and meet with peers to support your transition to university.

Old Main 1468

orientation@tru.ca | tru.ca/orientation

TRU Students' Union

The Thompson Rivers University Students' Union is a democratic, membership-based organization and every TRU student is a member. We exist to advocate for your needs, provide essential services and organize events to improve your experience on campus. That means offering services like the UPASS and Health and Dental Plan, hosting events like the Back-to-School BBQ and Outdoor Movie Night and advocating for students when they face issues on campus or in the community. Want to get more involved?

Visit **tru.ca** to find out more!

Student Awards and Financial Aid

Talk to a student finance advisor at the Student Awards and Financial Aid office about your financial options, and:

- Get assistance in financing your education and living costs
- Be recognized and rewarded for your academic excellence
- Access awards available through your program

Old Main 1629

250-828-5024 | tru.ca/awards

Mentorship and Leadership

Develop your skills while supporting your peers. Access valuable training, partake in professional development, gain hands-on experience and give back to your peers and campus community.

Old Main 1468

tru.ca/studentlife

Student Affairs

The office of student affairs offers support and services regarding:

- Academic conduct and academic integrity
- Rights and responsibilities
- Processes and policies navigation
- Assistance in crisis situations
- Academic difficulties

Old Main 1631, within Student Services

studentaffairs@tru.ca | tru.ca/studentaffairs

ACADEMIC SUPPORTS

Accessibility Services

Gain equal access to learning opportunities through Accessibility Services. If you are living with a disability or health condition, you may be eligible for supports such as exam accommodation, alternate format text material, sign language interpretation, access to adaptive technology, the facilitation of in-class note-taking and more.

Old Main 1631, within Student Services

250-828-5023 | as@tru.ca | tru.ca/as

Student Success courses

From inter-cultural communications to fundamental academic skills, Student Success courses prepare you for student life.

Two flexible, three-credit courses are offered throughout the semester.

tru.ca/stss

Supplemental learning

These study sessions are led by students experienced in the target course and trained in strategic learning, offering:

- Weekly or drop-in participation
- Special exam review sessions

250-828-5277 | tru.ca/sl

The Writing Centre

Visit the Writing Centre to become a better writer! We provide face-to-face and online tutoring, as well as writing, citation and research-related resources. Tutors can help improve your writing skills, facilitate group projects, provide feedback on presentations and connect you with other services.

Old Main 1411

250-371-5689 | tru.ca/writingcentre

Economics Help Centre

This free service, staffed by Teaching Assistants, allows you to work alone or together with other students in a relaxed, informal environment, with help readily available.

IB 2004 | Open Monday to Friday, hours vary; please check the online schedule.

Science Help Centre

Offering free math and statistics help for students:

- Open to all TRU students taking any courses involving mathematics or statistics
- Useful for UPREP and first-year courses

Ken Lepin Building S201

tru.ca/mathcentre

Math and Statistics private tutors

Our mathematics department offers a tutor list of experienced TRU students and graduates for students who prefer individual attention.

Tutors are independent of TRU and their rates and scheduling should be arranged directly with them.

Contact Suzanne Feldberg

250-828-5212 | sfeldberg@tru.ca

tru.ca/mathcentre

HEALTH AND WELLNESS

Counselling

In addition to the services provided by our international student advisors, our supportive staff at Counselling Services can provide help with:

- Academics
- Career development
- Personal growth
- Providing confidential counselling in a safe and affirming atmosphere.

Drop in, book an appointment or use our online resources.

Old Main 1631, within Student Services

250-828-5023 | tru.ca/counselling

Gender and Sexual Diversity office

Gender and Sexual Diversity strives to foster an inclusive, intersectional and diverse environment by focusing on student support, 2SLGBTQPIA+ programming and a continually evolving sense of belonging for queer students on campus.

gsd@tru.ca | tru.ca/gender

Multi-Faith Chaplaincy

Religious and spiritual support is available from a variety of community faith leaders. Ask questions and engage in thoughtful reflection and dialogue.

Old Main 1421

250-371-5940 | chaplains@tru.ca

Wellness Centre

Your well-being is key to achieving your academic and personal goals. The Wellness Centre offers free health and wellness classes, workshops and resources, fun stress-busting events and a quiet place to relax, nap or ask questions about your health and wellness.

Old Main 1479

250-828-5010 | tru.ca/wellness

Sexualized Violence Prevention and Response office

Access support for victims and survivors of sexualized violence including emotional support, safety planning, on and off campus referrals, academic and/or housing accommodations and reporting options. Learn more about education and prevention initiatives.

Old Main 1486

svpr@tru.ca | tru.ca/sexualviolence

Recreation

Campus Recreation organizes non-competitive team sports in the TRU gym. Sports include:

- Basketball
- Rock climbing
- Volleyball
- Drop-in badminton
- Floor hockey

Teams get a play schedule with allocated times.

- Playing times vary from week to week with each sport getting approximately one hour.
- Fees vary per sport.

Gymnasium 303

gowolfpack.ca/recreation

LEAP

Our Leisure, Exploration and Activities Program (LEAP) is conducted by Interactive Adventures and encompasses year-round extracurricular activities including leisure, adventure and cultural events in Kamloops and the surrounding area. Students can participate in activities such as snowboarding, skiing, seasonal parties, hockey games, shopping trips, wine tours, whitewater rafting, volunteer opportunities and so much more!

James Gjaltema

james@interactive-adventures.com

interactive-adventures.com | [@truleap](https://twitter.com/truleap)

CAREER AND EXPERIENTIAL LEARNING

Career Education and Co-Op

Career development services and Co-Operative Education (co-op) provide you with paid experience in your field, for academic credit:

- One-on-one career counselling
- Learn resumé writing and interview skills
- Check out our job board, employer events and annual job fair

Old Main 1712

250-371-5627

careereducation@tru.ca | tru.ca/cel

TRU Generator

The TRU entrepreneurial community provides mentorship, education, venture creation and seed funding support for TRU alumni, students, faculty and staff.

Brown Family House of Learning basement
generator@tru.ca | tru.ca/generator



CAMPUS SERVICES

TRU is committed to providing a safe and secure campus environment, and security services are provided all day, every day. The Information/Security/Lost and Found desk is in Old Main on BMO Student St., near Starbucks. The Security Office is in Old Main 1226 next to Print Services.

If you need first aid, see anything suspicious, require assistance or the Safe Walk program, or if you're anxious about your safety on campus, please contact security services:

- Dial 250-828-5033, 5033 or 1111 from any campus phone
- Press the INFO button on any emergency phone, which are the red phones within buildings or on the yellow pillars outside and in parking lots. Emergency services can also be reached on these phones by pressing the EMERGENCY button.
- Use the TRU SAFE app on your smartphone

In an emergency, always call 911 for police, fire or ambulance services, then contact campus security as soon as it is safe to do so.

Lost and Found

All lost items that are returned to TRU from the Kamloops campus can be found in one central location (except USB drives).

Old Main on BMO Student St. (near Starbucks)
250-828-5033

USB drives are forwarded to computer lab support in Old Main 1326.



MEDICAL INSURANCE

MEDICAL INSURANCE IS MANDATORY IN CANADA AT ALL TIMES

TRU automatically enrolls all new students into guard.me insurance for their first 90 days in Canada.

Exchange students must complete the opt out form on the guard.me/tru website and upload their insurance in English immediately.



Medical Services Plan

Three months after entering British Columbia, students are eligible to enrol in the BC Medical Services Plan (MSP).

Under the Medicare Protection Act, enrolment with the Medical Services Plan (MSP) is mandatory for all eligible residents and their dependents. Our ISAs will help you complete an application for MSP insurance during orientation.

If you missed this opportunity or have questions, go to the MSP website at my.gov.bc.ca/msp/application/ prepare or attend one of TRU World's workshop dates: tru.ca/truworld/current-students/workshops-schedule

Extended health and dental insurance through TRU Students' Union

Full-time Fall semester students are automatically enrolled into TRUSU's Health and Dental Plan coverage.

The following students must opt-in to TRUSU's Health and Dental Plan coverage:

- Winter semester students
- Summer semester students
- Exchange/Study abroad students
- Students who previously opted out
- Dependents of the above

If you opt-in to the TRUSU Health and Dental Plan, you are NOT automatically enrolled every year and will need to opt-in again the following year to maintain your coverage.

For more information on TRUSU's plans, visit tru.ca/services/health-dental

TRU Medical Clinic

Appointments are required as this is not a drop-in clinic. For the best possible care, students are asked to consult their personal physician if they have one before making an appointment at the TRU Medical Clinic.

The clinic is available to all registered students. It provides a full range of medical services, vaccinations and annual flu clinics.

To make an appointment, call 250-828-5126 or visit the clinic in-person. If you cannot make your appointment, please call and cancel. If you have had three no-shows, you will need to speak to the clinic about future bookings.

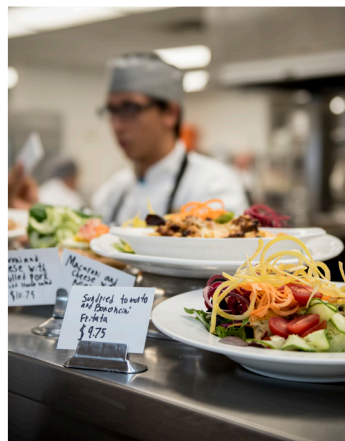
Old Main 1461
Monday to Friday, 9 a.m. - 3 p.m.

250-828-5126 | trumedicalclinic@tru.ca

Urgent Care Clinics

Please scan the QR code below for City of Kamloops resources.





DINING ON CAMPUS

TRU offers a variety of food services on campus, from coffee shops to restaurants. For the full list of locations and hours of operation, please visit: tru.ca/food



EAT ON CAMPUS WITH THE DINING CARD

Delicious meals with plenty of international and dietary options are available across campus. The Dining Card gives students a simple and convenient way to eat on campus and is accepted at seven campus locations.



NEW INTERNATIONAL STUDENT CHECKLIST

- ☐ **Take the English Placement Test, only if applicable.**
HOW: Register at our check-in. If you arrive late, please register at TRU World's office on the third floor of the International Building.
- ☐ **Update TRU World about the expiry date of your study permit.**
HOW: If you missed our check-in, email a copy of your study permit to: isa@tru.ca
- ☐ **Sign up for Medical Services Plan, unless you are an exchange or visiting student.**
HOW: If you missed our check-in, meet with your international student advisor.
- ☐ **Get your Digital Student ID Card**
HOW: After you have registered for the courses, visit this webpage to obtain your Campus Card: tru.ca/campuscard
- ☐ **Get your TRUSU UPass** (an unlimited transit pass within the City of Kamloops).
HOW: 10 days before the start of each semester, you will receive an email from the students' union — TRUSU — that provides you with a link to download the UMO App and the instructions on how to set up your UPASS for the semester. For more information, please visit: trusu.ca/services/upass
- ☐ **Update your myTRU account.**
HOW: Reset your myTRU password and update your current address, emergency contact and phone number.
- ☐ **Check your course timetable.**
HOW: To print your course timetable, log in to myTRU.ca
- ☐ **Review the digital International Student Handbook.**
HOW: Access this comprehensive guide on your Moodle account for important information.



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