

Sault Ste. Marie Student Self-Serve Guide

Click on the icons below to learn more about what each department has to offer, how to contact them, and more helpful links!



[Student Portal](#)



[Anishinaabe Academic Resource Centre](#)



[Health, Wellness, and Insurance](#)



[Information Technology Services](#)



[International Student Supports](#)



[Library/Bookstore](#)



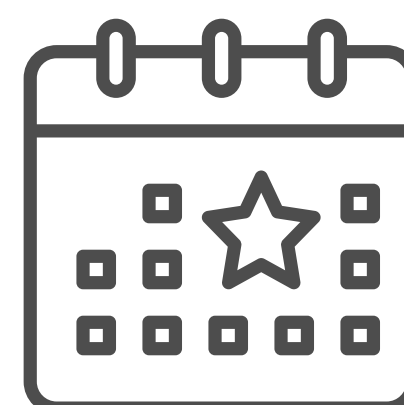
[Online Learning](#)



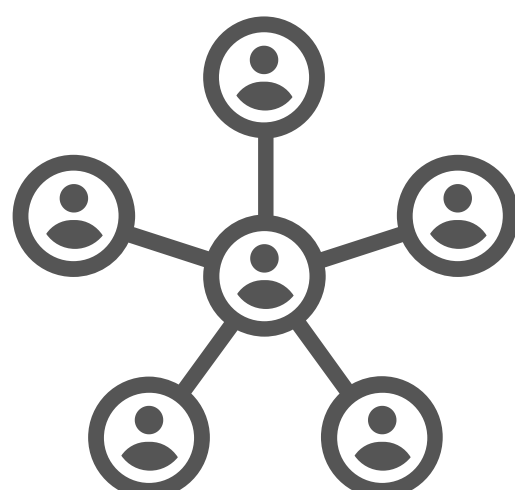
[Office of the Registrar](#)



[Student Accounts](#)



[Student Life and Orientation](#)



[Student Organizations](#)



[Student Success](#)

REMINDERS:

Log into your Student Portal & setup your Algoma University Gmail today!

Anishinaabe Academic Resource Centre (AARC)

The AARC provides academic and cultural support to Anishinaabe students while delivering programming that helps Anishinaabe students succeed in university; promoting Anishinaabe culture and practice on campus.



anishinaabeinitiatives@algomau.ca



Shingwauk Hall



AUAnishinaabe



Quick Links:

[AARC Web Page](#)

[Anishinaabe Student Handbook](#)

[Anishinaabe Student Residence](#)

[Shingwauk Kinoomaage Gaming](#)



What services and events does the AARC offer?

AARC offers many services & events, including the Community Cousins Program, Full Moon Ceremonies, Annual Elders' Gathering and the Anishinaabe Inendamowin Research Symposium! Stay tuned to your email for upcoming AARC events.



How do I self-identify as First Nation/Metis/Inuit?

Login to your Student Portal, click the Profile tab, and select 'Self Identification'. Complete the form, click submit, and you're done! Please note, all self-identifications are voluntary.

Health, Wellness & Insurance

Academic stress is normal, but you may feel you need to speak with a professional to help support your wellbeing. Get unlimited access to 24/7 support, 365 days a year.



uhip@algomau.ca

communicationsofficer@ausu.algomau.ca

healthservices@ausu.algomau.ca



Quick Links:

[Health & Wellness](#)

[Homewood Health](#)

[I.M. Well](#)

[All About UHIP](#)

[Tailwind](#)

[Good 2 Talk](#)

[All about Student VIP](#)

[TalkCampus](#)

[BreakingFree](#)



How do I get my insurance card?

Check out the [Student VIP website](#), or email: communicationsofficer@ausu.algomau.ca!

F For any inquiries on UHIP, please contact uhip@algomau.ca

A I don't feel well and need to seek medical care. What do I do?

Q Student VIP provides students with 24/7, virtual access to a Canadian physician through Direct2U Doctors. You can also find information on walk-in clinics through the [Health & Wellness page](#) on our website!

- Telehealth Ontario: 1-866-797-0000 / 1-866-797-0007 (TTY).

Information Technology Services (ITS)

This department is responsible for all computing resources on campus. They offer a wide range of services including; algomau accounts, student portal, algomau Gmail, Google Apps etc.



servicedesk@algomau.ca



On Campus: x4450

Local Phone: (705) 946-7360

Toll-Free Phone: (888) 902-7866



Quick Links:

[ITS Service Desk](#)

To submit a ticket, click "Report an Incident"

To connect with someone live, click "Live Chat"

[IT Services Webpage](#)

[IT Services FAQs](#)



How do I obtain my algomau account credentials?

If you have not received an Algoma U welcome email providing you with a link to set your password, you can set your password [here](#) by verifying personal information.



How do I check my algomau email?

Visit gmail.com and log in with your algomau username@algomau.ca and password.



How do I set up two-step verification?

Access the ITS help sheet for two-step verification here:

<https://servicedesk.algomau.ca/support/solutions/folders/17000064138>

International Student Supports

At Algoma University we have a very diverse student population. We have many departments and resources to help welcome, support, and celebrate our international students!



immigration@algomau.ca
student.life@algomau.ca



algomaustudentlife



algomaustudentlife



Quick Links:

[International Student Web Page](#)

[Travel Readiness Web Page](#)

[International Student Checklist](#)

[Homestay Services](#)

? **Who do I contact for questions about scheduled breaks?**

Please email immigration@algomau.ca or connect with your academic advisor.

F **What do I do if I'm feeling homesick?**

A There are many resources provided by our Student Success, Health and Wellness, and Student Life teams to help you when you are feeling homesick. Please reach out to any of these departments for support!

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S **How do I get a SIN (social insurance number) card?**

You can apply for this online, by mail, or in person at Service Canada once you are in Canada.

Library & Bookstore

The Arthur A. Wishart Library and Bookstore are critical supports for delivering high quality education and ensuring student success.

 West Wing 300

 West Wing 300

 Library: (705) 949-2101

 Bookstore: (705) 949-2301

 library@algomau.ca

 algoma@bkstr.com

 algomauniversitylibrary

Quick Links:

[Library Webpage](#)

For help, click "Chat with a librarian"
For other quick links, scroll down
For virtual research help, click "omni"

[Search OMNI for Textbooks on reserve and research materials](#)

[Bookstore Web Page](#)

For textbooks, click "Textbooks"
For merchandise, click "Shop"
For store hours, click "Store Info"

How do I get my textbooks?

Use the bookstore link above and click "Textbooks". From here you can select the term (Fall 2022) and your courses. Your textbooks will automatically populate and you can easily complete your online order.

Where can I find my books on reserve?

Library website or the reserve binder at the circulation desk.

S

Online Learning/LMS

With small class sizes, Algoma is bridging the gap between a virtual education and a personalized one. Learn how to access and navigate our two Learning Management Systems (LMS): Moodle & Brightspace.



[IT Support Helpdesk](#)



Quick Links:

[Online/Remote Learning Web Page](#) [Student Portal](#)

[Brightspace Tutorials](#)

[Moodle Tutorial](#)



Why don't I see my courses in my LMS?

You will not be able to access course content until three days prior to the start of the semester. Dropped, changed or new courses may take 24 hours to reflect in the LMS.



Are my courses asynchronous or synchronous?



Usually, classes in Brightspace are asynchronous (can be done at any time and will NOT appear in your timetable). Classes offered on Moodle are usually synchronous (set times and will appear in your timetable).



Office of the Registrar

This department is committed to providing effective and efficient services to potential, new, and returning students. They can help you with everything from admission, registration, academic records, financial aid to graduation, as well as questions regarding academic policies and campus transfer.



regoffice@algonau.ca



North Wing 307



Quick Links:

[Home of the Registrar Web Page](#)

[Course Schedules](#)

[Office of the Registrar Services](#)

[Exam Schedules](#)

[Academic Calendar](#)

? **How can I request a Confirmation of Enrolment, Transcripts, or other official documents?**

Visit the Office of the Registrar Service page for a list of all services and documents - including instructions on how to request them.

F **How can I meet with a registrarial staff member?**

Walk-in appointments are accepted during regular hours of operation on a first-come, first-serve basis. Virtual or in-person appointments can also be made by emailing regoffice@algonau.ca.

A **How can I make changes to my course registrations?**

S Degree Students: Please contact and discuss with your academic advisor before contacting the Reg Office for changes.
Graduate Certificate Students: Please submit the change via [this Google Form](#), email requests will not be accepted.

Student Accounts & Financial Aid

At Algoma U, we're proud to offer one of the most affordable undergraduate university experiences in Ontario. This department helps with tuition/fee payments and questions, financial aid, scholarships, and more.



accounts@algomau.ca
awards@algomau.ca
fao@algomau.ca



Quick Links:

[Tuition, Fees, & Important Dates Webpage](#)

[Tuition and Fees Webpage](#)

[Payment & Important Dates Webpage](#)

[Awards/Scholarships Webpage](#)

[Refund Policy Webpage](#)

[Financial Aid Webpage](#)



What is the payment deadline for 22F tuition fees?

A minimum deposit must be paid at time of registration. The remaining balance is due on August 31st.

F What is the last day to withdraw without a financial penalty from 22F?

A The last day for tuition only refund is 14 days after the first day of classes. There is a non-refundable \$200 tuition fee if withdrawing completely from the University. NOTE: Ancillary fees are not refundable after the first day of classes.

Q

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Student Life & Orientation

This department plays a significant role in your life outside the classroom! It is your go to for new student orientation, on & off campus events, intramural sports, and fun programming throughout the year.



student.life@algomau.ca



algomaustudentlife



Townhouse 15



algomaustudentlife



Quick Links:

[Register for Orientation](#)

[Student Life Web Page](#)

[Orientation Web Page](#)

[Housing Resources](#)

[Student Life WhatsApp](#)

[Varsity & Intramurals](#)



When is New Student Orientation?

Orientation events will be taking place on- & off-campus from Sept. 4-10, with the mandatory orientation day being Sept. 4th.



How will I know about upcoming events?



Stay tuned to your Algoma U Gmail account, follow us on Instagram & Facebook, and join our [WhatsApp group](#) to stay up to date! You can also check out the [events calendar](#) on our website.



Can I get involved with Student Life?



Absolutely! We are always looking for Event Volunteers. If you'd like to help out, or have a great idea for an event, email us.

Student Organizations

AUSU (Algoma U Student's Union) and SASA (Shingwauk Anishinaabe Students' Union) are run by students for students, and work to ensure student's voices are recognized amongst the AU community.

AUSU



ausu@algomau.ca



Townhouse 10



ausu82



Ausu82

SASA



sasa@algomau.ca



SH 312



shingwaukstudents



ShingwaukStudents



Quick Links:



[AUSU Website](#)



[SASA Web Page](#)



What services does AUSU provide?

AUSU provides mental health services, transit passes, health/dental plans, student clubs, and the food pantry. They also plan pub nights, an orientation, and other fun activities.



What services does SASA provide?



SASA supports the academic and cultural needs of Anishinaabe students and offers family and cultural activities for all students in the Algoma U community.



How do I join a student union?

Keep an eye on your email for job postings, or email them!

Student Portal Navigation

Your Student Portal is an essential piece to your journey as a student, it is your gateway to all Algoma University services.

STUDENT PORTAL



Quick Links:

ACADEMICS:

Summary - view your course registrations/contact your advisor

Timetable - view your course schedule (navigate to the correct week using the arrows in the top left)

[Make a Payment](#)

[Student Card Request](#)

[Form](#)

[Update Contact Info](#)

[Online Learning Checklist](#)

[Requests](#)



How do I get my login information?

Your login credentials are sent via an email with the subject line "IMPORTANT - New Algoma University Student Portal Login". Please check your spam folder if you have not yet received this.



What do I do if I forgot my password?

Visit <https://students.algomau.ca/login/forgot> and input your information to self-serve and reset your password.



What else can I access in my student portal?

You can access your academic schedule, your financial summary, parking passes, print balances and more. We strongly recommend exploring your student portal as soon as possible!

Student Success

This department is your one stop shop to success! They offer a variety of support services, including study tips, tutoring, academic advising and accessibility services.



studentsuccess@algomau.ca
learning@algomau.ca



NW 307



Quick Links:

[Student Success Web Page](#)

[Algoma Mentorship Program](#)

[Student Rights and Responsibilities Guide](#)



What is The Learning Centre and where do I find it?

All students at AU have access to [The Learning Centre](#)! Visit The Learning Centre staff in NW302 for academic support of all kinds, including The Math Lab and The Writing Lab.



I need academic advising, what do I do?

Contact your academic advisor! You can find out who your advisor is in your Student Portal, under "Academics", in "Summary". You can also contact your advisor directly by



clicking on the "Contact Advisor" button. The message will go directly to your advisor who will share a calendar link to book an appointment if needed!