



got questions?

we've got answers.








Looking for help? Not sure where to go?

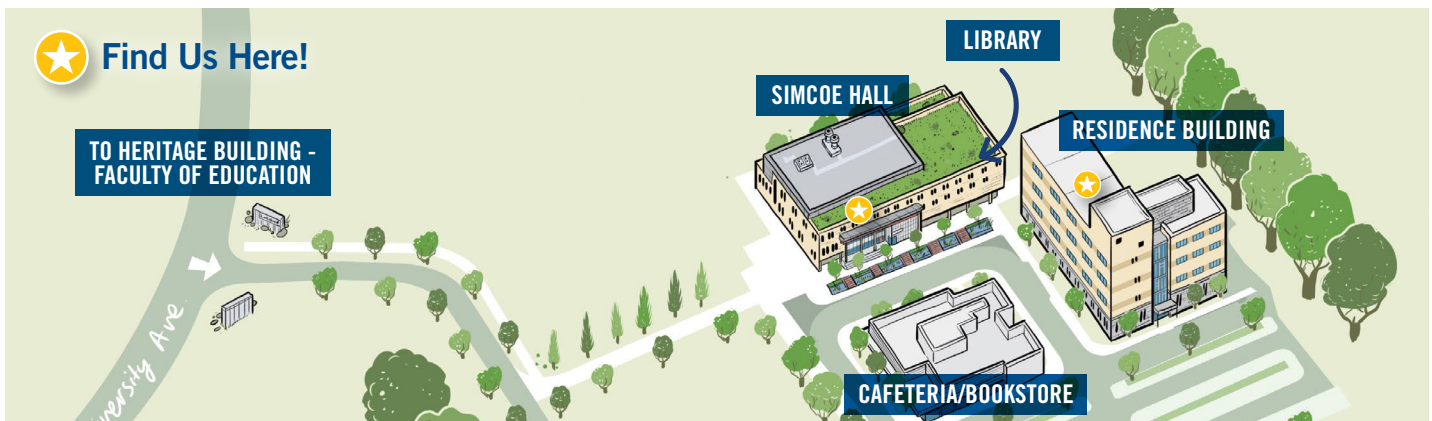
IT'S OKAY. WE'RE HERE TO HELP YOU SUCCEED!

Your Handy Student Referral Guide (Orillia Campus)

We offer you a wide range of academic and personal support services right from the start of your Lakehead education and through to after graduation. This Referral Guide will help you learn about the different ways we can support you and the best office to connect with in Student Affairs.

	How We Can Help	Contact Information
 Academic Support	Academic advising Course registration Important dates Exams & grades Degree audit Transcripts	Student Central Simcoe Hall (705) 330-4010 ext. 8500 lakeheadu.ca/studentcentral
	Academic accommodations for students with permanent/temporary disabilities and/or medical conditions.	Student Accessibility Services Simcoe Hall OA 1030 (705) 330-4010 ext. 2103 oraccess@lakeheadu.ca
	Academic Prep Sessions - Time management - Reading & note Taking - Study skills & exam prep	Student Success Centre Orsi Learning Commons (705) 330-4010 ext. 2118 orillia.ssc@lakeheadu.ca
	Research skills Writing support and coaching Peer group tutoring Academic integrity	Academic Support Zone Orsi Learning Commons (705) 330-4010 ext. 2118 orillia.ssc@lakeheadu.ca
 Financing & Budgeting	OSAP & government loans Confirmation of enrolment Applying for scholarships & bursaries Budgeting & financial literacy	Student Central Simcoe Hall (705) 330-4010 ext. 8500 studentcentral@lakeheadu.ca
 Health & Wellness	Medical services Counselling Wellness programming and events	Student Health and Wellness Residence Building OR 1015 (705) 330-4010 ext. 2116 orluwell@lakeheadu.ca

	How We Can Help	Contact Information
 Career Services & Co-op	Career advising Skill-building & career exploration workshops Career fairs and networking events Job search & interview support Co-op program support	Career Zone Orsi Learning Commons (705) 330-4010 ext. 8264 careers.coop@lakeheadu.ca
 Student Life	Student conduct/responsibilities	Student Conduct (807) 343-8010 ext. 8163 studentconduct@lakeheadu.ca
	Orientation & first year experience Leadership development Volunteer opportunities General Lakehead navigation and support	Student Success Centre Residence Building OR 1021 (705) 330-4010 ext. 2118 orillia.ssc@lakeheadu.ca
	Individual support & advocacy Elder in residence Community referrals Traditional teachings, ceremonies, and cultural initiatives Culturally supportive spaces	Indigenous Initiatives Residence Building OR 1016 (705) 330-4010 ext. 2018 orillia.ii@lakeheadu.ca
	Varsity sports Intramural and extramural sports On-campus fitness room	Athletics and Recreation Residence Building OR 1017 (705) 330-4010 ext. 2115 orathlet@lakeheadu.ca





myInfo

Your student information portal

Perform a variety of functions related to your enrolment:

- Register for courses
- View your class schedule
- Track your degree/program progress
- Check your tuition, fees and account balance

myEmail

Your Lakehead email account

Check your Lakehead email often! Important information will be sent to you from the University.

myAwards

Your scholarships, awards & bursaries portal.

View and apply to funding opportunities available to registered students.

mySuccess

Your Student Success portal

Here you can:

- Access the tutoring schedule
- Look for jobs and volunteer opportunities
- Update your Co-Curricular Record
- Book appointments for academic skills support, writing support, and career advice
- Sign up for Leadership programs and workshops
- Request health and wellness appointments

myCourseLink

Your online classroom portal

This is your online learning environment for your courses.

QUICK TIP

Your username & password are the same for these portals.

Additional student support services beyond Student Affairs.

How We Can Help	Contact Information
Student ID cards Booklist support Textbooks Lakehead merchandise Sponsored student support for textbooks	Bookstore 1001CA (705) 330-4010 x 2856 bookstro@lakeheadu.ca
Research help Study spaces Physical and electronic collections Printing Equipment booking Citation help	Education Library at Heritage Place (705) 330-4010 ext. 2252 orlib@lakeheadu.ca Harvie Legacy Library Simcoe Hall (705) 330-4010 x 2250 orlib@lakeheadu.ca
Email accounts Computer labs Printing Software	Help Desk (807) 346-7777 ext. 6600 helpdesk@lakeheadu.ca
Harassment and discrimination Sexual and gender based violence Diversity awareness	Human Rights & Equity (807) 346-7763 humanrights@lakeheadu.ca
Immigration advising Navigating off-campus housing University Health Insurance Plan (UHIP) New international student pre-arrival Global ME (study abroad program) English Language Centre	Lakehead International Simcoe Hall OA 1031 (705) 330-4010 ext. 2141 or.international@lakeheadu.ca

How We Can Help	Contact Information
Health & dental plan U-Pass Food pantry & fresh market Discount card Clubs Jobs & volunteer opportunities	Lakehead University Student Union (LUSU) Simcoe Hall OA 1027 (705) 330-4010 x 2180 orillia@lusu.ca
Applying & housing options Meal plans Canmate concerns Housing issues Programming and events Leadership and employment opportunities	Residence Residence Building (705) 330-4010 ext. 3030 orilliaresidence@lakeheadu.ca Residence Life Residence Building (705) 330-4010 ext. 3004 reslifecoord.or@lakeheadu.ca
Confidential, impartial and free service for any questions/concerns related to a university issue (e.g. academic, personal)	Ombudsperson (705) 330-4010 ext. 8061 ombuds2@lakeheadu.ca
Mobile Safety App Campus Watch K.I.T. (Keep in Touch) Safe Walk Lost and found Parking	Security Simcoe Hall OA 1035 (705) 330-4010 ext. 2009
Account details Paying fees Domestic or international sponsorship Tax receipts University Health Insurance Plan (UHIP) Graduate student funding	Student Accounts Simcoe Hall OA 2011 (705) 330-4010 x 2015 accounts@lakeheadu.ca