<table>
<thead>
<tr>
<th>Page</th>
<th>Section</th>
</tr>
</thead>
<tbody>
<tr>
<td>03</td>
<td>Welcome Message</td>
</tr>
<tr>
<td>04</td>
<td>Student Guide Overview</td>
</tr>
<tr>
<td>06</td>
<td>General Information</td>
</tr>
<tr>
<td>08</td>
<td>Academic Information</td>
</tr>
<tr>
<td>10</td>
<td>Academic Calendar of Events</td>
</tr>
<tr>
<td>12</td>
<td>CDM Grading &amp; Transcript Notation System</td>
</tr>
<tr>
<td>14</td>
<td>Leaves of Absense</td>
</tr>
<tr>
<td>16</td>
<td>Facilities &amp; Learning Resources</td>
</tr>
<tr>
<td>22</td>
<td>Financial Matters</td>
</tr>
<tr>
<td>28</td>
<td>Student Housing in Vancouver</td>
</tr>
<tr>
<td>30</td>
<td>Student Services</td>
</tr>
<tr>
<td>32</td>
<td>Services Available Through Simon Fraser University</td>
</tr>
<tr>
<td>37</td>
<td>Contact Information</td>
</tr>
</tbody>
</table>
MESSAGE FROM DR. RICHARD SMITH
Director, Centre for Digital Media

I am very excited that you have decided to join us to pursue your Masters of Digital Media here at the Centre for Digital Media – a truly unique campus environment. Together we will transform the way digital media is taught and experienced. In the coming months, you will have many opportunities to immerse yourselves in the community we are creating here, and I invite you to seize them all.

The MDM faculty, staff, and students are as happy as I am to welcome you to the Centre for Digital Media as you embark on this next part of your academic journey. Together we are breaking new ground and blazing new trails, and I am delighted to be a part of this with you.

We look forward to your success here at MDM!

About the Director
Dr. Richard Smith has over two decades of academic and directorial experience at Simon Fraser University. A professor at the School of Communication at SFU for over fifteen years, he has also served as Director of SFU’s Centre for Policy Research on Science and Technology (CPRoST) for the past ten years. His active engagement with local, national and international media on issues related to his research into the contemporary world of technology, social media and public surveillance has also made him a recognized public commentator. His service to the university through public affairs and media relations earned Dr. Smith the 2009 SFU President’s Award.
This Guide is designed to provide important information about the Master of Digital Media (MDM) program, as well as the associated policies, procedures, and regulations that govern student life at the Centre for Digital Media (CDM) and Simon Fraser University (SFU). It is issued by the MDM Student Services Office for the use of students, faculty, and staff.

Students are urged to take the time to familiarize themselves with the contents of this Guide. They should also review the student and academic policies of Simon Fraser University as articulated in the following sources:

Graduate General Regulations
http://www.sfu.ca/students/calendar/2015/fall/fees-and-regulations/grad-regulation.html

Academic Honesty and Student Conduct Policies
https://www.sfu.ca/policies/gazette/student.html

Teaching and Instruction Policies
http://www.sfu.ca/policies/gazette/teaching.html

University Policies
http://www.sfu.ca/policies.html

Although the faculty and staff of the CDM are always pleased to provide assistance and advice, students themselves are personally responsible for complying with the rules and regulations of their program, the CDM, and SFU.

The CDM and MDM reserve the right to implement new policies and procedures and/or modify the program, degree requirements, academic calendar of events, or fees from time to time. In the case of any differences in academic and student policies between this handbook and the policies of Simon Fraser University, the polices of Simon Fraser University shall generally apply.
If you need to contact the CDM before the semester begins, please do not hesitate to contact us for assistance.

For student services matters, such as tuition and student life, please contact:
Program Manager
Theresa Trinh
778-370-1031
theresa_trinh@thecdm.ca

For general inquiries related to admissions at CDM, please contact:
Admissins & Recruitment Officer
Jonathon Keller
778-370-1010
jonathon_keller@thecdm.ca

For other current telephone numbers and e-mail addresses, you can also visit
CDM website - theCDM.ca/people/staff

DISCRIMINATION AND HARASSMENT
The CDM is committed to providing a fair and equitable learning and working environment which is free from all prohibited forms of discrimination and harassment, as set out in the British Columbia Human Rights Code, and which encourages the responsible exercise of academic and artistic freedom.

DRUGS AND ALCOHOL
Use or possession of any illegal substance is a criminal offence and is not tolerated on the CDM premises. Alcoholic beverages may be consumed on campus only during officially sanctioned, licensed events within the area designated for the event.
MASTER OF DIGITAL MEDIA PROGRAM
The Master of Digital Media Program is jointly offered by the University of British Columbia (UBC), Simon Fraser University (SFU), Emily Carr University of Arts + Design (ECUAD) and the British Columbia Institute of Technology (BCIT) at the Centre for Digital Media. The partner institutions have agreed that Simon Fraser University will enroll the MDM students for the duration of their studies. Upon successful completion of their studies, MDM students are granted a joint degree by all four of the partner institutions.

PROGRAM REQUIREMENTS
The MDM is a full-time, cohort-based program completed over a period of 16 months. It consists of three study terms of 15 credits each, complemented by a mandatory internship, worth 6 credits, which is undertaken after the completion of the three study terms.

FULL – TIME CLASSIFICATION OF STUDENTS
Students in the MDM program are all classified as having full-time status and are expected to engage in their studies on a full-time basis. Apart from the internship described above, this means that they should not expect to hold concurrent paid employment that exceeds 12 hours per week.

PROGRAM STRUCTURE
The MDM curriculum has four components:

4 required core courses. These courses are worth 3 credits each and are offered in a traditional format.

3 required project courses. These courses are worth 6-12 credits each. In these courses students are placed in interdisciplinary teams with three to six members, and work closely with faculty members and industry professionals. The course content is structured to address different elements of digital media, covering such core areas as interactive narrative, immersive/visual worlds, spatial and temporal domains, and 3D rendering. Team members are rotated for each new project. In the 2nd and 3rd semesters, students will typically devote up to 80% of their study time to these courses.

1 mandatory internship semester. The last semester of the program consists of a four-month full-time position in a relevant organization. It is worth 6 credits and must be completed in order to fulfill degree requirements. It will be recorded on the student record with the notation of CO (complete) upon submission of evidence of satisfactory completion to the Student Services office.

1 elective course. Elective courses, also worth 3 credits, may be selected from offerings at the CDM or, with the permission of the Program Director, from appropriate graduate level courses at the partner institutions.

DEGREE TO BE AWARDED
Students who complete the program and remain in good academic standing will be awarded a Master of Digital Media (MDM) degree jointly credentialed by the four CDM partner institutions.
<table>
<thead>
<tr>
<th>Date</th>
<th>Event</th>
<th>Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>September 3, 2018</td>
<td>LABOUR DAY</td>
<td>Campus closed</td>
</tr>
<tr>
<td>September 4, 2018</td>
<td>MDM Classes Start</td>
<td></td>
</tr>
<tr>
<td>September 10, 2018</td>
<td>PreMDM Classes Start</td>
<td></td>
</tr>
<tr>
<td>October 8, 2018</td>
<td>THANKSGIVING</td>
<td>Campus closed</td>
</tr>
<tr>
<td>November 12, 2018</td>
<td>REMEMBRANCE DAY</td>
<td>Campus closed</td>
</tr>
<tr>
<td>December 7, 2018</td>
<td>Last Day of Fall Term</td>
<td></td>
</tr>
<tr>
<td>January 1, 2019</td>
<td>NEW YEARS DAY</td>
<td>Campus closed</td>
</tr>
<tr>
<td>January 7, 2019</td>
<td>Classes Start</td>
<td></td>
</tr>
<tr>
<td>February 18, 2019</td>
<td>FAMILY DAY</td>
<td>Campus closed</td>
</tr>
<tr>
<td>February 18 - 22, 2019</td>
<td>Reading Week</td>
<td></td>
</tr>
<tr>
<td>April 12, 2019</td>
<td>Last Day of Spring Term</td>
<td></td>
</tr>
</tbody>
</table>

Note: Dates are subject to change.
LETTER GRADE
A+ 4.33 points
A  4.00 points
A- 3.67 points
B+ 3.33 points
B  3.00 points
B- 2.67 points
C+ 2.33 points
C  2.00 points
F  0 points

GRADE POINT AVERAGES
The semester grade point average (GPA) describes the average academic performance for that semester. Each letter grade is assigned a numerical equivalent (as listed above) which is then multiplied by the number of semester hours assigned for each course (semester hours are equivalent to the number of credits) to give the grade points for that course. The total grade points are then divided by the total number of semester hours taken in that semester. The resulting number is the GPA.

Students must maintain a cumulative grade point average (CGPA) of 3.0 in courses completed in order to advance to subsequent terms.

No student shall be eligible to graduate with a CGPA of less than 3.0, nor shall any student be eligible to graduate with more than 6 credits of a “C” or “Pass” standing on their transcript.
A student who finds it necessary to interrupt his or her studies may apply to the Program Director for on-leave status. Leave may be granted at the discretion of the Program Director when a student is best advised for personal, health, or other reasons to have time completely away from his/her academic responsibilities. It is understood that a student with on-leave status will not undertake any academic or research work, or use any of the CDM’s facilities during the period of leave.

The time spent on-leave is not counted as part of the allotted time to completion of the degree program.

An MDM student who holds an award whose terms and conditions are established by the CDM will be permitted to retain the full value of the award. It will be suspended at the onset of leave and reinstated at the termination of the leave period. Other awards are subject to the terms and conditions established by the donor or granting agency.

Because the MDM program is cohort-based, leave will be dated from the first day of a semester for a period of four, eight, or twelve months and is limited to one year. Students must inform the CDM of their intention to return prior to the end of their leave. They should be aware that they may have to wait for a suitable opportunity to rejoin the program. Nevertheless, every reasonable effort will be made to minimize the disruption caused by the leave.

**LEAVE FOR PERSONAL OR MEDICAL REASONS**

The CDM may request supporting documentation in order to consider a request for leave. A request based on medical grounds must be accompanied by a doctor’s report.

**PARENTAL LEAVE**

A student who is expecting a child or who has primary responsibility for the care of an infant or young child is eligible for parental leave. A request for parental leave should be made through the Program Director for the duration of four to twelve months.
STUDENT INFORMATION SYSTEM
As an SFU student, you will have a Student Account, which you can log into using your computing ID.

YOUR COMPUTING ID AND PASSWORD
Your computing ID is your e-mail and computer account at SFU e.g. student@sfu.ca.

How to get your computing ID:
1. Please pay your deposit to confirm your admission. You will receive an e-mail informing you that it is ready, following payment.
2. When you have received an e-mail informing you that your computing ID is ready, please go to my.sfu.ca/AccountActivation
3. Once activated, please go to go.sfu.ca
4. Enter ID and password to login

Note: You can get help if you have lost either a password or computingID, by clicking on “password” or “SFU Computing ID” at the bottom of the login page.

E-MAIL ACCESS FOR STUDENTS
All students at the CDM are issued with an e-mail ID and account which provides free access to the Internet on campus. Details concerning how to get on-line and information about your e-mail account will be given during the first week. Upon enrollment, you will also be issued a Simon Fraser University (SFU) student ID number, which you will use to activate your SFU student account. Details concerning how to forward emails to alternative e-mail addresses will be given at the start of the semester.

EMERGENCIES/ FIRST AID
The premises of the Centre for Digital Media are protected by Paladin Security, whose professional, uniformed officers are on duty every day, around the clock. In addition to providing physical security, Paladin personnel are trained to respond to any and all types of emergencies and are able to administer first aid. However, please report ANY EMERGENCY by first calling 911.

EMPLOYMENT
The mandatory internship undertaken after the completion of the three study terms has an associated salary. Otherwise, as outlined in Section I of this Guide, students in the MDM program have full-time status and are expected to devote the majority of their attention to their studies. Any concurrent paid employment undertaken by them should not exceed 12 hours per week.

There may be a possibility of limited employment at the CDM, for those with suitable experience, as technical support staff or as instructional assistants as required by courses being offered. Students will be notified of opportunities as they arise.

Please familiarize yourself with the rules and regulations governing the appropriate use of technical facilities provided by CDM and its cooperating external affiliates, as outlined in the policy on Use of Information Technology and Production of Digital Media Facilities listed in the Policies, Procedures & Regulations Guide.

BUILDINGS
The CDM buildings contain both classrooms and studio space. Student will have access to lockers which are dedicated for their personal use.

The main Centre for Digital Media buildings may be accessed only through keycard. Guests may enter between 8:30am – 4:30pm from Monday to Friday through the main door by the Office Receptionist. More information on student access to the CDM facilities will be available at Orientation.

COMPUTING AND DIGITAL EQUIPMENT
You will have access to your work from any workstation in the building, allowing for flexibility in workspace for your personal and project work. Digital video editing equipment is available in the studio space and cameras, lights and audio recording equipment is available for loan. Sound and Video editing suites are located on site. Please note that all equipment is considered on loan to students for their use while in the program.
PHOTOCOPYING AND PRINTING
Students have access to photocopy machines and shared printers. Further information regarding use of these machines and associated costs will be presented during the first week.

FOOD
Kafka’s Coffee and Tea shop is located within the CDM District at 577 is open Monday - Friday, 7am to 4pm, and on weekends from 8am to 4pm.

CDM is also within walking distance of a variety of multi-ethnic, student-budget friendly restaurants around the Main & Broadway area.

FREEDOM OF INFORMATION AND PROTECTION OF PRIVACY
Under the Freedom of Information and Protection of Privacy Act (FOIPOP 1996) and the Privacy Protection Act (PIPA 2003), the CDM gathers and maintains personal information for purposes of admission, registration, recording of academic progress, and other activities fundamental to being a student at a public post-secondary institution in British Columbia. The CDM is required to maintain records in such a way as to protect the privacy rights of individuals and prevent the unauthorized collection, use, or disclosure of personal information.

The CDM recognizes the rights of its students with regard to freedom of information and protection of their privacy by providing them with access to their own personal information, responding to their requests to correct factual information about them, and preventing the disclosure of their personal information to unauthorized parties or persons. To authorize a third party to have access to their records (for example for purposes of making tuition fee payments or obtaining tax receipts), students must give written consent to Student Services. Such authorization will remain in effect as long as the student is enrolled at the CDM, unless the student states otherwise in writing.

Freedom of information legislation does not normally prohibit exchange of student information among the CDM staff and faculty members as part of their regular duties. Because programs at the CDM are offered under the aegis of, and in cooperation with, its partner institutions, the CDM will also share information, as appropriate, with staff and faculty at these four institutions. This includes administrative matters such as confirmation of registration in order that CDM students may have access to their library resources and student services as described elsewhere in this Guide. In addition, as a function of their academic oversight of the MDM program and their involvement in the conferral of the MDM degree, these partner institutions may access records concerning admissions and academic standing. Disclosure of personal information to persons outside of the CDM and its partner institution is prohibited.

ID CARDS
All MDM students will be issued an SFU student ID card, which will give them access to all resources offered at any SFU campus (Vancouver downtown, Burnaby, Surrey). Instructions to obtain an SFU ID card are provided at the beginning of the semester.

ILLNESS
If you become ill and are unable to attend classes or work on projects, you must advise your instructor as soon as possible in order to make suitable arrangements. In case of extended illness, you may be asked to submit a medical certificate to Student Services.

INSTITUTIONAL LIABILITY
The CDM is not liable for loss, theft, or damage to students’ work. This includes work that may be damaged as a result of computer failure, faulty equipment, technical-related issues, or other circumstances beyond the CDM’s control such as fire or flood.

INSTRUCTIONAL RESOURCE CENTRE (IRC)
The CDM Information Resource Centre (IRC) provides access to films, video games, software manuals, industry magazines, and some core reference material. Material may be borrowed through an online reserve system through the IRC website: irc.thecdm.ca. As SFU students, MDM students also have access to the vast library holdings at Simon Fraser University through their SFU ID card.

As members of the general public, students are entitled to a public library card in the city or municipality in which they are resident. Proof of address will be required to obtain a library card. A public library card enables individuals to borrow from any of the public libraries throughout the Lower Mainland and Fraser Valley, from Squamish to Boston Bar.

LOST AND FOUND
Lost and found items are taken to Reception at the CDM where they can be reclaimed during normal business hours. Unclaimed articles will be donated to charity at the end of the semester following the one in which they were turned in.

WEEK ONE
Attendance during the first week of school is compulsory – it is a vital component of a successful start to being a student at the CDM. It will provide an opportunity to meet the Program Director, faculty and staff members, and other students. Among other matters, this is where you will obtain vital information to ensure that your transition into the program is as smooth as possible.
PARKING
Parking is available in the WestPark parking lot just east of CDM. Please contact WestPark directly if you would like more information. Call 604.669-7275 or via email guestservices_van@westpark.com

There is some free street parking available on Great Northern Way.

PETS
For health and safety reasons, animals of any sort are not allowed into CDM buildings. Exceptions are made only for trained assistance and guide dogs used by differently-abled individuals to access the campus.

SAFE WALK PROGRAM
The safety of our students is of paramount importance to us. Because the nature of the MDM program is such that students may choose to work on campus late into the evening or on weekends, the CDM has instituted a Safe Walk Program. This is provided by Paladin Security, the company which is responsible for campus security on a 24/7 basis.

If you need to move from one building to another or would like to have an escort to your parked vehicle or to Great Northern Way at a time when there are not many people about, you are encouraged to avail yourself of this service. You have only to call 604-655-8497 and ask for a Safe Walk escort, but please remember to give Paladin Security reasonable advance warning.

RELIGIOUS HOLY DAYS
In accordance with Canadian human rights legislation, institutions are obligated to accommodate religious practices ‘up to the point of undue hardship’. Consequently, a student who is required to attend classes or write examinations on the holy days of his or her religion is permitted to be absent provided that he or she notifies the instructor within a reasonable time in advance of the holy day. This notification must be put in writing and must stipulate the holy day which is being observed.

The instructor will then make an arrangement with the student to make up, without penalty, for the work which he or she has missed. In the case of an examination, an arrangement will be made for the student to write the examination at an earlier or later date, depending on circumstances.

The Interfaith Calendar available at the link below lists the primary sacred times for world religions: www.interfaithcalendar.org

ENROLMENT
Students in the MDM program will be automatically enrolled by the Student Services Office. You will be notified of enrolment prior to the start of each term.

SMOKING REGULATIONS
Smoking is prohibited in all internal areas of CDM. It is permitted outside in accordance with civic and provincial laws.
FINANCIAL MATTERS

ADMISSIONS DEPOSITS
All applicants who wish to accept an offer of admission are required to make a non-refundable, non-transferable deposit in accordance with the terms outlined with that offer. The deposit will be credited towards the student’s tuition fee account.

TUITION FEES: HOW TO PAY
Paying by internet banking is the most convenient method of payment. Allow two to three business days for the payment to be posted to your SFU student account.

Credit card payments are not accepted for tuition fees.

Internet Banking
If you need to set up internet banking, contact your bank or credit union. If you have already set up internet banking, please follow the steps below.

1. Set up Simon Fraser University as a Bill Payee on your account (see list of financial institutions below)
2. Use your SFU student number as the account / invoice / billing number
   Note: some banking institutions look for a 10 digit number for the student/billing number. In this case, add a zero to the beginning of your student number.
3. Go to “make a payment”
4. Enter amount of payment
5. Record “confirmation number” for your records
6. Allow two to three business days for the payment to be posted to your SFU student account.

Tuition fees are set by the CDM Board of Directors each year and are subject to change without notice and subject to change by provincial legislation.

Tuition fees do not cover books and other materials required for the successful completion of course work, but do cover extended medical benefits, UPASS/Compass Card (Universal Transit Pass) and use of all hard and software required for the successful completion of the program.

Tuition fees for the MDM Program are charged on a per semester basis. Payment deadlines are set by SFU every semester. Students will be notified of the deadline for payment date upon successful enrolment in that term. For any financial matters, please contact the Financial Aid & Awards department at Simon Fraser University. Students who have been approved for a student loan but have not yet received the funds by tuition deadline must provide documentation confirming such approval has been received.

Finance related inquiries can be directed to:
Financial Aid & Awards, Simon Fraser University
Maggie Benson Centre
8888 University Drive
Burnaby BC V5A 1S6
778 782 4356
students.sfu.ca/financialaid
fiassist@sfu.ca

You have the option of talking to an advisor at any SFU campus during their drop-in advising hours:

Burnaby Campus
Maggie Benson Centre 3000
Monday, Tuesday and Thursday: 9:30am to 3:30pm
Wednesday: 9:30am to 2pm
Friday: 10am to 3:30pm

Vancouver Campus
Registrar and Information Services, Harbour Centre
Thursdays: 10am to 1pm, and 1:30pm to 5pm

Surrey Campus
Advising Centre, Mezzanine level, Dale B. Regehr Hall
Tuesdays: 9:30am to 1pm, and 1:30pm to 3:30pm

DEBTS TO THE INSTITUTION
Any student who has unpaid fees in any given semester, for any reason, will not be entitled to enroll in the subsequent semester. Other services, such as issuance of transcripts, may also be withheld.
### Financial Institutions offering internet/telephone banking
(Please check with your financial institution for their latest information)

<table>
<thead>
<tr>
<th>Bank</th>
<th>Credit Union</th>
</tr>
</thead>
<tbody>
<tr>
<td>Bank of Montreal</td>
<td>Aldergrove Credit Union</td>
</tr>
<tr>
<td>Canada Trust</td>
<td>CCEC Credit Union</td>
</tr>
<tr>
<td>Canadian Western Bank</td>
<td>Coast Capital Savings</td>
</tr>
<tr>
<td>CIBC</td>
<td>Community Savings Credit Union</td>
</tr>
<tr>
<td>Citizens Bank of Canada</td>
<td>Envision Credit Union</td>
</tr>
<tr>
<td>HSBC Bank Canada</td>
<td>Greater Vancouver Community Credit Union</td>
</tr>
<tr>
<td>Laurentian Bank</td>
<td>G&amp;F Financial Group</td>
</tr>
<tr>
<td>Royal Bank</td>
<td>Khalsa Credit Union</td>
</tr>
<tr>
<td>Scotiabank</td>
<td>North Shore Credit Union</td>
</tr>
<tr>
<td>Toronto Dominion (TD)</td>
<td>Prospera Credit Union</td>
</tr>
<tr>
<td></td>
<td>Sharons Credit Union</td>
</tr>
<tr>
<td></td>
<td>Vancity Savings Credit Union</td>
</tr>
<tr>
<td></td>
<td>VP Credit Union</td>
</tr>
<tr>
<td></td>
<td>Westminster Savings Credit Union</td>
</tr>
</tbody>
</table>

### If you pay in person
You can pay by cash, cheque, debit card, or credit card (limited use - see below for eligible fees), at the Registrar and Information Services counter on any of the three campuses:

#### Burnaby
3000 level, Maggie Benston Centre  
8888 University Drive  
Burnaby, BC V5A 1S6

<table>
<thead>
<tr>
<th>Registrar and Information Services</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Burnaby</strong></td>
</tr>
<tr>
<td><strong>3000 level, Maggie Benston Centre</strong></td>
</tr>
<tr>
<td><strong>8888 University Drive</strong></td>
</tr>
<tr>
<td><strong>Burnaby, BC V5A 1S6</strong></td>
</tr>
<tr>
<td><strong>Regular Hours</strong></td>
</tr>
<tr>
<td>Monday - Thursday</td>
</tr>
<tr>
<td>9:00 am - 6:00 pm</td>
</tr>
<tr>
<td>9:00 am - 4:30 pm</td>
</tr>
<tr>
<td>Friday</td>
</tr>
<tr>
<td>10:00 am - 4:30 pm</td>
</tr>
<tr>
<td>10:00 am - 4:30 pm</td>
</tr>
<tr>
<td>Phone</td>
</tr>
<tr>
<td>778.782.4356</td>
</tr>
<tr>
<td>Fax</td>
</tr>
<tr>
<td>778.782.4969</td>
</tr>
</tbody>
</table>

#### Surrey
250 - 13450 102 Avenue  
Surrey BC V3T 0A3

<table>
<thead>
<tr>
<th>Registrar &amp; Information Services</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Surrey</strong></td>
</tr>
<tr>
<td><strong>250 - 13450 102 Avenue</strong></td>
</tr>
<tr>
<td><strong>Surrey BC V3T 0A3</strong></td>
</tr>
<tr>
<td><strong>Regular Hours</strong></td>
</tr>
<tr>
<td>Monday</td>
</tr>
<tr>
<td>10:00 am - 4:30 pm</td>
</tr>
<tr>
<td>Tuesday - Friday</td>
</tr>
<tr>
<td>9:00 am - 4:30 pm</td>
</tr>
<tr>
<td><strong>Reading Break Hours</strong></td>
</tr>
<tr>
<td>Monday - Thursday</td>
</tr>
<tr>
<td>9:00 am - 4:30 pm</td>
</tr>
<tr>
<td>Tuesday - Friday</td>
</tr>
<tr>
<td>9:00 am - 4:30 pm</td>
</tr>
<tr>
<td>Phone</td>
</tr>
<tr>
<td>778.782.7400</td>
</tr>
<tr>
<td>Fax</td>
</tr>
<tr>
<td>778.782.7403</td>
</tr>
</tbody>
</table>

Note: Students admitted to Surrey programs only must obtain their Student ID cards at the SFU Surrey campus.

#### Vancouver
515 West Hastings  
Street  
Vancouver, BC V6B 5K3

<table>
<thead>
<tr>
<th>Registrar &amp; Information Services</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Vancouver</strong></td>
</tr>
<tr>
<td><strong>515 West Hastings Street</strong></td>
</tr>
<tr>
<td><strong>Vancouver, BC V6B 5K3</strong></td>
</tr>
<tr>
<td><strong>Regular Hours</strong></td>
</tr>
<tr>
<td>Monday - Thursday</td>
</tr>
<tr>
<td>9:00 am - 4:30 pm</td>
</tr>
<tr>
<td>Friday</td>
</tr>
<tr>
<td>10:00 am - 4:30 pm</td>
</tr>
<tr>
<td><strong>Reading Break Hours</strong></td>
</tr>
<tr>
<td>Monday - Thursday</td>
</tr>
<tr>
<td>9:00 am - 4:30 pm</td>
</tr>
<tr>
<td>Friday</td>
</tr>
<tr>
<td>10:00 am - 4:30 pm</td>
</tr>
<tr>
<td>Phone</td>
</tr>
<tr>
<td>778.782.5000</td>
</tr>
<tr>
<td>Fax</td>
</tr>
<tr>
<td>778.782.5060</td>
</tr>
</tbody>
</table>

### By Cheque or Money Order:
1. Make your cheque or money order payable to Simon Fraser University
2. Print your SFU student number clearly on the front
3. Deposit it in the red and blue mailbox located at SFU Burnaby, top floor of the Maggie Benston Centre; or mail it to:

**Student Accounts**  
**Student Services, MBC 3200**  
**Simon Fraser University**  
**8888 University Drive**  
**Burnaby, BC Canada V5A 1S6**

Note:
• Please do not mail cash to the University. SFU does not accept responsibility for payments lost in the mail.
• Please allow five (5) working days for your payment to be posted.
• There is a $30 administrative handling fee for all returned cheques.
Payments made from outside Canada
(This is a deposit-only account)

Flywire instructions (in Canadian dollars)
To make payments from outside of Canada, log in to your student account at go.sfu.ca, scroll down to the Finances section, click “Account Inquiry,” and then click “Make a Payment from Outside of Canada”.

Payment Instructions
1. After you have navigated to the payment page, enter the amount you want to pay in Canadian dollars and the country you are paying from.
2. Sign into an existing Flywire account or create a new account.
3. Select your preferred method of payment and complete the required fields. Additional local payment options may be available depending on the country you are paying from.
4. Follow the prompts provided by the payment page to send funds to Flywire. Please note: If another entity is making the payment directly to SFU on your behalf (such as a relative or a governing body), complete the above steps 1-3 and provide the person paying with a payment instruction PDF (download it from Flywire).
5. Track your payment by logging into your Flywire account at any time. Receive text and email status updates, including a confirmation when your payment has been delivered to SFU. Emails are sent to the email you used to create your Flywire Account.

Full instructions can be found on the SFU website: https://www.sfu.ca/students/fees/howtopay/payments-from-outside-of-canada.html

Currency accepted for payments
•Canadian Dollars
•US Dollars (USD exchange rate is subject to change at any time without notice. Call 778.782.3218 for the current USD exchange rate.)

By Credit Card
Credit card payment is accepted for some fees. Check the table on the following page. We accept MasterCard and Visa.
•Login to your account on the Student Information System
•Go to “Make a payment”
•Follow the instructions on this page
•Print a copy of your receipt for your records.

<table>
<thead>
<tr>
<th>Credit cards ACCEPTED for these payments</th>
<th>Credit cards NOT ACCEPTED for these payments</th>
</tr>
</thead>
<tbody>
<tr>
<td>Undergraduate and graduate student application fees</td>
<td>Undergraduate and graduate student tuition fees</td>
</tr>
<tr>
<td>Admission deposit</td>
<td>Student Services fee</td>
</tr>
<tr>
<td>Parchment replacement</td>
<td>Recreation and Athletic fee</td>
</tr>
<tr>
<td>Application to graduate</td>
<td>Student Activity fee</td>
</tr>
<tr>
<td>Non-credit course tuition</td>
<td>Library Card and U-Pass replacement fees</td>
</tr>
<tr>
<td>Room rentals</td>
<td>U-Pass fee</td>
</tr>
<tr>
<td>University administrative transactions</td>
<td>Health and Dental plan fees</td>
</tr>
<tr>
<td>Health and Counselling fees</td>
<td>English Bridge Program (EBP)</td>
</tr>
<tr>
<td>Extramural recreation programs</td>
<td></td>
</tr>
<tr>
<td>Convocation regalia rental</td>
<td></td>
</tr>
</tbody>
</table>

Penalty on Overdue fees
Outstanding fees on your student account must be paid by the due date of each term (second Friday of the term). A 2% late fee penalty will be assessed on any outstanding balance after the due date on the 1st of each month thereafter.

If you have outstanding fees on your student account you cannot enroll in the subsequent term, and other sanctions will be applied.

All tuition and student fee payment options are available on the SFU website: https://www.sfu.ca/students/fees/howtopay.html
STUDENT HOUSING IN VANCOUVER

APARTMENTS @ CDM

The CDM features furnished student apartments at a competitive rate for students enrolled in the MDM program.

For more information, see: theCDM.ca/apartments

LISTING SERVICE

Our campus is located approximately 5 minutes outside of downtown Vancouver. There are several options available when looking for living arrangements in Vancouver. The internet has several listing service websites which can aid in finding a place to live. Craigslist offers several options for living arrangements, including solitary and shared accommodations.

Craigslist: vancouver.craigslist.ca

Note: To avoid online scams and/or fraud, please use caution when browsing any listing service website. Websites such as Craigslist do provide a link at the top of the page with tips on avoiding faulty advertisements.

HOMESTAY PROGRAM

International students may want to consider the Homestay Program, usually a short-term solution to housing for students wanting to have a uniquely Canadian experience living as a member of a host family while they get to know Vancouver. For more information on this intimate, affordable option, see vancouverhomestayagency.com. Please note, MDM is not affiliated with this program. It is offered here as an informational resource.

OUR CAMPUS

For information about the campus’ surrounding area and Vancouver, please go to: http://vancouver.ca/news-calendar/areas-of-the-city.aspx. CDM is located in the Mount Pleasant area.

GETTING AROUND

As a student here at the CDM you will receive a Compass Card. A Compass card provides you with unlimited access to all transit routes (bus, sky-train and seabus) for the duration of your studies here at the CDM.

The CDM is conveniently located near two skytrain stations and several surrounding bus routes. For students who have a longer commute, this provides easier accessibility to the campus.
At CDM we are dedicated to making your experience as an MDM student as stimulating and rewarding as possible, so please do not hesitate to ask for help.

We have the means to provide a full range of student services. Some of these are located on our campus and others are at the partner institutions, specifically SFU. If necessary, it may also be possible to arrange for staff from other institutions to come to the CDM to meet with our students.

**Important notice regarding confidentiality:** This is to reassure you that Student Services will handle your requests in a completely confidential manner, within normal legal constraints. Student Services is not part of the academic structure. Personal information disclosed to the Student Services staff or requests for assistance with regard to sensitive matters are not reported to the MDM faculty. In those cases where the staff feels that consultation with faculty or other personnel is necessary, they will request your express permission to do so or advise you to do so directly.

**ADDRESS AND PERSONAL INFORMATION**
Each student is responsible for updating their contact information on the Student Information System. For tutorials on how to update your contact and personal information, please see: https://www.sfu.ca/dean-gradstudies/new_graduate_students/when_you_arrive/sfu-contact.html

**FITNESS FACILITY**
The CDM has an in-house fitness facility with a universal weight machine, free weights, various cardio machines, stretching mats and medicine balls. Access to this facility is from 6:00am - 10:00pm, 7 days a week throughout the course of a student’s enrollment.

You also have access to recreation facilities at the SFU campuses: students.sfu.ca/recreation

With your SFU student card you are entitled to obtain a Recreation Pass that gives you access to fitness and community centres in the Vancouver area. You will have to complete the waiver on your student account in order to obtain this pass.
In order to use the services listed below, please contact Student Services at Simon Fraser University.

HEALTH SERVICES
Simon Fraser University Medical Clinic, Harbour Centre.
A wide range of medical services is provided by the clinic at Harbour Centre in downtown Vancouver.

As SFU students, you are automatically enrolled in the Graduate Benefit Plan provided by the Graduate Student Society at SFU. You may opt out of this plan when the semester starts if you are able to provide proof of equivalent coverage elsewhere.

Information about the GSS Benefit Plan can be found at studentcare.ca or 1-866-369-8795.

HEALTH CARE - Graduate Benefit Plan
The CDM works together with Simon Fraser University Graduate Students’ Society to provide CDM students with access to Health & Dental benefits through the SFU Graduate Benefit Plan.

The SFU Graduate Benefit Plan was designed to provide many important services and cover expenses not covered by a basic health-care plan (i.e. BC MSP), such as prescription drugs, dental care, travel health coverage, vision care, and more.

For any questions, contact studentcare.net/works directly by email at service@studentcare.net or by telephone at 1 866 369-8795.

INTERNATIONAL STUDENTS
All international students are required to have medical insurance during the entire time of study in Canada.

In British Columbia you are required by law to enrol in a basic health-care plan called Medical Service Plan (MSP) and pay the premiums directly to this plan. Please see the link below and follow the steps to enrol. This process may take up to 3 months.

http://www2.gov.bc.ca/assets/gov/health/forms/102fil.pdf

All new international students will be automatically enrolled in a mandatory 4 month primary medical insurance plan for your first term through guard.me.SFU. The cost for this plan is $281.00/term and is included with your fees.

This plan provides interim coverage during the waiting period for the BC Medical Services Plan. You must have coverage under the BC Medical Services Plan (MSP) if you will be a resident of BC for longer than 6 months.

Once you have been enrolled to MSP, you will be mailed a Care Card. You should opt out of guardme as soon as you receive the Care card by providing proof of MSP enrollment (your Care card). You may be eligible for a refund of the unused portion of your guard.me@SFU insurance if you have not made a claim and there is more than 1 month of coverage remaining when you apply. Opt out online at www.guard.me/sfu

Until you opt out you will continued to be enrolled in the guard.me@SFU plan as long as you are a student at SFU (i.e second term and beyond) and related fees will be assessed on your student account.
### TRANSCRIPT FEES BREAKDOWN

<table>
<thead>
<tr>
<th>Service</th>
<th>Cost</th>
</tr>
</thead>
<tbody>
<tr>
<td>One (1) Transcript</td>
<td>$10.00</td>
</tr>
<tr>
<td>Additional transcript copies, sent to the same address</td>
<td>$7.00</td>
</tr>
<tr>
<td>Rush Service (transcript is produced by the next business day, 24 hours maximum; transcript is available for pick up or is sent by regular mail)</td>
<td>$15.00 in addition to transcript costs</td>
</tr>
<tr>
<td>Electronic transcripts to Douglas College, Kwantlen Polytechnic University, and/or University of Fraser Valley</td>
<td>$10.00</td>
</tr>
<tr>
<td>Priority delivery (transcript is sent via Canada Post Xpresspost and can be tracked; normally received within two (2) business days within Canada).</td>
<td>Selecting priority delivery will allow you to track and ensure your transcript gets to the destination</td>
</tr>
</tbody>
</table>

All transcript sales are final.

### INTERNATIONAL STUDENTS

**SFU International:** students.sfu.ca/international  
Advice regarding visas, study permits, medical insurance, homestay, and arrival in Canada.

### STUDENTS WITH DISABILITIES

Any student who requires accommodations for a specific disability is invited to talk to the Program Assistant about their needs or concerns in order to be referred for assistance to:  
**SFU Centre for Students with Disabilities:** students.sfu.ca/disabilityaccess

### FIRST NATIONS STUDENTS

**Indigenous Student Centre (ISC):** students.sfu.ca/indigenous  
Students can call the SFU Nightline at **604-857-7148** to speak with a trained volunteer.

### REGISTRARIAL SERVICES

#### TRANSCRIPTS

Transcripts are confidential documents of the complete record of studies. They will be issued only at the request of the student or of an individual who has written authorization from the student to act on his or her behalf. Transcripts will not be issued to students who have any outstanding fees, including library and other charges, to SFU. Current students and alumni may request transcripts of their unofficial and official academic records online, via fax, by mail or in person to SFU (see below). Unfortunately requests for transcripts over the phone cannot be accepted.

An official transcript of your SFU academic record will, upon your written request, be mailed to the institution or agency indicated in your request or given to you in a sealed envelope. Third party requests must be accompanied by your signed letter of authorization.

Each transcript will include your complete SFU record.

A fee is applied to transcript production.
ORDER TRANSCRIPTS BY FAX
Download a Transcript Request Form
Fax the completed form to 1.778.782.4969

For Rush Service orders to be picked up in person, fax your request directly to the pickup location:
Burnaby: 1.778.782.4969
Surrey: 1.778.782.7403
Vancouver: 1.778.782.5060

ORDER TRANSCRIPTS IN PERSON
You can request a transcript in person at the Registrar and Information Services counter at any of the three campuses below. Photo identification is required to order and pick up your transcript. Pay by cash, cheque, debit card, Visa or MasterCard.

Go to the Registrar and Information Services counter at any of our three campuses:
-Burnaby: 3200 Maggie Benston Student Services Centre
-Vancouver: Harbour Centre, 515 West Hastings Street
-Surrey: Mezzanine level, 250 – 13450 102 Avenue

All forms and additional information can be found at: students.sfu.ca/records/transcript.html

TAX RECEIPTS
You can print your tax forms, T2202A, from the Student Information System go.sfu.ca. Tax data from the previous seven years is available.
CENTRE FOR DIGITAL MEDIA

a collaboration between

UBC SFU

EMILY CARR UNIVERSITY OF ART + DESIGN
BCIT

thecdm.ca