

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

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.

 <b>Academic Support</b>	Academic Advising – Major & Minor Exploration Course Registration Important Dates Exams & Grades Degree Audit	<b>Student Central</b> UC 1002 (807) 343-8500 studentcentral@lakeheadu.ca
	Accommodations for students with Disabilities and/or Medical Conditions	<b>Student Accessibility Services</b> SC 0003 (807) 343-8047 sas@lakeheadu.ca
	Academic Prep Sessions – Time Management – Reading & Note Taking – Study Skills & Exam Prep Academic Integrity	<b>Student Success Centre</b> SC 0008 (807) 343-8018 ssc@lakeheadu.ca
	Tutoring Writing Services Math Support	<b>Academic Support Zone</b> Library LI 2004 (807) 343-8018 ssc@lakeheadu.ca

 <b>Financing &amp; Budgeting</b>	OSAP & Government Loans Confirmation of Enrolment Applying for Scholarships & Bursaries Budgeting & Financial Literacy	<b>Student Central</b> UC 1002 (807) 343-8500 studentcentral@lakeheadu.ca
 <b>Health &amp; Wellness</b>	Medical Services Counselling Mental Health Support Health Promotion	<b>Student Health and Wellness</b> Prettie Residence (807) 343-8361 health@lakeheadu.ca
 <b>Career Support</b>	Career advising Job preparation Co-Curricular Record Co-op Work Study – On Campus Jobs	<b>Career Zone</b> SC 0020-B (807) 343-8010 ext. 8986 careerzone.ssc@lakeheadu.ca
 <b>Student Life</b>	Student Conduct/ Responsibilities	<b>Student Affairs</b> AT 5031 (807) 343-8010 ext. 8163 studentconduct@lakeheadu.ca
	Orientation & First Year Experience Leadership Opportunities Volunteering	<b>Student Success Centre</b> SC 0008 (807) 343-8018 ssc@lakeheadu.ca



### ACADEMIC AND ATHLETIC BUILDINGS

**AT** Advanced Technology & Academic Centre  
**BB** Braun Building  
**BS** Bike Shelter  
**CB** William Tamblin Centennial Building

**FB** Centre for Advanced Studies in Engineering and Sciences (CASES)  
**FL** Firelab  
**GH** Greenhouse  
**LI** Chancellor Paterson Library  
**MS** School of Medicine

**MV** Music and Visual Arts Centre  
**PH** Power House  
**RB** Ryan Building  
**RC** Regional Centre  
**RL** Research Lab  
**SC** Student Centre

**SN** School of Nursing Building  
**UC** University Centre (Agora)  
**ND** Nanabijou Childcare Centre  
**SB** CJ Sanders Fieldhouse  
**SH** The Hangar

### RESIDENCE BUILDINGS

**1** Prettie Residence  
**2** Bartley Residence



## 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

## myCourseLink

### Your Online Classroom Portal

This is your online learning environment for your courses.

## QUICK TIP

Your Username  
& Password  
are the same for  
all these portals.

## Additional student support services beyond Student Affairs.

How We Can Help	Contact Information
Athletic Facilities & Memberships Campus Recreation & Club Sports Varsity Games & Tickets	<b>Athletics</b> SB - CJ Sanders Fieldhouse, Wolf Den & Hangar (807) 343-8585 athleticsfrontdesk@lakeheadu.ca
Student Card Research Help Study Spaces Physical and Electronic Collections Printing Citation Help Makerspace	<b>Chancellor Paterson Library</b> Library LI (807) 343-8225 circdesk@lakeheadu.ca
Applying to a Masters or PhD Program For Graduate Students: Financial Support Time Extensions/Leave of Absence Student Support Thesis Completion	<b>Faculty of Graduate Studies</b> FB 2010 (807) 343-8785 gstudent@lakeheadu.ca
Email Accounts Computer Labs Printing Software	<b>Help Desk</b> Library LI Ground Floor (807) 346-7777 helpdesk@lakeheadu.ca
Harassment and Discrimination Sexual and Gender Based Violence Diversity Awareness	<b>Human Rights &amp; Equity</b> Library LI 5014 (807) 346-7763 humanrights@lakeheadu.ca
Culturally supportive environment for all Indigenous students Academic, Cultural & Transitional Supports Mental Health & Counselling Services	<b>Indigenous Student Services Centre</b> UC 1007 (807) 343-8010 ext. 8085 admin.issc@lakeheadu.ca

How We Can Help	Contact Information
New Student Transitional, Arrival and Orientation Support Culturally Relevant Advising Services Immigration Services Peer Mentor Program International Student Lounge and Events English Language Centre	<b>Lakehead International</b> Library LI 0008 (807) 346-7848 sscoordinator.intl@lakeheadu.ca
Health and Dental Plan Transit Pass Discount Card Centres The Outpost & The Study Food Resource Centre Advocacy	<b>Lakehead University Student Union (LUSU)</b> SC 0001 (807) 343-8259 general@lusu.ca
Confidential, impartial and free service for any questions/concerns related to a university issue (e.g. academic, personal)	<b>Ombudsperson</b> AT 5031 (807) 343-8061 ombudsperson@lakeheadu.ca
Applying & housing options Meal Plans Roommate concerns	<b>Residence</b> Bartley Residence (807) 343-8612 resadmin@lakeheadu.ca
Mobile Safety App Campus Watch K.I.T. (Keep in Touch) Safe Walk Lost and Found Parking	<b>Security</b> UC 1016 (807) 343-8569
Account details Paying fees Domestic or International Sponsorship Tax Receipts University Health Insurance Plan (UHIP) Graduate Student Funding	<b>Student Accounts</b> UC 0002 (807) 343-8140 accounts@lakeheadu.ca