



Academic Matters
Adding Skills &
Workplace Experience
Career Advice
Student Services &
Registrar-Related Matters
Student Life
Wellness Matters
Financial Matters
Technical Matters

Follow the Steps:

Step 1

REVIEW the website pages identified in Column 3 BEFORE requesting advice.

Step 2

REQUEST via email to address provided and copy

helphub.ischool@utoronto.ca

Include:

Subject Head: Please specify what you need (see column 1)

From: Your name, course/concentration, PT/FT, new/returning student

Nature of issue: Describe the issue and what you need to resolve.

Step 3

RECONNECT within 3-5 days, if you have not received a response.

Put in subject line: REPEAT.

ACADEMIC MATTERS

WHAT YOU NEED	WHO TO CONTACT	HOW TO CONTACT
In Class issues <ul style="list-style-type: none"> Difficulties with coursework, other students Requesting assignment extensions (illness, accommodation) Finding resources Grading disagreements 	Your course instructor or TA.	
	Chun Wei Choo (MI) But only after first consulting with your instructor.	Email: cw.choo@utoronto.ca
	Cara Krmpotich (MMSt) But only after first consulting with your instructor.	Email: cara.krmpotich@utoronto.ca
	If other routes fail: Kelly Lyons	Email: kelly.lyons@utoronto.ca
	Student Services Office	Email: cd.anderson@utoronto.ca Email: barb.brown@utoronto.ca
	Inforum Librarians	Email: help.ischool@utoronto.ca
MI Concentrations <ul style="list-style-type: none"> Concentration specific academic planning Concentration specific career planning Choosing electives 	ARM Fiorella Foscarini Heather MacNeil	Web: http://ischool.utoronto.ca/areas-of-study/archives-records-management/ Email: fiorella.foscarini@utoronto.ca Email: h.macneil@utoronto.ca
	C&T Alan Galey	Web: http://ischool.utoronto.ca/areas-of-study/culture-technology/ Email: alan.galey@utoronto.ca
	CIPS Leslie Shade (Fall 2017) Nadia Caidi (Winter 2018)	Web: http://ischool.utoronto.ca/areas-of-study/critical-information-studies/ Email: leslie.shade@utoronto.ca Email: nadia.caidi@utoronto.ca
	ISD / ISD-E Eric Yu	Web: http://ischool.utoronto.ca/areas-of-study/information-systems-design/ Email: eric.yu@utoronto.ca
	KMIM Lynne Howarth	Web: http://ischool.utoronto.ca/areas-of-study/knowledge-management-information-management/ Email: lynne.howarth@utoronto.ca
	LIS Jenna Hartel	Web: http://ischool.utoronto.ca/areas-of-study/library-information-science/ Email: jenna.hartel@utoronto.ca
	UXD Olivier St-Cyr	Web: http://ischool.utoronto.ca/areas-of-study/user-experience-design/ Email: olivier.st.cyr@utoronto.ca
	GPO Chun Wei Choo	Web: http://ischool.utoronto.ca/areas-of-study/master-of-information/ Email: cw.choo@utoronto.ca
	Thesis Chun Wei Choo	Web: https://ischool.utoronto.ca/current-students/courses/master-of-information-mi/mi-thesis-option/ Email: cw.choo@utoronto.ca
	Careers Alex Howes	Web: https://ischool.utoronto.ca/career-services/ Email: alex.howes@utoronto.ca
	Colin Anderson Barb Brown	Email: cd.anderson@utoronto.ca Email: barb.brown@utoronto.ca
	MMSt	Academic planning Choosing electives Cara Krmpotich
General Support Colin Anderson Barb Brown		Email: cd.anderson@utoronto.ca Email: barb.brown@utoronto.ca
PhD	Christine Chan	Email: christinegrace.chan@utoronto.ca

Concurrent Registration Option	Fiorella Foscarini	Web: http://ischool.utoronto.ca/areas-of-study/concurrent-registration-option/ Email: fiorella.foscarini@utoronto.ca
Collaborative Programs	Addiction Studies: Jenna Hartel	Web: https://sgs.calendar.utoronto.ca/collaborative/Addiction-Studies Email: jenna.hartel@utoronto.ca
	Aging, Palliative & Support Care: Matt Ratto	Web: https://sgs.calendar.utoronto.ca/collaborative/Aging,-Palliative-and-Supportive-Care-Across-the-Life-Course Email: matt.ratto@utoronto.ca
	Book History & Print Culture: Alan Galey	Web: https://sgs.calendar.utoronto.ca/collaborative/Book-History-and-Print-Culture Email: alan.galey@utoronto.ca
	Environmental Studies: Christoph Becker	Web: https://sgs.calendar.utoronto.ca/collaborative/Environmental-Studies Email: christoph.becker@utoronto.ca
	Jewish Studies: Costis Dallas	Web: https://sgs.calendar.utoronto.ca/collaborative/Jewish-Studies Email: costis.dallas@utoronto.ca
	Knowledge Media Design: Rhonda-Mcewen	Web: https://sgs.calendar.utoronto.ca/collaborative/Knowledge-Media-Design Email: rhonda.mcewen@utoronto.ca
	Sexual Diversity Studies: Patrick Keilty	Web: https://sgs.calendar.utoronto.ca/collaborative/Sexual-Diversity-Studies Email: p.keilty@utoronto.ca
	Woman & Gender Studies: Patrick Keilty	Web: https://sgs.calendar.utoronto.ca/collaborative/Women-and-Gender-Studies-(Collaborative-Specialization) Email: p.keilty@utoronto.ca
	Women's Health: Irina Mihalache	Web: https://sgs.calendar.utoronto.ca/collaborative/Women's-Health Email: irina.mihalache@utoronto.ca
Undergraduate	Colin Anderson	Email: cd.anderson@utoronto.ca
Student Research Support What resources within and beyond the iSchool can help me with my assignment?	Kathleen Scheaffer	Web: https://inforum.library.utoronto.ca/research/research-reference-services Email: help.ischool@utoronto.ca
	Other Reference Librarians: At relevant libraries at U Toronto or in the TPL system	Web: https://oneseach.library.utoronto.ca/ask Email: rob.ref@utoronto.ca Web: https://www.torontopubliclibrary.ca/contact/ask-a-librarian/ Email: https://www.torontopubliclibrary.ca/contact/
Enrolment • Satisfying program requirements • Adding/dropping • Extra courses/exemptions • Changing to PT/FT • Timetable difficulties • Planning ahead	Asma Pathan First point of contact	Web: https://ischool.utoronto.ca/current-students/programs-courses/enrollment-registration/ Email: asma.pathan@utoronto.ca
	Colin Anderson Second point of contact	Email: cd.anderson@utoronto.ca
	Barb Brown	Email: barb.brown@utoronto.ca
	School of Graduate Studies	Web: https://www.sgs.utoronto.ca/currentstudents/Pages/Registration-and-Enrolment.aspx Email: graduate.information@utoronto.ca

ADDING SKILLS & WORKPLACE EXPERIENCE

WHAT YOU NEED	WHO TO CONTACT	HOW TO CONTACT
Adding Skills to Resume iSkills Workshops	Kathleen Scheaffer	Web: https://inforum.library.utoronto.ca/workshops/iSkills Email: kathleen.scheaffer@utoronto.ca
Adding Workplace Experience <ul style="list-style-type: none"> • Co-op, Internships, Job Shadow • Practicum 	Alex Howes	Web: https://ischool.utoronto.ca/current-students/courses/master-of-information-mi/mi-elective-option-co-op/ Web: https://ischool.utoronto.ca/alumni/job-shadowing/ Web: http://ischool.utoronto.ca/current-students/careers/practicums/ Email: alex.howes@utoronto.ca

CAREER ADVICE

WHAT YOU NEED	WHO TO CONTACT	HOW TO CONTACT
Identifying jobs <ul style="list-style-type: none"> • Where to look 	Alex Howes	Web: https://ischool.utoronto.ca/career-services/ Email: alex.howes@utoronto.ca
Career Preparation <ul style="list-style-type: none"> • Job applications • Resume, application, interview 	MISC or MUSSA	Web: http://misc.ischool.utoronto.ca/professional-development Email: pd.ischool@utoronto.ca Web: http://mussa-ischool.weebly.com/ Email: mussa.ischool@utoronto.ca
(See also MI Concentrations)	iSkills – Kathleen Scheaffer	Web: https://inforum.library.utoronto.ca/workshops/iSkills Email: kathleen.scheaffer@utoronto.ca
	Ask an Alum	Web: http://www.ischool.utoronto.ca/ask-alum Email: askanalum.ischool@gmail.com

STUDENT SERVICES & REGISTRAR-RELATED MATTERS

WHAT YOU NEED	WHO TO CONTACT	HOW TO CONTACT
<ul style="list-style-type: none"> • Special documents • Appeals • Lockers • Convocation 	Student Services Office	Web: https://ischool.utoronto.ca/ Email: inquire.ischool@utoronto.ca

STUDENT LIFE

WHAT YOU NEED	WHO TO CONTACT	HOW TO CONTACT
Getting involved <ul style="list-style-type: none"> • Joining clubs & associations • attending events • Peer support • What's fun! • Issue/s advocacy 	MISC or MUSSA	Web: https://ischool.utoronto.ca/current-students/student-services/student-groups/ Email: misc.ischool@gmail.com Email: mussa.ischool@utoronto.ca
	Peer Mentors	Web: https://ischool.utoronto.ca/current-students/student-services/ Email: mentoring.ischool@gmail.com Web: https://www.studentlife.utoronto.ca/mpp Email: mentorship@utoronto.ca
	MISC or MUSSA President	Web: http://misc.ischool.utoronto.ca/council Email: misc.ischool@utoronto.ca Web: http://mussa-ischool.weebly.com/ Email: mussa.ischool@utoronto.ca

WELLNESS MATTERS

WHAT YOU NEED	WHO TO CONTACT	HOW TO CONTACT
Coping support <ul style="list-style-type: none"> • Death in family • Stress, anxiety, depression • Disability support/s 	Jaylin Bradbury or SGS Counsellor and/or Barb Brown	Web: http://ischool.utoronto.ca/current-students/student-services/ Email: caps@mail.studentlife.utoronto.ca (explicitly state that you wish to book an appointment with the embedded counsellor at the Faculty of Information) Web: https://www.sgs.utoronto.ca/currentstudents/Pages/Graduate-Counselling-Services.aspx SGS phone: 416-978-8030 Email: barb.brown@utoronto.ca
Chronic matters <ul style="list-style-type: none"> • Chronic anxiety or depression rise 	U Toronto Accessibility Office, Your doctor	Web: http://ischool.utoronto.ca/current-students/student-services/ Email: accessibility.services@utoronto.ca
Urgent care <ul style="list-style-type: none"> • Concern for personal safety 	Emergency, CAMH, 911 Talk to anyone!	Web: http://www.camh.ca/en/hospital/visiting_camh/contact_us/Pages/default.aspx Email: info@camh.ca Campus security phone: 416-978-2222

FINANCIAL MATTERS

WHAT YOU NEED	WHO TO CONTACT	HOW TO CONTACT
Awards & scholarships Financial planning Payments/issues	Colin Anderson First point of contact	Web: http://ischool.utoronto.ca/current-students/money-matters/ Email: cd.anderson@utoronto.ca
	Barb Brown Second point of contact	Email: barb.brown@utoronto.ca
	School of Graduate Studies	Web: https://www.sgs.utoronto.ca/currentstudents/Pages/Financing-Your-Graduate-Education.aspx Email: graduate.awards@utoronto.ca

TECHNICAL MATTERS

WHAT YOU NEED	WHO TO CONTACT	HOW TO CONTACT
Borrowing technology	Inforum	Web: https://inforum.library.utoronto.ca/services/technology-loans Email: help.ischool@utoronto.ca
	Various University of Toronto libraries	Web: https://onesearch.library.utoronto.ca/faq/do-you-loan-laptops-or-ipads
Technology support services	Information Commons Help Desk	Web: http://help.ic.utoronto.ca/contact.html Email: help.desk@utoronto.ca

NOT SURE?

Helphub.ischool@utoronto.ca