



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

## Follow the Steps:

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### 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](mailto: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	
<b>In Class issues</b> <ul style="list-style-type: none"> <li>Difficulties with coursework, other students</li> <li>Requesting assignment extensions (illness, accommodation)</li> <li>Finding resources</li> <li>Grading disagreements</li> </ul>	<b>Your course instructor or TA.</b>		
	<b>Alan Galey (MI)</b> But only after first consulting with your instructor.	Email: <a href="mailto:alan.galey@utoronto.ca">alan.galey@utoronto.ca</a>	
	<b>Matt Brower (MMSt)</b> But only after first consulting with your instructor.	Email: <a href="mailto:matthew.brower@utoronto.ca">matthew.brower@utoronto.ca</a>	
	If other routes fail: <b>Kelly Lyons</b>	Email: <a href="mailto:kelly.lyons@utoronto.ca">kelly.lyons@utoronto.ca</a>	
	<b>Student Services Office</b>	Email: <a href="mailto:cd.anderson@utoronto.ca">cd.anderson@utoronto.ca</a> Email: <a href="mailto:barb.brown@utoronto.ca">barb.brown@utoronto.ca</a>	
	<b>Inforum Librarians</b>	Email: <a href="mailto:help.ischool@utoronto.ca">help.ischool@utoronto.ca</a>	
<b>MI Concentrations</b> <ul style="list-style-type: none"> <li>Concentration specific academic planning</li> <li>Concentration specific career planning</li> <li>Choosing electives</li> </ul>	<b>ARM</b> Fiorella Foscarini Heather MacNeil	Web: <a href="http://current.ischool.utoronto.ca/degrees/mi/arm">http://current.ischool.utoronto.ca/degrees/mi/arm</a> Email: <a href="mailto:fiorella.foscarini@utoronto.ca">fiorella.foscarini@utoronto.ca</a> Email: <a href="mailto:h.macneil@utoronto.ca">h.macneil@utoronto.ca</a>	
	<b>C&amp;T</b> Matt Ratto	Web: <a href="http://current.ischool.utoronto.ca/degrees/mi/CandT">http://current.ischool.utoronto.ca/degrees/mi/CandT</a> Email: <a href="mailto:matt.ratto@utoronto.ca">matt.ratto@utoronto.ca</a>	
	<b>CIPS</b> Siobhan Stevenson	Web: <a href="http://current.ischool.utoronto.ca/degrees/mi/cis">http://current.ischool.utoronto.ca/degrees/mi/cis</a> Email: <a href="mailto:siobhan.stevenson@utoronto.ca">siobhan.stevenson@utoronto.ca</a>	
	<b>ISD</b> Eric Yu	Web: <a href="http://current.ischool.utoronto.ca/degrees/mi/isd">http://current.ischool.utoronto.ca/degrees/mi/isd</a> Email: <a href="mailto:eric.yu@utoronto.ca">eric.yu@utoronto.ca</a>	
	<b>KMIM</b> Colin Furness	Web: <a href="http://current.ischool.utoronto.ca/degrees/mi/kmim">http://current.ischool.utoronto.ca/degrees/mi/kmim</a> Email: <a href="mailto:colin.furness@utoronto.ca">colin.furness@utoronto.ca</a>	
	<b>LIS</b> Jenna Hartel	Web: <a href="http://current.ischool.utoronto.ca/degrees/mi/lis">http://current.ischool.utoronto.ca/degrees/mi/lis</a> Email: <a href="mailto:jenna.hartel@utoronto.ca">jenna.hartel@utoronto.ca</a>	
	<b>UXD</b> Olivier St-Cyr	Web: <a href="http://current.ischool.utoronto.ca/degrees/mi/kmd">http://current.ischool.utoronto.ca/degrees/mi/kmd</a> Email: <a href="mailto:olivier.st.cyr@utoronto.ca">olivier.st.cyr@utoronto.ca</a>	
	<b>GPO</b> Alan Galey	Web: <a href="http://current.ischool.utoronto.ca/degrees/mi/individual">http://current.ischool.utoronto.ca/degrees/mi/individual</a> Email: <a href="mailto:alan.galey@utoronto.ca">alan.galey@utoronto.ca</a>	
	<b>Thesis</b> Alan Galey	Web: <a href="http://current.ischool.utoronto.ca/options/mi/thesis">http://current.ischool.utoronto.ca/options/mi/thesis</a> Email: <a href="mailto:alan.galey@utoronto.ca">alan.galey@utoronto.ca</a>	
	<b>Careers</b> Isidora Petrovic	Web: <a href="http://current.ischool.utoronto.ca/career-services">http://current.ischool.utoronto.ca/career-services</a> Email: <a href="mailto:isidora.petrovic@utoronto.ca">isidora.petrovic@utoronto.ca</a>	
	<b>Colin Anderson</b> <b>Barb Brown</b>	Email: <a href="mailto:cd.anderson@utoronto.ca">cd.anderson@utoronto.ca</a> Email: <a href="mailto:barb.brown@utoronto.ca">barb.brown@utoronto.ca</a>	
	<b>MMSt</b>	<b>Academic planning</b> <b>Choosing electives</b> Matt Brower	Web: <a href="http://current.ischool.utoronto.ca/degrees/mmst">http://current.ischool.utoronto.ca/degrees/mmst</a> Email: <a href="mailto:matthew.brower@utoronto.ca">matthew.brower@utoronto.ca</a>
		<b>General Support</b> Colin Anderson Barb Brown	Email: <a href="mailto:cd.anderson@utoronto.ca">cd.anderson@utoronto.ca</a> Email: <a href="mailto:barb.brown@utoronto.ca">barb.brown@utoronto.ca</a>
<b>PhD</b>	<b>Christine Chan</b>	Email: <a href="mailto:christinegrace.chan@utoronto.ca">christinegrace.chan@utoronto.ca</a>	
<b>Concurrent Registration Option</b>	<b>Fiorella Foscarini</b>	Web: <a href="http://current.ischool.utoronto.ca/degrees/mi/arm">http://current.ischool.utoronto.ca/degrees/mi/arm</a> Email: <a href="mailto:fiorella.foscarini@utoronto.ca">fiorella.foscarini@utoronto.ca</a>	
<b>Collaborative Programs</b>	<b>Addiction Studies:</b> Aviv Shachak	Web: <a href="http://www.dlsph.utoronto.ca/program/collaborative-program-in-addiction-studies">http://www.dlsph.utoronto.ca/program/collaborative-program-in-addiction-studies</a> Email: <a href="mailto:aviv.shachak@utoronto.ca">aviv.shachak@utoronto.ca</a>	
	<b>Aging, Palliative &amp; Support Care:</b> Lynne Howarth	Web: <a href="http://aging.utoronto.ca/">http://aging.utoronto.ca/</a> Email: <a href="mailto:lynne.howarth@utoronto.ca">lynne.howarth@utoronto.ca</a>	
	<b>Book History &amp; Print Culture:</b> Alan Galey	Web: <a href="http://bhpctoronto.com/">http://bhpctoronto.com/</a> Email: <a href="mailto:alan.galey@utoronto.ca">alan.galey@utoronto.ca</a>	

	<b>Environmental Studies:</b> Christoph Becker	Web: <a href="http://www.environment.utoronto.ca/Graduate/Programs/EnvironmentalStudiesCollaborativeProgram.aspx">http://www.environment.utoronto.ca/Graduate/Programs/EnvironmentalStudiesCollaborativeProgram.aspx</a> Email: <a href="mailto:christoph.becker@utoronto.ca">christoph.becker@utoronto.ca</a>
	<b>Identity, Privacy &amp; Security:</b> Leslie Shade	Web: <a href="http://www.ischool.utoronto.ca/ips">http://www.ischool.utoronto.ca/ips</a> Email: <a href="mailto:leslie.shade@utoronto.ca">leslie.shade@utoronto.ca</a>
	<b>Jewish Studies:</b> Costis Dallas	Web: <a href="http://cjs.utoronto.ca/graduate/about-program">http://cjs.utoronto.ca/graduate/about-program</a> Email: <a href="mailto:costis.dallas@utoronto.ca">costis.dallas@utoronto.ca</a>
	<b>Knowledge Media Design:</b> Olivier St-Cyr	Web: <a href="http://current.ischool.utoronto.ca/degrees/mi/kmd">http://current.ischool.utoronto.ca/degrees/mi/kmd</a> Email: <a href="mailto:olivier.st.cyr@utoronto.ca">olivier.st.cyr@utoronto.ca</a>
	<b>Sexual Diversity Studies; Woman &amp; Gender Studies:</b> Patrick Keilty	Web: <a href="http://www.uc.utoronto.ca/graduate-program">http://www.uc.utoronto.ca/graduate-program</a> Web: <a href="http://www.wgsi.utoronto.ca/graduate/collaborative-program">http://www.wgsi.utoronto.ca/graduate/collaborative-program</a> Email: <a href="mailto:p.keilty@utoronto.ca">p.keilty@utoronto.ca</a>
<b>Undergraduate</b>	<b>David Phillips</b>	Web: <a href="http://current.ischool.utoronto.ca/degrees/idm">http://current.ischool.utoronto.ca/degrees/idm</a> Email: <a href="mailto:davidj.phillips@utoronto.ca">davidj.phillips@utoronto.ca</a>
<b>Student Research Support</b> What resources within and beyond the iSchool can help me with my assignment?	<b>Inforum:</b> <b>1. Your Personal Librarian or</b>	Web: <a href="http://current.ischool.utoronto.ca/services/personal-librarians">http://current.ischool.utoronto.ca/services/personal-librarians</a>
	<b>2. Nalini Singh</b> <b>Inforum Reference Librarian</b>	Email: <a href="mailto:nalini.singh@utoronto.ca">nalini.singh@utoronto.ca</a>
	<b>Other Reference Librarians:</b> <b>At relevant libraries at U Toronto or in the TPL system</b>	Web: <a href="http://current.ischool.utoronto.ca/services/reference-research">http://current.ischool.utoronto.ca/services/reference-research</a> Email: <a href="mailto:help.ischool@utoronto.ca">help.ischool@utoronto.ca</a> Web: <a href="https://onereference.library.utoronto.ca/robarts-reference-and-research-services">https://onereference.library.utoronto.ca/robarts-reference-and-research-services</a> Email: <a href="mailto:rob.ref@utoronto.ca">rob.ref@utoronto.ca</a> Web: <a href="https://www.torontopubliclibrary.ca/contact/ask-a-librarian/">https://www.torontopubliclibrary.ca/contact/ask-a-librarian/</a> Email: <a href="https://www.torontopubliclibrary.ca/contact/">https://www.torontopubliclibrary.ca/contact/</a>
<b>Enrolment</b> • Satisfying program requirements • Adding/dropping • Extra courses/exemptions • Changing to PT/FT • Timetable difficulties • Planning ahead	<b>Christine Chan</b> First point of contact	Web: <a href="http://current.ischool.utoronto.ca/studies/registrationenrolment">http://current.ischool.utoronto.ca/studies/registrationenrolment</a> Email: <a href="mailto:christinegrace.chan@utoronto.ca">christinegrace.chan@utoronto.ca</a>
	<b>Colin Anderson</b> Second point of contact	Email: <a href="mailto:cd.anderson@utoronto.ca">cd.anderson@utoronto.ca</a>
	<b>Barb Brown</b>	Email: <a href="mailto:barb.brown@utoronto.ca">barb.brown@utoronto.ca</a>
	<b>School of Graduate Studies</b>	Web: <a href="https://www.sgs.utoronto.ca/currentstudents/Pages/Registration-and-Enrolment.aspx">https://www.sgs.utoronto.ca/currentstudents/Pages/Registration-and-Enrolment.aspx</a> Email: <a href="mailto:graduate.information@utoronto.ca">graduate.information@utoronto.ca</a>

## ADDING SKILLS & WORKPLACE EXPERIENCE

WHAT YOU NEED	WHO TO CONTACT	HOW TO CONTACT
<b>Adding Skills to Resume</b> iSkills Workshops	<b>Inforum staff</b>	Web: <a href="http://current.ischool.utoronto.ca/workshops">http://current.ischool.utoronto.ca/workshops</a> Email: <a href="mailto:kathleen.scheaffer@utoronto.ca">kathleen.scheaffer@utoronto.ca</a>
<b>Adding Workplace Experience</b> • Co-op, Internships, Job Shadow • Practicum	<b>Isidora Petrovic</b>	Web: <a href="http://current.ischool.utoronto.ca/degrees/mi/co-op">http://current.ischool.utoronto.ca/degrees/mi/co-op</a> Web: <a href="http://current.ischool.utoronto.ca/job-shadowing">http://current.ischool.utoronto.ca/job-shadowing</a> Email: <a href="mailto:isidora.petrovic@utoronto.ca">isidora.petrovic@utoronto.ca</a>
	<b>Anna Oh</b>	Web: <a href="http://practicum.ischool.utoronto.ca/">http://practicum.ischool.utoronto.ca/</a> Email: <a href="mailto:anna.oh@utoronto.ca">anna.oh@utoronto.ca</a>

## CAREER ADVICE

WHAT YOU NEED	WHO TO CONTACT	HOW TO CONTACT
<b>Identifying jobs</b> • Where to look	<b>Isidora Petrovic</b>	Web: <a href="http://current.ischool.utoronto.ca/career-services">http://current.ischool.utoronto.ca/career-services</a> Email: <a href="mailto:isidora.petrovic@utoronto.ca">isidora.petrovic@utoronto.ca</a>

<b>Career Preparation</b> <ul style="list-style-type: none"> <li>• Job applications</li> <li>• Resume, application, interview</li> </ul> (See also MI Concentrations)	<b>MISC or MUSSA</b>	Web: <a href="http://misc.ischool.utoronto.ca/professional-development">http://misc.ischool.utoronto.ca/professional-development</a> Email: <a href="mailto:pd.ischool@utoronto.ca">pd.ischool@utoronto.ca</a> Web: <a href="http://mussa-ischool.weebly.com/professionaldevelopment.html">http://mussa-ischool.weebly.com/professionaldevelopment.html</a> Email: <a href="mailto:mussa.ischool@utoronto.ca">mussa.ischool@utoronto.ca</a>
	<b>iSkills – Inforum</b>	Web: <a href="http://current.ischool.utoronto.ca/workshops">http://current.ischool.utoronto.ca/workshops</a> Email: <a href="mailto:kathleen.scheaffer@utoronto.ca">kathleen.scheaffer@utoronto.ca</a>
	<b>Ask an Alum</b>	Web: <a href="http://www.ischool.utoronto.ca/ask-alum">http://www.ischool.utoronto.ca/ask-alum</a> Email: <a href="mailto:askanalum.ischool@gmail.com">askanalum.ischool@gmail.com</a>

## STUDENT SERVICES & REGISTRAR-RELATED MATTERS

WHAT YOU NEED	WHO TO CONTACT	HOW TO CONTACT
<b>Special documents</b> <b>Appeals</b> <b>Lockers</b> <b>Convocation</b>	<b>Student Services Office</b>	Web: <a href="http://current.ischool.utoronto.ca/studies/registration-enrolment">http://current.ischool.utoronto.ca/studies/registration-enrolment</a> Email: <a href="mailto:inquire.ischool@utoronto.ca">inquire.ischool@utoronto.ca</a>

## STUDENT LIFE

WHAT YOU NEED	WHO TO CONTACT	HOW TO CONTACT
<b>Getting involved</b> <ul style="list-style-type: none"> <li>• Joining clubs &amp; associations</li> <li>• attending events</li> <li>• Peer support</li> <li>• What's fun!</li> <li>• Issue/s advocacy</li> </ul>	<b>MISC or MUSSA</b>	Web: <a href="http://current.ischool.utoronto.ca/contacts/studentcouncil">http://current.ischool.utoronto.ca/contacts/studentcouncil</a> Email: <a href="mailto:misc.ischool@utoronto.ca">misc.ischool@utoronto.ca</a> Email: <a href="mailto:mussa.ischool@utoronto.ca">mussa.ischool@utoronto.ca</a>
	<b>Student Peers</b>	Web: <a href="http://www.ischool.utoronto.ca/mentoringischool">http://www.ischool.utoronto.ca/mentoringischool</a> Email: <a href="mailto:mentoring.ischool@gmail.com">mentoring.ischool@gmail.com</a> Web: <a href="https://www.studentlife.utoronto.ca/mpp">https://www.studentlife.utoronto.ca/mpp</a> Email: <a href="mailto:mentorship@utoronto.ca">mentorship@utoronto.ca</a>
	<b>MISC or MUSSA President</b>	Web: <a href="http://misc.ischool.utoronto.ca/council">http://misc.ischool.utoronto.ca/council</a> Email: <a href="mailto:misc.ischool@utoronto.ca">misc.ischool@utoronto.ca</a> Web: <a href="http://mussa-ischool.weebly.com/council-2016-17.html">http://mussa-ischool.weebly.com/council-2016-17.html</a> Email: <a href="mailto:mussa.ischool@utoronto.ca">mussa.ischool@utoronto.ca</a>

## WELLNESS MATTERS

WHAT YOU NEED	WHO TO CONTACT	HOW TO CONTACT
Coping support <ul style="list-style-type: none"> <li>• Death in family</li> <li>• Stress, anxiety, depression</li> <li>• Disability support/s</li> </ul>	<b>Jaylin Bradbury</b> <b>or</b> <b>SGS Counsellor</b> <b>and/or</b> <b>Barb Brown</b>	Web: <a href="http://current.ischool.utoronto.ca/services/personal-advising">http://current.ischool.utoronto.ca/services/personal-advising</a> Email: <a href="mailto:caps@mail.studentlife.utoronto.ca">caps@mail.studentlife.utoronto.ca</a> (explicitly state that you wish to book an appointment with the embedded counsellor at the Faculty of Information) Web: <a href="https://www.sgs.utoronto.ca/currentstudents/Pages/Graduate-Counselling-Services.aspx">https://www.sgs.utoronto.ca/currentstudents/Pages/Graduate-Counselling-Services.aspx</a> SGS phone: 416-978-8030 Email: <a href="mailto:barb.brown@utoronto.ca">barb.brown@utoronto.ca</a>
Chronic matters <ul style="list-style-type: none"> <li>• Chronic anxiety or depression rise</li> </ul>	<b>U Toronto</b> <b>Accessibility Office,</b> <b>Your doctor</b>	Web: <a href="http://current.ischool.utoronto.ca/announcements/2014/mental-health-resources-you">http://current.ischool.utoronto.ca/announcements/2014/mental-health-resources-you</a> Email: <a href="mailto:accessibility.services@utoronto.ca">accessibility.services@utoronto.ca</a>

Urgent care • Concern for personal safety	<b>Emergency, CAMH, 911</b> <b>Talk to anyone!</b>	Web: <a href="http://www.camh.ca/en/hospital/visiting_camh/contact_us/Pages/default.aspx">http://www.camh.ca/en/hospital/visiting_camh/contact_us/Pages/default.aspx</a> Email: <a href="mailto:info@camh.ca">info@camh.ca</a> Campus security phone: 416-978-2222
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## FINANCIAL MATTERS

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

## TECHNICAL MATTERS

WHAT YOU NEED	WHO TO CONTACT	HOW TO CONTACT
Borrowing or fixing devices	<b>Inforum</b>	Web: <a href="http://current.ischool.utoronto.ca/services/inforum-is">http://current.ischool.utoronto.ca/services/inforum-is</a> Email: <a href="mailto:help.ischool@utoronto.ca">help.ischool@utoronto.ca</a>
	<b>Student Help Desk</b>	Web: <a href="http://help.ic.utoronto.ca/contact.html">http://help.ic.utoronto.ca/contact.html</a> Email: <a href="mailto:help.desk@utoronto.ca">help.desk@utoronto.ca</a>

## NOT SURE?

[Helphub.ischool@utoronto.ca](mailto:Helphub.ischool@utoronto.ca)