



**UM** | Faculty of Agricultural  
and Food Sciences

# Syllabus

HNSC 3342 A01: Management for Food and Nutrition  
Professionals  
(Fall 2022)



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**Course Details**

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<b>Course Title &amp; Number:</b>	HNSC 3342 Management for Food and Nutrition Professionals
<b>Number of Credit Hours:</b>	3
<b>Class Times &amp; Days of Week:</b>	Tuesday and Thursday; 11:30am – 12:45pm
<b>Location:</b>	108 Human Ecology Building
<b>Pre-Requisites:</b>	A minimum grade of D in [HNSC 2150 or HNSC 2160] and [GMGT 1010 or ABIZ 1000].
<b>Voluntary Withdrawal (VW) Deadline:</b>	November 22, 2022

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**Instructor Contact Information**

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<b>Instructor Name:</b>	Christina Lengyel, PhD, RD (she/her)
<b>Office Location:</b>	405 Human Ecology Building
<b>Office Hours or Availability:</b>	12:45-1:15 pm T/R after class. If you are unable to attend these office hours, please book an appointment for a virtual, telephone or in-person meeting.
<b>Office Phone No.</b>	204-474-9554 (please leave a message that includes your name, course, and call back number. Emails are preferred first)
<b>Email:</b>	<a href="mailto:christina.lengyel@umanitoba.ca">christina.lengyel@umanitoba.ca</a> Allow at least 48 hours for a response from email/phone (weekdays only). If an email is sent after 4:30pm on Friday, it will not be answered until Tuesday morning. Please put "HNSC 3342" in the subject line, and use polite and professional language. <i>Note:</i> All email communication must conform to the Student Email Policy at <a href="http://umanitoba.ca/registrar/student-email-policy">http://umanitoba.ca/registrar/student-email-policy</a>

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**Traditional Territory and Land Acknowledgment**

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The University of Manitoba campuses are located on original lands of Anishinaabeg, Cree, Oji-Cree, Dakota and Dene peoples, and on the homeland of the Métis Nation. We respect the Treaties that were made on these territories, we acknowledge the harms and mistakes of the past, and we dedicate ourselves to move forward in partnership with Indigenous communities in a spirit of reconciliation and collaboration.

## **Equity and Inclusion Commitment**

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I am committed to equity, diversity, inclusion and anti-oppression. I want everyone to feel valued, heard and respected in this class. We will work together to create and maintain a safe, comfortable learning environment so individuals will share and contribute to classroom discussions and activities. Please be courteous and respectful to your classmates, instructors and guest speakers. Inappropriate and disruptive behaviour will not be tolerated as per the policy on the Respectful Work and Learning Environment (RWLE).

## **Course Description**

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### **U of M Course Calendar Description**

Management strategies and cost control principles as applied to food and nutrition organizations. Topics include leadership, organizational design, teamwork, human resource management, performance improvement, cost management, and the interpretation of financial statements. May not be held with HNSC 3340. Prerequisites: A minimum grade of D in [HNSC 2150 or HNSC 2160] and [GMGT 1010 or ABIZ 1000].

## **Course Learning Outcomes**

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Upon completion of the course you should be able to:

1. Identify organizational systems in food and nutrition-related settings.
2. Describe appropriate management practices and procedures in a variety of food and nutrition-related settings.
3. Evaluate the manager's roles within an organization and what influences their practices in relation to decision making, problem solving, work productivity and interactions with others.
4. Identify specific ways in which organizations recruit and maintain a diverse and quality workforce.
5. Apply menu-planning concepts in the design of a menu for a specific food service establishment.
6. Explain the types of costs involved in food service operations.
7. Explain and differentiate between different types of budgets.
8. Calculate and evaluate costs as a basis for pricing strategy and profit maximization.
9. Utilize financial data in making management decisions.
10. Employ critical thinking skills during problem solving activities.
11. Analyze and provide solutions to a food/nutrition-related case study using a team approach.

## **Foundational Knowledge Content Areas for Dietetics Education**

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The Undergraduate Dietetics program is an accredited program by the Partnership for Dietetic Education and Practice (PDEP) and prepares students for eligibility for registration with a provincial dietetics regulatory body. The program is designed to meet the Integrated Competencies for Dietetic

Education and Practice (ICDEP). Following are the foundational knowledge areas that this course is designed to meet towards the ICDEP.

*Highest level achieved: 1= demonstrate broad knowledge; 2= demonstrate comprehension; 3 = analyze, interpret and apply knowledge*

Content Area	Foundational Knowledge	Cognitive Complexity Level
Communication	Opportunities for and barriers to communication	2
	Communication channels and techniques, and their appropriate usage	2 3
	Strategies for effective written communication	3
	Strategies for effective oral communication	3
	Strategies for effective interpersonal communication	3
Food Service Systems	Purchasing, receiving, storage, inventory control and disposal activities	1
	Menu planning	3
	Cost control	2
	Human resource, financial, technical and equipment needs	2
	Emergency planning	1
Interprofessional communication	Team functioning	2
	Collaborative leadership	2
	Interprofessional conflict resolution	2
Management	Financial management	2
	Human resource management	2
	Strategic and operational planning including needs assessment, goal setting and outcome assessment	2
	Organizational behaviour and development	2
Professional Practice in Dietetics	Decision making	2
	Time and workload management	2

## Course Materials

### Required Materials:

Covey, S. (2020, 2013, 2004 or 1989). *The 7 Habits of Highly Effective People: Powerful Lessons in Personal Change*. New York: Simon & Schuster.

AND

Wright B, Bachrach D, Schermerhorn J, Hoyer G, Keefe D, Dittmer P, Foster T. (2018). *Select Chapters: Schermerhorn & Dittmer. HNSC 3342 – Management for Food and Nutrition Professionals*. John Wiley & Sons, Inc. (Print Copy or eBook)

## Course Schedule

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This schedule is subject to change at the discretion of the instructor and/or based on the learning needs of the students, but such changes are subject to [Section 2.8 of ROASS](#). Please check the HNSC 3342 “Announcements” section on UM Learn for updates.

Date	Topic	Assigned Readings	Activities/Guest Speakers
(Th) Sept. 8	Course Introduction & Overview of Syllabus		
(T) Sept. 13	7 Habits	Covey: 7 Habits Book	<b>Instructions for Effective Habits Assignment</b>
(Th) Sept. 15	7 Habits (Cont'd)	7 Habits Book	<b>No Class- Work Independently on 7 Habits Readings and Assignment</b>
(T) Sept. 20	7 Habits Overview Management Today	7 Habits Book Chapter 1	<b>Group Selection for Discussion Forum and Team Case Assignment</b>
(Th) Sept. 22	Information Literacy	Posted Slides and Readings	Ryan Schultz, Reference Librarian and Liaison Librarian, Faculty of Agricultural and Food Sciences, University of Manitoba <b>Assignment Instructions Forum #1</b>
(T) Sept. 27	Leading and Leadership	Chapter 6	
(Th) Sept. 29	Communication & Collaboration	Chapter 9	<b>Instructions for Independent Case Study Assignment</b>  <b>Due: Effective Habits Assignment</b>
(T) Oct. 4	Respect in the Workplace	Posted Readings on UM Learn	Megan Bowman, Conflict Management Advisor, Office of Human Rights and Conflict Management, University of Manitoba
(Th) Oct. 6	Organization Culture and Change	Chapter 4	Heidi Adamko, Director of Change Management & Project Services, Human Resources, University of Manitoba  <b>Due: Discussion Forum #1</b>

<b>Date</b>	<b>Topic</b>	<b>Assigned Readings</b>	<b>Activities/Guest Speakers</b>
(T) Oct. 11	Equity, Diversity and Inclusion	Posted Readings on UM Learn	
(Th) Oct. 13	Strategic Human Resource Management	Chapter 5	
(T) Oct. 18	Hot Topics in Human Resources Motivation	Chapters 5 & 7	Darlene Smith, Associate Vice President, Human Resources, University of Manitoba
(Th) Oct. 20	Unions	Chapter 5- pg. 106 Posted Readings on UM Learn	<b>Assignment Instructions Forum #2</b> <b>Instructions for Team Case Study Assignment</b>
(T) Oct. 25	Decision Making and Planning	Chapters 2 and 3	<b>Due: Independent Case Study Assignment</b>
(Th) Oct. 27	Teams and Teamwork	Chapter 8	
(T) Nov. 1	Emergency Foodservice Planning	Posted Readings on UM Learn	<b>Instructions for Menu Planning Assignment</b>
(Th) Nov. 3	Menu Planning and Design	Chapter 12 and posted readings on UM Learn	<b>Due: Discussion Forum #2</b>
Nov. 7-10	<b>Fall Term Break (No Classes)</b>		
(T) Nov. 15	Cost and Sales Concepts	Chapter 10	<b>Instructions for Cost Control Assignment</b>
(Th) Nov. 17	Cost and Sales Concepts (cont'd)	Chapter 10	
(T) Nov. 22	The Control Process	Chapter 11	<b>Due: Menu Planning Assignment</b>  <b>NOTE: Nov 22 is last day for Voluntary Withdrawal (VW) from Fall 2022 courses</b>

Date	Topic	Assigned Readings	Activities/Guest Speakers
(Th) Nov. 24	Strategies to Control Costs	Chapter 12 & Additional Readings	
(T) Nov. 29	Team Case Study Presentation		
(Th) Dec. 1	Team Case Study Presentation		
(T) Dec. 6	Team Case Study Presentation		<b>Due: Cost Control Assignment</b>
(Th) Dec. 8	Team Case Study Presentation		

**Course Evaluation/Assessments**

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Effective Habits Assignment (Due Thurs. Sept. 29)	15%
Independent Case Study Assignment (Due Tues. Oct. 25)	20%
Menu Planning Assignment (Due Tues. Nov. 22)	15%
Cost Control Assignment (Due Tues. Dec. 6)	15%
Team Case Study Assignment Presentation (10%); Summary Paper (10%). Evaluation (5%) (Due: November 29- December 8- Will be provided as per schedule)	25%
Class Participation via UM Learn Discussion Forum (Duedates: #1- Oct. 6 (5%); #2- Nov. 3 (5%))	10%

**Grading**

Letter Grade	Percentage out of 100	Category
A+	95-100	Exceptional
A	90-94.9	Excellent
B+	85-89.9	Very Good
B	80-84.9	Good
C+	70-79.9	Satisfactory
C	60-69.9	Adequate
D	50-59.9	Marginal
F	49.9 and below	Failure

**NOTE: Grades will not be rounded-up.**

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**Expectations: Students**

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- Know the university policies.
- Read and understand the course syllabus.
- Read the HNSC 3342 “Announcements” page regularly on UM Learn.
- Attend classes, be on time (class begins at 11:30am) and attend for the entire duration.
- If a student is unable to attend a class, it is their responsibility to obtain notes and information from their classmates.
- Basic notes (PowerPoint Slides) will be provided on UM Learn. Ensure you have access to them during class.
- Take notes during class.
- Study course material (at least 2-hours for every hour of lecture).
- Be courteous and respectful. Refer to Policies on Respectful Work and Learning Environment (RWLE) and Inappropriate and Disruptive Student Behaviour.
- Remain available for all classes.
- Contact the instructor by email to inform them of any missed work/assignments for extensions, deferrals, or make-up assignments in a timely manner.
- Consult your UM email account regularly. This is how the instructor and university will communicate with you.
- Read the textbook and assigned readings prior to class. These will be described in class and on the “Announcements” page on UM Learn. Not all of the textbook will be covered in the lectures and not all material covered in the lecture is found in the course textbook.
- Attend guest speaker and student presentations (mandatory).
- Contribute to discussion/activities.
- Complete and submit quality assignments on time.
- Show respect for other students and the instructor. Be polite and kind.
- When emailing, please put “HNSC 3342” in the subject line and use polite and professional language.
- Refrain from talking during lecture unless asking questions, responding to questions or participating in class discussion/activity.
- Take responsibility for your own learning. Keep up with the readings, attend classes, ask questions and check the “Announcements” page on UM Learn.

**Expectations: Instructor**

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- To be respectful and to encourage student participation.
- To encourage your development for completing written and oral presentations.
- To share my enthusiasm for teaching and learning.
- To be available for office hours to answer questions or clarify material. Office Hours after class from 12:45-1:15pm on T/R. Email to set-up appointments.
- To provide you with constructive feedback on your assignments.
- Return email and phone calls within 48 hours of submission (weekdays only). Note: responses will be provided to clarify information only not repeat an entire lecture or assignment guidelines. Please review posted notes and those supplemented from classmates, the course syllabus, assignment guidelines and UMLearn announcements page before contacting me for clarification of course material/assignments.
- To return graded assignments to students within 3 weeks from the date of submission.

- Keep an active presence on the UM Learn Course Page.

## Academic Integrity

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Each student in this course is expected to abide by the University of Manitoba Academic Integrity principles. Plagiarism or any other form of cheating in academic work is subject to serious academic penalty (e.g., suspension or expulsion from the faculty or university).

Always remember to reference the work of others that you have used. Also be advised that you are required to complete your assignments independently unless otherwise noted for group assignments. Inappropriate collaborative behavior and violation of other Academic Integrity principles, will lead to the serious disciplinary action. An assignment which is prepared and submitted for one course should not be used for a different course or for the same course from a previous year by a different student. This is When in doubt about any practice, ask your professor or instructor and visit the . Visit the Academic Calendar, [Student Advocacy](#), and [Academic Integrity](#) web pages for more information and support.

## Accessibility

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The University of Manitoba is committed to providing an accessible academic community. [Students Accessibility Services \(SAS\)](#) offers academic accommodation supports and services such as note-taking, interpreting, assistive technology and exam accommodations. Students who have, or think they may have, a disability (e.g., mental health issues, learning, medical, hearing, injury-related, visual) are invited to contact SAS to arrange a confidential consultation.

Student Accessibility Services  
520 University Centre  
Phone: (204) 474-7423  
Email: [Student\\_accessibility@umanitoba.ca](mailto:Student_accessibility@umanitoba.ca)

## Course Delivery

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This class will use a combination of teaching techniques such as lectures, class presentations, guest speakers, discussions, and problem solving exercises. All students are expected to participate. Students achieve the greatest benefits from this course if they attend lectures, become involved in class discussions, and complete assigned readings and exercises prior to class

## Assignment Feedback

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Graded assignments will be returned to students within 3 weeks from the date of submission. You will be able to access your grades and feedback on UM Learn.

## Attendance

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Regular attendance is expected, but I do understand there are circumstances that arise that are beyond your control. Students are responsible for all materials presented during class time. If you miss a class, it is your responsibility to find out from your classmates what material you missed and supplement the notes provided on UMLearn for that particular date. I will clarify any questions you have about the

notes/assignments during office hours or by appointment, but I will not repeat the lecture or assignment guidelines as provided in class (extenuating circumstances only).

University Absence Policy: <https://news.umanitoba.ca/new-student-absence-policy-to-begin-in-fall-term-2022/>

### **Assignment Extension and Late Submission Policy**

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- Late assignments will be deducted 10% from your mark each day late including weekends.
- Inform instructor promptly if you are having difficulty submitting your assignments in UMLearn.
- Contact the instructor by email a minimum of 48 hours prior to the assignment due date to inform of any missed work/assignments and the need for extensions, deferrals, or make-up assignments.
- Discussion forum postings must be made within the time frame indicated as per the course syllabus.
- Be sure that you plan your time accordingly throughout the term as extensions for assignments will be granted only for extenuating circumstances (i.e., health condition/injury; compassionate/personal; bereavement; University athletic/scholastic event; religious observance).
- As per the University Absence Policy, please complete the self-declaration form provided on UMLearn and submit it to your course instructor ([christina.lengyel@umanitoba.ca](mailto:christina.lengyel@umanitoba.ca)) within 48 hours of the scheduled assignment due date.
  - Only for situations that require an absence for up to 72 hours.
  - The instructor will make reasonable academic arrangements with the student based on the course outlines and needs of the student.
  - False declarations are considered a breach of academic integrity and can result in discipline.
- Self-Declaration Form for Brief or Temporary Absence:  
<https://umanitoba.ca/governance/sites/governance/files/2022-02/self-declaration-for-brief-and-temporary-student-absences-form.pdf>

### **Class Communication**

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You are required to obtain and use your University of Manitoba email account for all communication between yourself and the university. All communication must comply with the Electronic Communication with Student Policy:

[http://umanitoba.ca/admin/governance/governing\\_documents/community/electronic\\_communication\\_with\\_students\\_policy.html](http://umanitoba.ca/admin/governance/governing_documents/community/electronic_communication_with_students_policy.html).

### **Recording Class Lectures**

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Lectures cannot be recorded in this class. The instructor and the University of Manitoba hold copyright over the course materials, presentations and lectures which form part of this course. No audio or video recording of lectures or presentations is allowed in any format, openly or surreptitiously, in whole or in part without permission of the instructor. Course materials (both paper and digital) are for the participant's private study and research.

### **Referencing Style**

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Assignments should use the APA reference style as outlined below:

American Psychological Association. (2020). *Publication Manual of the American Psychological Association* (7th ed.). Washington, DC.

Some resources available on APA Style (7<sup>th</sup> Edition) are found below:

University of Manitoba Libraries: <https://libguides.lib.umanitoba.ca/undergradhelp/citing>

Purdue University Online Writing Lab:

[https://owl.purdue.edu/owl/research\\_and\\_citation/apa\\_style/apa\\_formatting\\_and\\_style\\_guide/general\\_format.html](https://owl.purdue.edu/owl/research_and_citation/apa_style/apa_formatting_and_style_guide/general_format.html)

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## Technology Use

It is the general University of Manitoba policy that all technology resources are to be used in a responsible, efficient, ethical and legal manner. UMLearn will be used for general announcements, posting and the submission of assignments, class notes, grades, additional readings, and participation in the discussion forum. Group discussions will be completed through UM Learn via the Discussion Forum. All assignments will be submitted through UM Learn. You can access UM Learn from the University of Manitoba homepage: [www.umanitoba.ca](http://www.umanitoba.ca). For login assistance, visit the [UM Learn Resources Page](#) or contact **IST Service Desk** at [servicedesk@umanitoba.ca](mailto:servicedesk@umanitoba.ca) or (204) 474-8600. Please run a system check at (<https://universityofmanitoba.desire2learn.com/d2l/systemCheck>) to verify that your system is configured properly.

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## Using Copyrighted Material

Please respect copyright. We will use copyrighted content in this course. I have ensured that the content I use is appropriately acknowledged and is copied in accordance with copyright laws and university guidelines. Copyrighted works, including those created by me, are made available for private study and research and must not be distributed in any format without permission. Do not upload copyrighted works to a learning management system (such as UM Learn), or any website, unless an exception to the *Copyright Act* applies or written permission has been confirmed. For more information, see the University's Copyright Office website at <http://umanitoba.ca/copyright/> or contact [um\\_copyright@umanitoba.ca](mailto:um_copyright@umanitoba.ca).

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## Voluntary Withdrawal

The last day to drop this class and receive 100% refund is September 20, 2022 and the last day to withdraw with no refund is November 22, 2022. Students who do not drop the course by the deadline will be assigned a final grade. Please note that withdrawal of courses will be recorded on the official transcript. Please refer to the [Registrar's Office](#) web page for more information.

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## UM Policies

As a student at the University of Manitoba you have rights and responsibilities. It is important for you to know what you can expect from the University as a student and to understand what the University expects from you. Become familiar with the policies and procedures of the University and the regulations that are specific to your faculty, college or school.

The University of Manitoba (UM) website's [Governing Documents](https://umanitoba.ca/governance/governing-documents) (<https://umanitoba.ca/governance/governing-documents>) is one important source of information, in particular the Academic and Students sections. The Student Advocacy office can also help you understand policies and procedures; find their information in the UM Learner Supports section below.

### Academic Calendar

The [Academic Calendar](https://umanitoba.ca/registrar/academic-calendar) (<https://umanitoba.ca/registrar/academic-calendar>) is the University's official publication containing course descriptions, program and graduation requirements, as well as UM and faculty/school-specific rules, regulations and policies. In particular, familiarize yourself with the sections *University Policies and Procedures* and *General Academic Regulations*.

### Academic Integrity

In addition to reviewing your instructor's academic integrity policy listed in their syllabus, you are expected to view the *General Academic Regulation* section within the [Academic Calendar](https://umanitoba.ca/registrar/academic-calendar) (<https://umanitoba.ca/registrar/academic-calendar>) and specifically read the regulation pertaining to Academic Integrity. Ask your instructor for additional information about demonstrating academic integrity in your academic work, and consult the following UM resources for more information and support:

- [Academic Integrity](https://umanitoba.ca/student-supports/academic-supports/academic-integrity) (<https://umanitoba.ca/student-supports/academic-supports/academic-integrity>)
  - [Student Resources](https://umanitoba.ca/student-supports/academic-supports/academic-integrity#resources-to-conduct-academic-work-with-integrity) (<https://umanitoba.ca/student-supports/academic-supports/academic-integrity#resources-to-conduct-academic-work-with-integrity>)
  - [Academic Misconduct and How to Avoid It](https://umanitoba.ca/student-supports/academic-supports/academic-integrity#academic-misconduct-and-how-to-avoid-it) (<https://umanitoba.ca/student-supports/academic-supports/academic-integrity#academic-misconduct-and-how-to-avoid-it>)
- [Student Advocacy Office](https://umanitoba.ca/student-supports/academic-supports/student-advocacy) (<https://umanitoba.ca/student-supports/academic-supports/student-advocacy>)

### Copyright

All students are required to respect copyright as per Canada's *Copyright Act*. Staff and students play a key role in the University's copyright compliance as we balance user rights for educational purposes with the rights of content creators from around the world. The [Copyright Office](https://umanitoba.ca/copyright/) (<https://umanitoba.ca/copyright/>) provides copyright resources and support for all members of the University of Manitoba community.

### Grade Appeals

If you have questions about your grades, talk to your instructor. There is a process for term work and final grade appeals. Note that you have the right to access your final examination scripts. See the [Registrar's Office](https://umanitoba.ca/registrar/grades/appeal-grade) (<https://umanitoba.ca/registrar/grades/appeal-grade>) for more information including appeal deadline dates and the appeal form.

## Intellectual Property

For information about rights and responsibilities regarding intellectual property view the [Intellectual Property Policy](https://umanitoba.ca/governance/governing-documents/governing-documents-university-community#intellectual-property) (https://umanitoba.ca/governance/governing-documents/governing-documents-university-community#intellectual-property)

## Program-Specific Regulations

For information on regulations that are specific to your academic program, read the section in the Academic Calendar and on the respective [faculty/college/school](https://umanitoba.ca/academics) website (https://umanitoba.ca/academics).

## Respectful Work and Learning Environment

The University is committed to a respectful work and learning environment. You have the right to be treated with respect and you are expected to conduct yourself in an appropriate and respectful manner. Policies governing UM community behaviour include:

- [Respectful Work and Learning Environment](https://umanitoba.ca/about-um/respectful-work-and-learning-environment-policy) (https://umanitoba.ca/about-um/respectful-work-and-learning-environment-policy)
- [Student Discipline](https://umanitoba.ca/governance/governing-documents-students#student-discipline) (https://umanitoba.ca/governance/governing-documents-students#student-discipline)
- [Violent or Threatening Behaviour](https://umanitoba.ca/governance/governing-documents-students#violent-or-threatening-behaviour) (https://umanitoba.ca/governance/governing-documents-students#violent-or-threatening-behaviour)

The UM website, [Engaging in Respectful Conduct](https://umanitoba.ca/student-supports/respectful-conduct) (https://umanitoba.ca/student-supports/respectful-conduct), includes more details about expectations for behaviours related to university activities.

## Sexual Violence Policies

The UM has several policies and procedures that deal with the rights and responsibilities of the University community with regards to all forms of sexual violence. For a comprehensive list of policies and associated resources, visit the [Sexual Violence Resource Centre's information page](https://umanitoba.ca/student-supports/sexual-violence-support-and-education/sexual-violence-get-informed) (https://umanitoba.ca/student-supports/sexual-violence-support-and-education/sexual-violence-get-informed). Please note that there are many supports available in addition to these policy documents (see UM Learner Supports).

## Voluntary Withdrawal

Voluntary withdrawal (VW) is a way for students to leave a class without academic penalty once the Registration Revision Period has ended. If you opt to voluntarily withdraw from a course, you will not be eligible for a refund and, if applicable, will still be required to pay any outstanding tuition fees for the course. On your transcript, the course you have withdrawn from will be listed; however, "VW" will appear in lieu of a grade. If you do not drop a course before the VW deadline, you will receive a final grade in the course on your transcript.

Please note that there are separate deadlines for dropping a course early in a term during the Registration Revision Period. Dropping a course means you are removing that course from your schedule, will not be charged tuition fees for that course, and the course will not appear on your transcript.

The Registrar's Office website, [Withdraw from a Course](https://umanitoba.ca/registrar/withdraw-course) (<https://umanitoba.ca/registrar/withdraw-course>), includes more information on the different ways in which you can withdraw from a course and important dates and deadlines to do so.

## UM Learner Supports

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Below you will find a select list of important supports for learners at the UM, both academic supports and otherwise. For a complete listing of all learner supports at the University of Manitoba, visit the [Student Supports website](https://umanitoba.ca/student-supports) (<https://umanitoba.ca/student-supports>).

### Academic Advising

Contact an [Academic Advisor](https://umanitoba.ca/student-supports/academic-supports/academic-advising) (<https://umanitoba.ca/student-supports/academic-supports/academic-advising>) for support with degree planning and questions about your academic program and regulations.

### Academic Learning Centre (ALC)

The [Academic Learning Centre](https://umanitoba.ca/student-supports/academic-supports/academic-learning) (<https://umanitoba.ca/student-supports/academic-supports/academic-learning>) offers one-to-one tutoring, groups study sessions and workshops, as well as video and tip-sheet resources to help you throughout your academic program. All Academic Learning Centre programming, supports, and services are free for UM students.

Make an appointment for [free one-to-one tutoring](https://umanitoba.ca/student-supports/academic-supports/academic-learning/tutoring-group-study#individual-tutoring) (<https://umanitoba.ca/student-supports/academic-supports/academic-learning/tutoring-group-study#individual-tutoring>). **Content tutors** (over 90 UM courses) can help you understand concepts and learn problem-solving strategies. **Study skills tutors** can help you improve your skills such as time management and goal setting, reading and note-taking, as well as learning and test-taking strategies. **Writing tutors** can give you feedback on your academic writing, whether you are just getting started on a written assignment or already have a draft. **English as an Additional Language** specialist, Antoanela Denchuk, is available for one-to-one tutoring to help you improve your English-language academic writing skills. Use the drop-down menu, read the tutor biographies, and make an appointment for tutoring on the [Academic Learning Centre schedule](https://manitoba.mywconline.com/) (<https://manitoba.mywconline.com/>).

Attend [Supplemental Instruction \(SI\)](https://umanitoba.ca/student-supports/academic-supports/academic-learning/tutoring-group-study) (<https://umanitoba.ca/student-supports/academic-supports/academic-learning/tutoring-group-study>) sessions in historically difficult courses (including Chemistry, Engineering, and Computer Science). These free weekly review sessions are facilitated by a peer mentor who has previously taken the course and provide an opportunity to discuss course content, ask questions, compare notes, solve practice problems, and develop study strategies. See online for a list of SI courses and meeting times.

Register for an [Academic Success Workshop](https://umanitoba.ca/student-supports/academic-supports/academic-learning/academic-success-workshops) (https://umanitoba.ca/student-supports/academic-supports/academic-learning/academic-success-workshops), where you can learn strategies to improve your writing and studying. More information on topics, dates, and registration, are found online.

Register for [Faculty of Graduate Studies Grad Steps Workshops](https://umanitoba.ca/graduate-studies/student-experience/graduate-student-workshops) (https://umanitoba.ca/graduate-studies/student-experience/graduate-student-workshops). These workshops are specifically designed for students working towards **Master's degrees or PhDs**. More information on topics, dates, and registration can be found online.

Access the Academic Learning Centre's collection of [videos and tip sheets](https://umanitoba.ca/student-supports/academic-supports/academic-learning#tip-sheets-for-writing-and-study-skills) (https://umanitoba.ca/student-supports/academic-supports/academic-learning#tip-sheets-for-writing-and-study-skills) to help you with many of the academic tasks you'll encounter in university.

**Contact the Academic Learning Centre** by calling 204-480-1481 or emailing [academic\\_learning@umanitoba.ca](mailto:academic_learning@umanitoba.ca). Bannatyne students can contact the Bannatyne Student Services office at 204-272-3190.

### Basic Needs

It can be difficult to learn and succeed in courses when you are struggling to meet your or your family's basic needs. Several UM and community resources are listed below if you would benefit from support with regards to housing, food, finances, and/or childcare:

- *Housing*
  - [UM Housing](https://umanitoba.ca/housing) (https://umanitoba.ca/housing)
  - [Winnipeg Rental Network](https://www.winnipegrentnet.ca/) (https://www.winnipegrentnet.ca/)
  - [Manitoba Residential Tenancies Branch](https://www.gov.mb.ca/cca/rtb/) (https://www.gov.mb.ca/cca/rtb/)
  - [HOPE End Homelessness Winnipeg Services & Supports](https://umanitoba.ca/housing) (https://umanitoba.ca/housing)
- *Food*
  - [U of M Food Bank](https://umanitoba.ca/financial-aid-and-awards/u-m-food-bank) (https://umanitoba.ca/financial-aid-and-awards/u-m-food-bank)
  - [Food Matters Manitoba](https://foodmattersmanitoba.ca/find-emergency-food-in-winnipeg/) (https://foodmattersmanitoba.ca/find-emergency-food-in-winnipeg/)
- *Finances*
  - [UM Financial Aid and Awards](https://umanitoba.ca/financial-aid-and-awards) (https://umanitoba.ca/financial-aid-and-awards)
  - [Manitoba Student Aid](https://www.edu.gov.mb.ca/msa/) (https://www.edu.gov.mb.ca/msa/)
- *Child Care*
  - [UM Child Care](https://umanitoba.ca/about-um/child-care) (https://umanitoba.ca/about-um/child-care)
  - [Manitoba Child Care Subsidy](https://bit.ly/3yG3ijy) (https://bit.ly/3yG3ijy)
  - [Manitoba Child Care Association](https://mccahouse.org/looking-for-child-care/) (https://mccahouse.org/looking-for-child-care/)

### English Language Centre

The [English Language Centre \(ELC\)](https://umanitoba.ca/english-language-centre) (https://umanitoba.ca/english-language-centre) provides courses, tests, accommodations and individual support to students whose first language is not English in order to support academic success and participation in the University of Manitoba community.

### Health and Wellness

Physical, mental, emotional, and spiritual health and wellness play a critical role in student success. See all of UM's resource on their [Health and Wellness](https://umanitoba.ca/student-supports/student-health-and-wellness) (https://umanitoba.ca/student-supports/student-health-and-wellness) website, and make note of several specific UM and community supports listed below.

#### Winnipeg Urgent Physical and Mental Health Care

If you are an adult experiencing a mental health or psychosocial crisis, contact the [Klinik Community Health](https://klinik.mb.ca/crisis-support/) (https://klinik.mb.ca/crisis-support/) 24/7 crisis line at 204-786-8686, visit the [Crisis Response Centre](https://sharedhealthmb.ca/services/mental-health/crisis-response-centre/) (https://sharedhealthmb.ca/services/mental-health/crisis-response-centre/) located at 817 Bannatyne Avenue, or contact the Mobile Crisis Service at 204-940-1781.

To speak with a nurse for guidance on what health-care path to take for the issue you are facing or for general information about health resources available in Manitoba, contact [Health Links](https://misericordia.mb.ca/programs/phcc/health-links-info-sante/) (https://misericordia.mb.ca/programs/phcc/health-links-info-sante/) at 1-888-315-9257 (toll free).

If you need urgent medical care, visit the Winnipeg Regional Health Authority's [Emergency Department & Urgent Care Wait Times](https://wrha.mb.ca/wait-times/) webpage (https://wrha.mb.ca/wait-times/) for a list of locations and current wait times.

#### Student Counselling Centre (SCC)

The [Student Counselling Centre](https://umanitoba.ca/student-supports/student-health-and-wellness/student-counselling-centre-scc) (https://umanitoba.ca/student-supports/student-health-and-wellness/student-counselling-centre-scc) provides free counselling and mental health support to UM, English Language Centre, and International College of Manitoba (ICM) students. We are open year-round, Monday through Friday from 8:30 am to 4:30 pm. Our commitment is to offer a support service to every student who contacts us.

Visit the SCC's [For Urgent Help](https://umanitoba.ca/student-supports/student-health-and-wellness/student-counselling-centre-scc#for-urgent-help) (https://umanitoba.ca/student-supports/student-health-and-wellness/student-counselling-centre-scc#for-urgent-help) webpage or the urgent care resources listed above if you require immediate support.

Visit the SCC's [Our Services](https://umanitoba.ca/student-supports/student-health-and-wellness/student-counselling-centre-scc#for-urgent-help) (https://umanitoba.ca/student-supports/student-health-and-wellness/student-counselling-centre-scc#for-urgent-help) webpage for more information on accessing a variety of services including individual counselling, counselling workshops and groups, support resources, and learning disability assessment services.

The SCC is located is located at 474 UMSU University Centre (Fort Garry Campus).

### Health and Wellness Office

Students often juggle multiple demands, and we recognize that it can be difficult to find balance. For any changes you want to make to your health and wellness, the Health and Wellness Office at the University of Manitoba would like to support you in your journey. We are here to help you take control of your own health and make your own decisions. We are a judgment-free space and we avoid labels whenever possible. For more information, please visit the [Health and Wellness Office](https://umanitoba.ca/student-supports/health-wellness) (https://umanitoba.ca/student-supports/health-wellness) website.

### Spiritual Care and Multifaith Centre

Spiritual care services are available to all, whether you identify as spiritual, atheist, religious or agnostic. [Spiritual Services](https://umanitoba.ca/student-supports/spiritual-services) (https://umanitoba.ca/student-supports/spiritual-services) also offer specific denominational support for certain religious groups and by Indigenous Elders-in-Residence.

### Student Support Case Management (SSCM)

Contact the [Student Support Case Management team](https://umanitoba.ca/student-supports/academic-supports/student-advocacy/case-management) (https://umanitoba.ca/student-supports/academic-supports/student-advocacy/case-management) if you are concerned about yourself or another student and don't know where to turn. SSCM helps connect students with on and off campus resources, provides safety planning, and offers other supports, including consultation, educational workshops, and referral to the STATIS threat assessment team.

### University Health Service (UHS)

The [University Health Service](https://umanitoba.ca/student-supports/health-wellness/university-health-service) (https://umanitoba.ca/student-supports/health-wellness/university-health-service) offers a full range of medical services to students, including psychiatric consultation, via two health clinics:

- Fort Garry Campus: (204) 474-8411, ACW-Lot temporary trailer (behind the Isbister building)
- Bannatyne Campus: (204) 474-8411, P309 – Pathology Building

### Student Services at Bannatyne Campus

Student Services at Bannatyne Campus (SSBC) offers a full range of mental health supports to students and residents in the Rady Faculty of Health Sciences, along with other academic and

personal supports. Visit the [SSBC website](https://umanitoba.ca/student-supports/student-services-bannatyne-campus) (https://umanitoba.ca/student-supports/student-services-bannatyne-campus) for a list of services available.

### Indigenous Students

Staff, faculty and Elders are well-equipped to ensure your university experience is as beneficial, accessible, and successful as possible. Visit the Indigenous [Student Experience](https://umanitoba.ca/indigenous/student-experience) (https://umanitoba.ca/indigenous/student-experience) website for more information on the supports and services available.

### International Students

The transition to a new country and a new academic system can be both exciting and overwhelming. The International Centre (IC) is here to help you settle into life at University of Manitoba. Visit the [International Students](https://umanitoba.ca/current-students/international) website (https://umanitoba.ca/current-students/international) for more information.

### Sexual Violence Support and Education

Sexual violence affects people of all ages, sexual orientations, genders, gender identities, abilities and relationship statuses. At the U of M, we are committed to ensuring a respectful work and learning environment for all. We want to build a safe and inclusive campus community where survivors of sexual violence know they can receive the supports they need to succeed, both academically and personally.

The [Sexual Violence Resource Centre](https://umanitoba.ca/sexual-violence) (https://umanitoba.ca/sexual-violence), located at 537 UMSU University Centre (Fort Garry campus) provides support, resources, information and referral services for any student, faculty or staff member who has been affected by sexual violence.

### Student Accessibility Services (SAS)

The University of Manitoba is committed to providing an accessible academic community. [Student Accessibility Services](https://umanitoba.ca/student-supports/accessibility) (https://umanitoba.ca/student-supports/accessibility) offers academic accommodation supports and services such as note-taking, interpreting, assistive technology and exam accommodations. Students who have, or think they may have, a disability (e.g., mental health, learning, medical, hearing, injury-related, visual) are invited to contact SAS to arrange a confidential consultation. SAS is located at 520 University Centre (Fort Garry Campus).

### Student Advocacy

[Student Advocacy](https://umanitoba.ca/student-supports/academic-supports/student-advocacy) (https://umanitoba.ca/student-supports/academic-supports/student-advocacy) is a safe place for students. We help you navigate university processes and advocate for your rights as a student at UM. If anything in your personal or academic life is affecting your studies, contact our confidential intake assistant by phone (204-474-7423) or email ([stadv@umanitoba.ca](mailto:stadv@umanitoba.ca)).

### University of Manitoba Libraries (UML)

As the primary contact for all research needs, your liaison librarian can play a vital role when completing academic papers and assignments. Liaisons can answer questions about managing citations, or locating appropriate resources, and will address any other concerns you may have, regarding the research process. Liaisons can be contacted by email or phone, and are also available to meet with you in-person. A [complete list of liaison librarians](http://bit.ly/WcEbA1) (<http://bit.ly/WcEbA1>) can be found by subject.

In addition, general library assistance is provided in person at 19 University Libraries, located on both the Fort Garry and Bannatyne campuses, as well as in many Winnipeg hospitals. For a listing of all libraries, please consult the [UM Libraries and Departments](https://libguides.lib.umanitoba.ca/c.php?g=298526) (<https://libguides.lib.umanitoba.ca/c.php?g=298526>) webpage. When working remotely, students can also receive help online, via the Ask-a-Librarian chat found on the [University of Manitoba Libraries' homepage](https://umanitoba.ca/libraries/) (<https://umanitoba.ca/libraries/>)