New Student Peer Mentoring Program (NSPMP)
Mentor Handbook

Mentoring Programs Assistant
peermentor@umanitoba.ca
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ACKNOWLEDGEMENT

The University of Manitoba's role in reconciliation, its connections with Indigenous students, partners and communities, and its commitment to Indigenous Achievement are central to the kind of future the University seeks to create. A strongly held view emerged from consultation sessions, the Strategic Planning Committee and the leadership of the University that in order to truly be "Manitoba's University" required that the University of Manitoba's commitment to Indigenous Achievement and to indigenizing the University be elevated to a level of prominence within its strategic plan that traditionally is held by its mission, vision and values. In recent years, the University has adopted the practice, at formal functions, of acknowledging the traditional lands on which it sits. An acknowledgement of these lands, and of the University's commitment to Indigenous peoples and communities, now form part of the foundational statements that define the University of Manitoba.

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.

The University of Manitoba is committed to a renewed relationship and dialogue with First Nations, Métis, and Inuit peoples based on the principles of mutual trust, respect, and reciprocity. 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.

The University of Manitoba is committed to ensuring that First Nations, Métis and Inuit knowledge, cultures and traditions are embraced and reflected in the pursuit of its mission.
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NEW STUDENT PEER MENTORSHIP PROGRAM (NSPMP) OVERVIEW

Student Life is a division within Student Affairs that offers student programming, leadership and personal development opportunities. Opportunities can range from student jobs to volunteer positions, single day local events, or international five-week programs. Student Life runs events such as Head Start, Orientation and the Student Leadership Development Program. The Student Life office also provides the Student Guide year round!

Student Life created the New Student Peer Mentoring Program (NSPMP) to help first year students make a tangible university connection to help navigate their first year of university. Traditionally, first time university students can have some difficulty adapting to university life. This program has been designed to enhance the student experience for both first year and upper-year students. New students (Mentees) will be matched with an upper-year student (Mentor) to learn more about the University of Manitoba, their faculty/program, and help navigate their first year as a new student.

NSPMP is a collaboration between the Neechiwaken Indigenous Peer Mentor Program (IPMP) and the International Centre programs. Together we will be providing standardized mentor training, and hosting both academic workshops and social activities to broaden the interaction and experience of both Mentors and Mentees!

NSPMP
Mentoring Programs Assistant
225 University Centre – Student Life Office
peermentor@umanitoba.ca
204-474-9093
http://www.umanitoba.ca/mentoring
EXPECTATIONS: AS A MENTOR

As a Mentor, you will be a role model for an incoming first year student and help them transition into life as a University of Manitoba student. Mentees are students entering the University of Manitoba for the first time; these students include undergraduate, transfer, mature or graduate students.

It is important to note that Mentors lead by example and have the ability to influence their Mentees both directly and indirectly. Sharing experiences regarding career paths, academia, clubs and societies on campus and workplace experiences can be valuable information to entrust in your Mentee!

Students must complete 2 hours of mandatory workshop meetings per month. There will be three workshops held each semester (12 hours annually). Students are also required to commit 2 hours monthly to meeting with their match between September to April (12 hours annually). Therefore, each pair must meet the 24-hour time requirement to successfully complete this program. Mandatory Mentor Training does not count towards your cumulative hours, however optional events can count only if your Mentee is also present.

A Mentor is not responsible for tutoring, counseling, or editing papers. If a Mentee is seeking these services, the Mentor should refer them to services offered by the University of Manitoba (see “Resources” section).

Mentors are expected to maintain a GPA of 3.0 throughout the duration of the program. If you should run into issues maintaining this, please email peermentor@umanitoba.ca and ask to make an appointment with the program supervisor.

Should any disciplinary issues arise with a Mentor and/or a Mentee’s behavior, Student Life will work to decide on an appropriate response. If a Mentor or Mentee fails to cooperate with Student Life to mediate the concern, they can be removed from the NSPMP and prevented from returning as a Mentor in future terms.
PROVIDING SUPPORT

Communication

Being in a mentoring role means that Mentors need to be able to both listen and communicate effectively to allow for a healthy and beneficial peer mentoring relationship.

- It is beneficial to initially exchange all forms of contact information (social media, phone numbers, emails, etc.) and find out what works best for you!

- Keep in contact; provide them with information about upcoming events or meetings, and encourage them to attend either with you or on their own.

- Encourage them to set goals for the term and then follow up to help them attain those goals, providing support and offering advice, resources and services when needed. Making “SMART” goals will contribute to the success and positive outcome of setting goals.

  S - Specific: The goal and how it will be achieved is precisely outlined.

  M - Meaningful (also M easurable): Assist Mentees in setting goals that have a purpose to them and how they can track their progress.

  A - Actionable: Refers to tangible behaviors or actions to achieve the desired goal.

  R - Realistic: Understanding all components of achieving the goal, taking time to consider both the present and how to make the future a reality, while taking into account possible setbacks.

  T - Time-framed: When setting goals contemplate a realistic timeline of events setting both short and long term steps.

- New students entering University may be unaware of how to balance their newfound “freedom.” During this transition, students may need advice on how to manage their time effectively and establish a balance between social activities, work, and studying. You can offer your Mentee support by sharing your academic experiences, study tips, and recommend the Academic Learning Centre Workshops to help them develop their research and writing skills.

- Actively listen to your Mentee! Mentoring should be a symbiotic relationship, with the opportunity to learn from each other. Pay attention to both verbal and non-verbal communication.
REQUIRED DATES

Training Dates
August 27th, 2018: 6:00-8:30 pm, Location EITC E2 105.
OR
September 6th, 2018: 5:30-8:00 pm, Location EITC E2 105.

End of term Debrief
March 18th and March 21st (last workshop)

Workshops

***Note: You must attend ONE of the options for each workshop throughout the year. Monday workshops will be held from 3:30-5:30 pm and Thursday workshops will be held from 5:30-7:30 pm. Fall term workshops (September-November) will be located in EITC E2 160. Winter term workshop (January-March) locations will be announced in January.

- Monday, September 17 (Workshop #1, Option #1)
- Thursday, September 20 (Workshop #1, Option #2)
- Monday, October 15 (Workshop #2, Option #1)
- Thursday, October 18 (Workshop #2, Option #2)
- Monday, November 19 (Workshop #3, Option #1)
- Thursday, November 22 (Workshop #3, Option #2)
- Monday, January 14 (Workshop #4, Option #1)
- Thursday, January 17 (Workshop #4, Option #2)
- Monday, February 11 (Workshop #5, Option #1)
- Thursday, February 14 (Workshop #5, Option #2)
- Monday, March 18 (Workshop #6, Option #1)
- Thursday, March 21 (Workshop #6, Option #2)
Optional Events

- September 24 (6:00 - 9:00 pm)
  - Bonfire – U of M White Castle fire pits
- October 25 (6:00 – 8:00 p.m.)
  - Intercultural Games Night hosted by Intercultural Program
- December 3 (5:30 - 7:30 pm)
  - Movie night hosted by the Neechiwaken Indigenous Peer Mentor Program

More events are TBD

TRACKING HOURS

Hours will be based on honour system and will be self-reported and inputted on UMCommunityLINK under the Service Hours tab (Click on Add Services Hours). Include “New Student Peer Mentorship Program (NSPMP)” in the Description text box to ensure your hours can be approved. Mentors should submit hours from training sessions, workshops and time spent with their Mentee. These hours should also be reflected in your monthly reports.

- Mentors should submit time spent with their Mentee.
- Mark down the hours and minutes, as well as a brief description of what you and your match did. Be descriptive!
- Make sure you are both tracking down hours as it is easier to keep track of them during the semester rather than rushing to complete them at the end of the term.
- When submitting hours, you do not need to include a Verification Contact.

- Fall Term hours are due on December 21, 2018 at 11:59pm
- Winter Term hours are due April 26, 2019 at 11:59pm

UMCommunityLINK ➔ "Your Name (located at the top right corner) ➔ Service Hours ➔ Add Service Hours

RECOGNITION: CO-CURRICULAR RECORD (CCR) RECOGNITION
Mentors must be in good standing and complete at least 28 hours within the NSPMP, each term, to receive recognition on their CCR. These hours will be automatically be added at the end of the academic year. Your CCR can be found on [UMCommunityLINK](#).

The CCR is an official record of university-approved and facilitated activities that support student development in venues that are not for academic credit. Existing as a document that is separate from the Academic Transcript, the CCR is a clear statement of involvement in activities that support holistic student development. The CCR is managed through the Student Life office. For further details on using UMCommunityLINK, please refer to our “Co-Curricular Record” webpage. You can order an official copy of your CCR at no cost through UMCommunityLINK. To view your CCR follow the pathway below.

UMCommunityLINK → “Your Name” (Located at the Top Right Corner) → Involvement → Co-Curricular Record

GUIDELINES FOR REQUESTING A REFERENCE LETTER

Upon successful completion* of the NSPMP, Mentors may request to receive a Reference Letter for the program. Mentors can complete the Reference Request Form found on Student Life’s Form page on [UMCommunityLINK](#). Please note there is a 15-20 business day preparation period.

UMCommunityLINK → Organizations → Student Life → Forms → Reference Request Form

*At the discretion of the Student Life Coordinator.

WHAT SHOULD I DO WITH MY MENTEE?

New mentors may have difficulty brainstorming ideas of things to do with their match sometimes. Here are some options that are tried, tested, and true!

- **On-Campus**
  - An optional Mentoring event – strengthen your connection and meet others
  - Study sessions – visit a favorite library or one you’ve never been to before
  - Coffee or lunch – Degrees, The Daily Bread Café, Campo, and The Belltower Café all offer delicious lunch or dinner options for varying dietary needs
  - Get active – try a group fitness class or go to the Active Living Centre or Joyce Fromson Pool together
  - Bison Sports – attend a game and show your Bison pride!
o Workshops – attend a workshop held by Career Services, the Academic Learning Centre, or the Student Counselling Centre to build your skillset

o Attend a campus event – guest speakers and other events are offered by the University and the various faculties & student associations throughout the year. We’ll keep you updated on the happenings on campus!

• Off-Campus

o Try something new – whether it is a new culinary experience or an area of the city you’ve never been to before, sharing a new experience together can be a great bonding opportunity for you and your match

o Share a favorite – bring your match to your favorite restaurant, park, coffee shop, or even shopping mall!

o Do something fun – our matches in the past have gone to The Forks, the Canadian Museum for Human Rights, the Manitoba Museum, and the Assiniboine Park Zoo, as well as cultural events such as Festival du Voyageur

o Do something good – consider volunteering for an organization for an organization such as Winnipeg Harvest or Siloam Mission, or sign up for a local Service-Learning opportunity through Student Life

RESOURCES

INTERCULTURAL

International Centre
541 University Centre
204-474-8501
Office Hours: Monday to Friday 8:30 AM - 4:30 PM
Email: ic@cc.umanitoba.ca
Website: http://umanitoba.ca/student/ics/

The International Centre provides resources and information for International students. The centre also includes the World W.I.S.E. Resource Centre, which provides information on exchange programs and international work, the Volunteer Language Exchange Program (VLEP), the Intercultural Development and Leadership Program (IDLP), and many volunteer and travel opportunities.
Welcome Mentor program

Avanti Haque
541 University Centre
204-474-8054
Email: avantiparvin.haque@umanitoba.ca
Website: http://umanitoba.ca/research/international_centre/welcome_mentors.html

The Welcome Mentors program pairs new international students with experienced U of M students. Mentors complete training to support mentees during their transition to the University of Manitoba. Mentors provide intercultural, personal, and academic support to their mentees via one-on-one interactions and conversations. Welcome Mentors will be required to meet and communicate with their mentees for an entire academic term (September to December or January to April).

INDIGENOUS

Indigenous Connect
114 Sidney Smith Street, Migizii Agamik- Bald Eagle Lodge
204-474-8904
Office Hours: Monday to Friday 8:30 AM - 4:30 PM
Website: http://umanitoba.ca/indigenous/

The Migizii Agamik – Bald Eagle Lodge houses the Indigenous Student Centre, Access and Aboriginal Focus Programs, Indigenous Achievement, some Native Studies professors and home to the University of Manitoba Aboriginal Students Association (UMASA). Migizii Agamik provides Indigenous students with research and writing opportunities, Indigenous knowledge, a Graduation Pow Wow, information regarding Self Declaration, and Pathways to Indigenous Achievement.
**Indigenous Circle of Empowerment (ICE)**

Justin Rasmussen  
Indigenous Student Centre  
114 Sidney Smith Street, Migizii Agamik- Bald Eagle Lodge  
204-230-2504  
Email: justin.rasmussen@umanitoba.ca  
Website: [http://umanitoba.ca/student/indigenous/ice/](http://umanitoba.ca/student/indigenous/ice/)

ICE provides resources and training opportunities to nurture and support leadership and role model development. Students will develop valuable public speaking and networking skills and more. The mission of the program is to empower Indigenous students who demonstrate drive, determination, and leadership. ICE was created to enhance students’ strengths as they strive to take leadership roles within the community.

**Neechiwaken Indigenous Peer Mentor Program (IPMP)**

Carla Loewen  
205 Tier Building  
204-474-6049  
Email: carla.loewen@umanitoba.ca  
Website: [http://www.umanitoba.ca/student/indigenous/neechiwaken/](http://www.umanitoba.ca/student/indigenous/neechiwaken/)

IPMP provides students with social, academic, and cultural development, peer-to-peer support and the opportunity to be a Neechiwaken – (a Cree word, which means a friend on life's journey). IPMP was created to ease the transition of first year students into university life and is organized in partnership with University 1, Student Life and the Indigenous Student Centre.
CAMPUS RESOURCES

Academic Advisors
Academic advisors are a great resource to assist with the planning of your university courses and career path. Academic advisors are determined by faculty; to reach your advisors you can visit your faculty, or umanitoba.ca/academic-advisors.

Academic Learning Centre
201 Tier Building
204-480-1481
Office Hours: Monday to Friday 8:30 AM - 4:30 PM
Email: academic_learning@umanitoba.ca
Website: http://umanitoba.ca/student/academiclearning/
The Academic Learning Centre is available to all University of Manitoba students to assist with writing, learning, notetaking and studying skills. The Academic Learning Centre offers individual appointments and workshops to help students enhance writing, learning and research skills.

Active Living Centre
430 University Crescent
204-474-6100
Office Hours: Monday to Friday 6:00 AM – 10:00 PM
Saturday 8:00 AM – 8:00 PM
Sunday 8:00 AM – 8:00 PM
Email: rec_services@umanitoba.ca
Website: http://umanitoba.ca/activelivingcentre/
The Active Living Centre is the University of Manitoba’s recently renovated gym. The Active Living Centre has two climbing walls, 200 meters of elevated running track, 160 pieces of cardio equipment, over a 100 pieces of resistance and strength equipment, and 1000 pieces of free weights and accessories. The Joyce Fromson Pool connects to the Max Bell Centre and
is available to students as well. Membership to the Active Living Centre is included in student fees from September to April, and students receive a discounted membership during the summer months.

**Career Services**

474 University Centre  
204-474-9456  
Office Hours: Monday to Friday 8:30 AM - 4:30 PM  
Email: cs.receptionist@ad.umanitoba.ca  
Website: [http://umanitoba.ca/student/employment/](http://umanitoba.ca/student/employment/)

Career Services offers students assistance with career planning, workshops on cover letters/resumes, interview preparation, and [Career Connect](http://umanitoba.ca/student/employment) an online portal for available jobs and volunteer opportunities.

**Financial Aid and Awards**

422 University Centre  
204-474-9531  
Office Hours: Monday to Friday 8:30 AM - 4:30 PM  
Email: awards@umanitoba.ca  
Website: [http://umanitoba.ca/student/fin_awards](http://umanitoba.ca/student/fin_awards)

Financial Aid and Awards provides students with access to information on scholarships, grants, provincial loans, the work-study program, and information specific to international and Indigenous students.

**Graduate Students’ Association (GSA)**

221 University Centre  
204-474-9181  
Office Hours: Monday to Friday 8:30 AM - 4:30 PM  
Email: gsa@umgsa.org
The GSA is the governing body representing graduate students at the University of Manitoba. All full-time graduate students are enrolled in the UMSU Health and Dental plan. The Health Sciences Graduate Student Association (HSGSA) is a sub-association of the GSA, providing representatives from the Bannatyne and St. Boniface campuses.

**Office of Human Rights and Conflict Management**

201 Allen Building

204-474-6348

Website: [http://umanitoba.ca/human_rights/](http://umanitoba.ca/human_rights/)

Anitra Squires: Confidential Intake Officer (Initial contact/appointments)

*Anitra.squires@umanitoba.ca*

The mission of the Office of Human Rights and Conflict Management is to promote a respectful working and learning environment in which individuals are treated equitably and diversity is valued.

**Registrar’s Office**

400 University Centre

204-474-9420

Office Hours: Monday to Friday 8:30 AM - 4:30 PM

Website: [http://umanitoba.ca/student/records/](http://umanitoba.ca/student/records/)

The Registrar’s Office offers campus ID cards, fee assessments, Letters of Permission, fee appeals, tax receipts, grade appeals, and transcripts requests. They also manage graduation, convocation and registration services.

**Student Accessibility Services**

520 University Centre

204-474-7423

Office Hours: Monday to Friday 8:30 AM - 4:30 PM

Email: student_accessibility@umanitoba.ca
Website: http://www.umanitoba.ca/student/saa/accessibility/index.html

Student Accessibility Services provides support and advocacy for students with disabilities, such as: hearing, injury-related, learning, mental health, medical, physical, visual or temporary disabilities. Student Accessibility Services acts as a liaison between students, faculty, staff and service agencies.

**Student Accessibility Services- Exam Centre**

155 University Centre  
204-474-6213  
Email: sasexams@umanitoba.ca

The Student Accessibility Services Exam Centre provides a room equipped with multiple accessibility features. Contact the Student Accessibility Services to access these accommodations.

**Student Advocacy**

519 University Centre  
204-474-7423  
Office Hours: Monday to Friday 8:30 AM - 4:30 PM  
Email: student_advocacy@umanitoba.ca  
Website: http://www.umanitoba.ca/student/resource/student_advocacy/

The Student Advocacy Office provides confidential centralized services (see Privacy Policy) for receiving student complaints and grievances. This office serves as a general information source for students regarding their rights and responsibilities. Students are assisted in the resolution of any problems or concerns resulting from academic and/or discipline decisions. Students are advised of policies and procedures to follow, both informally and formally, via appeals. Where appropriate, referrals will be made to other campus resources.

**Student Counselling Centre**

474 University Centre  
204-474-8592  
Office Hours: Monday to Friday 8:30 AM - 4:30 PM
Website: [http://www.umanitoba.ca/student/counselling/](http://www.umanitoba.ca/student/counselling/)

The Student Counselling Centre provides both personal counselling and groups/workshops for students. These services are only offered to current University of Manitoba students. For personal counselling, students must come in person to the office to request an intake appointment for the same day. Intake appointments are limited and on a first come basis. It is recommended to arrive as early as possible to request an appointment. Once an appointment is scheduled, the student is requested to arrive 15 minutes before the appointment to complete registration material. Arriving late may result in the appointment being offered to another student.

**Student Life**

225 University Centre  
204-474-9093  
Office Hours: Monday to Friday 8:30 AM - 4:30 PM  
Email: studentlife@umanitoba.ca  
Website: [http://umanitoba.ca/studentlife](http://umanitoba.ca/studentlife)

The Student Life office provides students with leadership, resources, learning, and volunteer opportunities through service learning experiences such as the University of Manitoba Student Volunteer Program (UMVP), Student Leadership Development Programs (SLDP), Reading Buddies, Alternative Reading Week (Local and International opportunities). Student Life is also responsible for the planning of Fall and Winter Orientation, Head Start and the New Student Peer Mentorship Program (NSPMP).

**UMSU: University of Manitoba Students’ Union**

101 University Centre  
204-474-6822  
Office Hours: Monday to Friday 8:30 AM - 4:30 PM  
Email: umsu@umsu.ca  
Website: [www.umsu.ca](http://www.umsu.ca)

UMSU is a student-elected union that manages student groups, Health and Dental Insurance, the U-pass and Foodbank. UMSU operates the following campus businesses: Answers, Degrees, the Digital Print and Design Centre, G.P.A.’s Convenience Store, and The Hub Social
Club. There are five student-elected executives: President, Vice President Advocacy, Vice President Internal, Vice President External, and Vice President Student Services.

**UMSU Health and Dental Office**

110 University Centre  
204-474-6666  
Office Hours: Monday to Thursday 8:30 AM - 4:30 PM  
Friday 8:30 AM – 12:00 PM  
Email: healthplan@umsu.ca  
Website: [www.umsu.ca](http://www.umsu.ca)

The UMSU Health and Dental Office provides information about student coverage for the health and dental plan, claim and opt-out forms, family enrolment, annual fees, and travel insurance.

**University 1 First Year Centre**

205 Tier Building  
204-474-6209  
Office Hours: Monday to Friday 8:30 AM - 4:30 PM  
Email: university_1@umanitoba.ca  
Website: [http://umanitoba.ca/u1/](http://umanitoba.ca/u1/)

The University 1 First Year Centre offers academic advising year-round on a drop-in basis or with an appointment for students within the U1 program, as well as any first year student. Academic advising appointments can be scheduled 5 days in advance and are up to 20 minutes in length.

**University Centre Pharmacy**

111 University Centre  
204-474-9323  
Office Hours: Monday to Friday 8:30 AM - 4:30 PM

The campus pharmacy contains a Canada Post outlet and flu clinic. The flu clinic provides flu shots, on-site screenings for blood pressure, hypertension, and total cholesterol.

**University Health Service**

104 University Centre  
204-474-8411  
Office Hours: Monday to Thursday 8:30 AM - 4:30 PM  
Closed Daily from 12:30 PM – 1:30 PM  
Website: [http://www.umanitoba.ca/student/health/](http://www.umanitoba.ca/student/health/)

University Health Service offers a range of medical services such as check-ups for acute and minor health care problems, prenatal care, health and travel counselling, immunizations, and health promotion programming.

**IMPORTANT DATES**

- **September 3rd, 2018**: Labour Day, University Closed  
- **September 4th, 2018**: New Student Orientation Fall Term, Fort Garry Campus  
- **September 5th, 2018**: First Day of Classes for Fall Term  
- **September 18th, 2018**: Course Drop Date - the last date to drop a course with a refund for Fall term and Fall/Winter term spanning courses  
- **September 19th, 2018**: Course Add Date - the last date to add a course in the revision period  
- **October 3rd, 2018**: Fee Payment Deadline Fall Term  
- **October 8th, 2018**: Thanksgiving Day, University Closed  
- **November 12th, 2018**: Remembrance Day, University Closed  
- **November 13th to 16th, 2018**: 2018 Fall Term Break  
- **November 19th, 2018**: Fall Term Classes Voluntary Withdrawal (VW) Deadline  
- **December 3rd, 2018**: Limited Access Term Expiry Date for Winter Term Courses  
- **December 7th, 2018**: Last Day of Classes for Fall Term
December 10th to 21st, 2018: Fall Term Exam Period
December 22nd, 2018 to January 2nd, 2019: Winter Holiday, University Closed
January 4th, 2019: New Student Orientation Winter Term (Fort Garry Campus)
January 7th, 2019: First Day of Classes for Winter Term
January 18th, 2019: Fall/Winter Term Spanned Classes Voluntary Withdrawal (VW) Deadline
January 18th, 2019: Course Drop Date - the last date to drop a course with a refund for Winter term and Winter/Summer term spanning courses
January 21st, 2019: Course Add Date - the last date to add a course in the revision period for Winter term and Winter/Summer term spanning courses
February 5th, 2019: Winter Term Tuition Fee Payment Deadline
February 18th, 2019: Louis Riel Day, University Closed
February 19th to 22nd, 2019: Winter Term Break
March 20th, 2019: Winter Term Voluntary Withdrawal (VW) Deadline
April 19th, 2019: Good Friday, University Closed
April 9th, 2019: Last Day of Classes for Winter Term
April 11th to 26th, 2019: Winter Term Exam Period