

The Service Hub and IT Student Service Desk hours are changing

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Seneca is changing the hours of operation for some services to better help students during busy times.

The Service Hub (TSH) and the IT Student Service Desk (SSD) will alternate between peak and non-peak periods throughout the academic year.

Peak periods will run from the week before classes start each term through the first three weeks of the term. The rest of the time will be considered non-peak.

The changes will come into effect for the first non-peak period from Monday, May 26 to Sunday, Aug. 24. TSH and the SSD will be open Monday to Friday from 8:30 a.m. to 5 p.m. and Saturday and Sunday from 8:30 a.m. to 12:30 p.m.

In preparation for the fall term, the hours at Newnham will change to a peak-period schedule. These will run from Monday, Aug. 25 to Sunday, Sept. 21. TSH and SSD will extend their hours during this time for Monday to Friday from 8:30 a.m. to 7 p.m.

Live chat services will be available weekdays from 8:30 a.m. to 7 p.m.

Hours for TSH and SDD at Seneca@York and King will be Monday to Friday from 8:30 a.m. to 5 p.m. year round.

For the full schedule please visit the [Service Hub schedule](#) online.

The in-person peak- and non-peak scheduling of TSH and the SSD at Newnham Campus will continue throughout the year and is summarized below.

Non-peak periods

Summer 2025 – Monday, May 26 – Sunday, Aug. 24

Fall 2025 – Monday, Sept. 22 – Wednesday, Dec. 24

Winter 2026 – Monday, Jan. 26 – Sunday, April 26

Summer 2026 – Monday, May 25 – Sunday, Aug. 23

Peak periods

Fall 2025 – Monday, Aug. 25 – Sunday, Sept. 21

Winter 2026 – Monday, Jan. 5 – Sunday, Jan. 25

Summer 2026 – Monday, April 27 – Sunday, May 24

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