

ACADEMIC ASSISTANCE PROCESS

MANUAL

2020 - 2021

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**How Can We Help You?**

This manual is a guide to all Arts and Science students to help navigate academic concerns, questions and difficulties. Queen’s University and its many clusters have a variety of resources and procedures in place to assist students in their degree. The Academics Commission recognizes that navigating the many processes can often be an overwhelming experience and has worked together to create a document to better support students. Acquiring academic assistance should not be a laborious task. The Academics Commission sees its potential to serve as an intermediary between students and the daunting academic supports that currently exist.

This Academics Guide has been created for students, by students with the intention of being clear, concise, and holistic. The manual has included all relevant information through the student lens. It will serve to direct students to existing procedures and has all the necessary information concentrated into an accessible source. This manual has been broken down into two sections. Students will find a **detailed breakdown of existing academic procedures** and **additional contacts to answer inquiries**. For the many issues that exist outside standardized practices, this manual has outlined a variety of on-campus sources that serve to provide an additional opinion or advocate on behalf of students. With the abundance of resources on campus, going through academic procedures or concerns should never be a lonely task. The Academics Commission is here to serve as a support and direct you to those who can best address your needs.

The manual is merely one pillar of the Academic Assistance Process. If this manual has not answered your question or provided you with the necessary solution you were looking for, please feel free to fill out our [form](https://forms.office.com/Pages/ResponsePage.aspx?id=ojKzEm_zjk-kqodi9MZZUpeVoN1B0O5CizJ2ulkU_DZUMzRBWDFSSUdKVk0xM1lVVEhFU0VVTzFMWC4u) in the Academic Assistance Portal. All these concerns will be directed to the Academics Commissioner and point you to a helpful source that will address your needs. For any more questions, do not hesitate to contact the commission at [academics@asus.queensu.ca](mailto:academics@asus.queensu.ca).

Thank you for taking the time to read the manual.

We hope we can be of help!

All the best,

Alyth Roos

The Academics Commissioner 2020-2021

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SECTION 1

ACADEMIC PROECURES

**Where do I Start? Procedures 101**

The University has a variety of existing procedures meant to support students. With so many resources, it can often be overwhelming and frustrating to find the procedure that suits your current situation. On this page, each procedure has been broken down to its central objectives and purposes for easy navigation.

Once you have found the procedure you are looking for, feel free to consult the informational section that corresponds with your situation. They have been broken down into their procedures, common questions and helpful contacts. These processes often have a variety of contacts and resources readily available to guide you through these difficulties.

|  |
| --- |
| **Academic Advising:** Questions about degree requirements, graduation, course selection, academic regulations, and academic opportunities through one on one supports.  **Academic Accommodations:** Additional time, technology supports, notes or other long-term/reoccuring resources needed to limit barriers in classrooms and examinations due to an exisiting condition or disabiltiy. |
| **Academic Considerations:** Needing to miss a test, requiring an extension on an assignment or reweighing a course mark either due to an extenuating circumstance or what is deemed a “significant event” by the university. |
|  |
| **Academic Appeals:** Challenging a grade due to unforseen cirumstances that were outside of your control. |
| **Academic Integrity:**  The procedure and what to expect if you are being investigated for breaching academic integrity.  **Registrar:** The central office that oversees wider university academics such as awards and scholarships, technical difficulties and records and services.  **Ombudsperson**: Additional support through procedures, procedural fairness, academic integrity and an impartial third-party point of view can be found in this office.  **Department and Departmental Student Councils:** Professor/course specific concerns, advocacy, degree plan exceptions, program specific advising, department wide advocacy and other long-term concerns can be solved under this branch. |

**ACADEMIC ADVISING**

**Mandate:** The central purpose of Academic Advising is to act as a student support service by assisting students with developing their academic plans of study, informing them of Academic regulations and various educational opportunities (and their outcomes), and referring them to appropriate university service units as required. It is supported by a network of professionals and students working under two general umbrellas:**academic advisors** in the Faculty of Arts and Science, and **peer advisors** in the Peer Academic Support Service (PASS).

**Process:**

* **Academic Advisors:** Advising is available from Faculty staff who specialize in longer-term academic planning (transfers, withdrawal), degree audits, course mapping, explaining policy and regulations, and aiding students in exploring options related to academic appeals. If your concerns are related to these areas, you can arrange for an online or by phone appointment with an advisor by using the email below. From there, you will be able to discuss options and outcomes related to your concern and/or be referred to an appropriate service for further assistance.
* **Peer Advisors:**PASS is a service run through the Faculty of Arts and Science, consisting of upper-year volunteers trained to assist first-year students with issues and questions relating to academic success in university. If you are looking to discuss course and/or plan selection and registration, SOLUS, exams, or grades; these peer advisors are a great source of information. If you choose to reach out, you can either contact them by email (located in the section below) where they will be able to answer your question directly or set you up for an online chat with an advisor. These meetings are confidential and non-judgmental, so please don’t be afraid to use this resource if you have any questions! PASS peer advisors are students in a diverse range of programs and disciplines and are thus capable of answering questions relating to a wide array of academic plans.
* **Department Specific Advising:** Faculty members within the department also offer academic advising specific to Degree Plans. The Undergraduate Chair or Undergraduate Assistant/ Advisor can give you advice catered to your major and program requirements.

**Frequently Asked Questions:**

**Who should I be speaking to about my academics-related problem?**

Whether you choose to speak to a peer advisor or an academic advisor will depend on the nature of your concern. Consult the above section to determine which advisor is best suited to address your specific issue. Also note that PASS may be better suited for simple queries which can be easily answered over email or by drop-in appointment. However, their ability to help with more complex issues may be more limited.

**Should I prepare anything for my appointment?**

Firstly, make sure that you think about and write down all the questions that you would like to ask to ensure that you are making the most of your appointment time. Feel free to include supporting details (whether academic or non-academic) to help your advisor give you the best possible advice. If you are looking to discuss a specific process (course or plan selection and registration, academic appeals), try to familiarize yourself a bit with said process so you can better understand the information being given to you during your meeting. Be prepared to receive referrals and if you’d like, take notes to make sure you don’t forget anything!

**Points of Contact:**

For more information, feel free to check out the PASS and Academic Advising website found [here](https://www.queensu.ca/artsci/undergrad-students/pass-academic-advising).

* To request an appointment with an academic advisor (available online and by phone), contact [asc.academic@queensu.ca](mailto:asc.academic@queensu.ca).
* To connect with a PASS peer advisor (for general inquiries or to set up an appointment), contact [passhelp@queensu.ca](mailto:passhelp@queensu.ca). Note that PASS is also available as a drop-in service as well.

**ACADEMIC ACCOMODATIONS**

**Mandate:** The purpose of an Academic Accommodations letter is to eliminate/reduce academic barriers that exist when students with disabilities engage with their learning environment.It communicates the approved accommodations to both students and the faculty. A letter of accommodations is for students that have experienced a diagnosed, chronic or ongoing mental or physical health condition or have an established disability such as a learning disability. The letter includes the name of the student’s QSAS advisor, the date of its approval, the expiration date and the exam or classroom in which they are getting approved.

* **Types of Academic Accommodations:** Types of academic accommodations that can be granted include having extra time, a different location for tests/exams, the use of technology, note taking or alternate formatting to facilitate learning.
* **Interim Accommodations:** Interim Accommodations are provided to students that are awaiting diagnosis as they undergo assessments or evaluations regarding their health condition of disability. These accommodations are done on a term-by-term basis and usually address immediate needs.

**Process:**

* **Registering for Queen’s Student Accessibility Services:** A student must first register with the Queen’s Student Accessibility Services (QSAS). The site to create an account can be found [here](https://www.queensu.ca/studentwellness/accessibility-services/how-register/new-students). In order to register with QSAS, a student requires a Queen’s Net ID and password as well as disability documentation. This documentation must verify the student is a person with a disability, provide sufficient information for the university and clearly describe the functional limitations experienced by the student in an academic environment. Each respective category of disabilities requires different documentation which can be found on the website [here](https://www.queensu.ca/studentwellness/accessibility-services/information-students/documentation-requirements). Please note that students are not by any means required to disclose any medical diagnosis. You can also feel free to submit other documentation such as educational plans, notes from health care providers or OSAP Disability Verification Forms. This can all be submitted to QSAS online under secured confidentiality and protection of Personal Information.
* **The Letter of Accommodations:**The Queen’s Student Accessibility Services Advisor is responsible for determining the kind of accommodation and then creates a Letter of Accommodations for the student. In this process, QSAS must consider:
* The documented evidence of a student’s disability
* A student’s own description of how they experience their disability at university
* A student's course or program requirements
* **Obtaining Accommodations:** The student is then responsible with providing this letter to their instructor or course coordinator. For online courses, they should also be submitted to Arts and Science Online at [asc.online@queensu.ca](mailto:asc.online@queensu.ca). The instructor will then engage with the student and QSAS in order to create an accommodating plan. They will likely just implement the accommodation suggested by QSAS and follow up with QSAS in the instance that they have any questions. Other institutions or examiners may request a verification of accommodation. This is a document that verifies a student has been identified with a disability at Queen’s, confirms the university accommodated, the start and end date of registration with QSAS and the most recent accommodation approved. It is important to note that regardless of the accommodation, a student is still required to fulfill the essential requirements of the course and are not ensured academic success through this process.
* **Laptop Use:**
* **In Mid-term/Tests:** Students that are eligible to use a laptop during their midterms or tests are requested to input all necessary requests [here,](https://eservices.queensu.ca/apps/eas/student) by September 30th for the Fall Semester or January 31st for the Winter. The Exams Office may not be able to accept accommodations made less than 10 business days prior to the test. The accommodations will be posted the week prior to the test and students will be expected to write at the same time and date as the rest of the class. Be sure to cancel this accommodation if you are no longer attending. Failure to do so or to attend can be cause for a $25.00-$60.00 fine per exam.
* **Final Exams:** Arrangements made for exams must be made through the Student Wellness Services [here](http://www.queensu.ca/studentwellness/home) before November 7th for the Fall or March 7th for the Winter. The accommodated exam location and time will be emailed to you and will not appear on SOLUS.

**Points of Contact:**

* Queen's Student Accessibility Services   
  Mitchell Hall, 69 Union Street, Kingston, ON | K7L 3N6
* **Phone**:  613-533-2506
* **Email:**  [accessibility.services@queensu.ca](mailto:accessibility.services@queensu.ca)
* **Web:**    <https://www.queensu.ca/studentwellness/accessibility-services>
* Contact QSAS Accessibility Advisor who provided the LOA **(OR for general inquiries)**:
* **Phone:**613-533-6000, ext. 77628
* **E-mail:**[qsas.intake@queensu.ca](mailto:qsas.intake@queensu.ca)
* Exams Office: Gordon Hall, Room 110
  + [exams@queensu.ca](mailto:exams@queensu.ca)

**ACADEMIC CONSIDERATIONS**

**Mandate:**The academic considerations pillar is meant to assist students in managing short-term extenuating circumstances. If an academic consideration is accepted, a student may be granted an excused absence, deferral, extension, modified schedule, an alternative assignment, re-weighted course marks, permission for an incomplete grade or other considerations viewed as permissible by the Faculty Office. It is important to note that regardless of the consideration, a student is still required to fulfill the essential requirements of the course and are not ensured academic success through this process. This only needs to be filled out if a student is missing evaluated course participation or assignments.

* **Applicable situations:**These kinds of situations exist outside of a student’s control and yet are still likely to impact academic success. This can include physical or mental illness, required treatment for yourself or a significant other as well as traumatic events. It can also include absences due to a significant event such as participating in a national event.
* **Non-applicable situations:**These considerations do not traditionally include personal or family events, transportation difficulties or technological difficulties. In these instances, you should reach out to your instructor directly for consideration. Their decision to approve or deny these requests will be at their own personal discretion. These situations are not supported by the Faculty Office. Please note that for long-term considerations see Academic Accommodations above. Due to the remote nature of this school year, a limited range of technology-related extenuating circumstance will be considered. For more information please reach out to the Faculty Office.

**Process:**An Academic Consideration for Extenuating Circumstances form can be submitted through the online portal by all Arts and Science students. In the instance that you are not an Arts and Science Student but are taking an Arts and Science course, you are still required to contact your own Faculty in order to fill out said request. The type of academic consideration granted will be decided by the respective instructor in order to ensure the necessary requirements or learning outcomes are still being fulfilled.

* **3 Days or Less:**In order to be granted academic consideration for **three days or less,** you can submit one request per semester without requiring any additional supporting documentation. The form can be found [here](https://webapp.queensu.ca/artsci/acrp/). They must be submitted 24 hours following your brief absence at the latest in order to be considered. Any additional requests within a semester will require supporting documentation.
* **4 days – 3 months:**For academic consideration between **4 days to 3 months,** youmust provide supporting documentation within 5 business days of submitting a request. The different types of supporting documentation can be found in question four [here](https://www.queensu.ca/artsci/undergrad-students/academic-consideration-for-students/frequently-asked-questions). These requests must be made prior to the end of the course.
* **Exam Season:**Any requests made during the exam period require supporting documentation.
* **Excused Absence for Significant Events:**Students should fill out the Request for Excused Absence for Significant Event Form [here](https://www.queensu.ca/artsci/sites/default/files/official_significant_events_form_-_fillable.pdf) two weeks prior to the event or as soon as you are made aware of it. It is not filled out through the online portal. Requests for excused Absence for Significant Events follow a unique procedure. It can be signed by either a member of Queen’s Athletics and Recreation Senior Manager or the Vice-Provost, or Dean of Student Affairs. For students that are attending the Bader Castle, please reach out to the Student Services at the Bader International Student Centre. To complete the form, you need to provide a statement about the significance of this participation, details on what is being missed, an invitation to participate, competition details and other relevant information. This form can then be emailed to [asc.consideration@queensu.ca](mailto:asc.consideration@queensu.ca)

**Student Wellness Short-Term Accommodation/Consideration:**

This process is provided to students that have been assessed by Student Wellness Services to decide which short-term accommodation or consideration is necessary for the student academically. This period is limited to three months. This procedure is open to students that are either eligible for considerations or accommodations and can result in one of the two being granted.

The Student Wellness Services provides their Short-term Academic Accommodation form to a student. The student then is required to contact the instructor in order to discuss the accommodation requested. The Exam Office is then responsible for arranging said central accommodations.

**Frequently Asked Questions:**

**I do not have any support documentation but need to submit an academic consideration request. What do I do?**

If you do not have the necessary documentation for the extenuating circumstance, fill out the Attestation Form. This form formally discloses that a student is requesting this consideration in good faith. Any misleading requests will be considered a breach of academic integrity. This form cannot be used for academic considerations between 4 days-3 months. For more questions and to access the form, reach out to the academic considerations counsellor at asc.considerations@queensu.ca. Be sure to title the email Attestation Request and include your name, student number, and the dates for the request in the body of the email.

**I have an ongoing disability that has suddenly become worse. Do I submit an academic consideration request?**

If you have a chronic or ongoing difficulty, you should follow up with the Queen’s Student Accessibility Services.

**If I do not have the documentation in time, is it possible to make a retroactive request?**

If the course has already completed, the university will typically suggest that you submit an academic appeal. Please see the below section for more details on academic appeals. If the course is still in progress, a request can still be submitted retroactively through the online portal. It is the student’s responsibility to follow up with their professor.

**Points of Contact:**

* Academic Consideration Counsellor
* **Phone:**613-533-6000, ext. 75413
* **E-mail:**[asc.consideration@queensu.ca](mailto:asc.consideration@queensu.ca)
* Student Wellness Services (SWS)
* Contact [intake.wellness@queensu.ca](mailto:intake.wellness@queensu.ca) or 613.533.6000 X 74842 to be connected with the provider that completed the STAA Form
* For General Inquiries - Tess Grant: Occupational Therapist
* Phone: 613-533-6000 ext. 75842
* Email: [tess.grant@queensu.ca](mailto:tess.grant@queensu.ca)

**ACADEMIC APPEALS**

**Mandate:** The academics appeals process is made available to students when

unforeseen extenuating circumstances beyond their individual control adversely impacts their academic performance. It is intended to provide an opportunity for the faculty’s Academic Regulations to be viewed with a lens of flexibility and holistic judgement.

* **Extenuating Circumstances:** "Normally involve a significant physical or psychological event that is beyond a student’s control and debilitating to their academic performance” (Faculty of Arts and Science). Such situations should be supported by official documentation which provides clear evidence to support the claim(s) made by the student. This documentation is key to helping the Faculty make an informed decision. **Note**that academic appeals are not intended to be used in situations involving unresolved circumstances or in cases where the student is unwilling to seek accommodation options.

**Process:**The Faculty of Arts and Sciences provides three levels of appeal. The first two are related to the academic issue(s), whereas the third level is an appeal on matters of process and occurs externally to the Faculty.

* **Level 1:**The first level is the starting point for all academic appeals and is an appeal to the Associate Dean (Academic). Submitting your appeal occurs through an online portal associated with your Net ID so you can track your appeal’s progress. There are two key components to any appeal: the appeal letter and supporting documentation. Decisions regarding appeals are made within 21 days following submission. Please note that there are different appeal options available that student can choose from. It is important that you ensure you are eligible for the appeal of your choice prior to moving forward. More information regarding the options can be found [here](https://www.queensu.ca/artsci/sites/default/files/appeal_regulations_19_final_v3.pdf) on the Academic Calendar. You can submit this first level of appeals on the Arts and Science website [here](https://webapp.queensu.ca/artsci/appeals/).
* **The Appeal Letter:** The appeal letter is a one-page document which should state exactly what request you are making and should include a clear description, impact, and timeline of your extenuating circumstances. Note that you do not need to outline the specific details of these circumstances~~.~~ Tips for writing a letter of appeal can be found [here](https://www.queensu.ca/ombuds/sites/webpublish.queensu.ca.omb2www/files/files/Tips%20for%20Writing%20an%20Appeal%20Letter.pdf).
* **Documentation:**Supporting documentation is intended to provide the Faculty with evidence which indicates how the extenuating circumstances affected student performance in the way described in the appeal letter. Notes or completed forms from healthcare professionals, receipts, letters from legal professionals, police reports, etc. are preferred. In cases where this is not possible or applicable, signed letters from parents or other family members may be used in support of an appeal. Documentation can be provided after the initial appeal submission.
* **Level 2:**The second level of appeals is made to the **Board of Studies**. This level can be accessed if your appeal at the first level is denied. Your appeal at the second level will include a completed [Board of Studies Appeal Form](https://www.queensu.ca/artsci/sites/default/files/appeal_board_of_studies_form_05_2019.pdf) (found online), a letter from you addressing the Associate Dean’s reasons for denying your appeal regarding why you feel they are unreasonable or inadequately taken into consideration and all the documentation previously provided. You can request to attend the meeting of the Board to present your appeal and answer any questions. No additional fee is required, and the decision regarding your appeal will be made directly following this meeting. The request to appeal at this level must be made within 21 days of receiving the Associate Dean’s decision.
* **Level 3:**The third and final level of an appeal to the **University Student Appeal Board** is intended to be used when the student believes that their appeals process breached procedural fairness or violated University policies and regulations. It is up to the student to establish that this has taken place by providing an appeal letter. The request to appeal at this level must be made within 14 days of receiving the Board of Studies’ decision letter. You are required to submit the [SARD form 26a](file:///Users/alythsroos/Downloads/SARD%20Form%2026a.docx) to [appeals@queensu.ca](mailto:appeals@queensu.ca).

**Frequently Asked Questions:**

**Do I have to formally submit an appeal?**

To be considered for any of the appeal options previously listed, you must submit your appeal in the described way. Note that this means you cannot opt to discuss your circumstances in-person instead; all appeals must follow the same submission format.

**Who will see my appeal?**

Your appeal is kept confidential and is only reviewed by the Appeals Coordinator (to ensure it is complete) and then by the Associate Dean (Academics). A copy of your appeal is retained in your student file but cannot be released to any third parties (including other on-campus offices) without your consent.

**What’s the difference between Credit standing and Aegrotat standing?**

Credit standing (CR) is an option for students who have completed all course requirements and evaluations, but due to the extenuating circumstances beyond their control received a grade much lower than might have been expected. Aegrotat (AG) standing is intended for students who have completed at least 60% of course work, but due to extenuating circumstances are unable to complete the remainder of the course. In this case, an estimated grade is awarded based on completed work along with the Aegrotat notation. Your degree can only include a maximum of 36 units of AG and/or CR grades.

**How is my instructor involved in the appeals process?**

You do not necessarily have to inform your instructor that you are appealing their course, nor do you require instructor support to proceed with an appeal in their course (in most cases). If an AG or CR grade is being requested, the Faculty office will contact the instructor to discuss and confirm the student’s eligibility for the grade, but specific information related to the appeal will not be shared.

**Points of Contact:**

* For questions regarding academic appeals in the Faculty of Arts and Sciences, contact [asc.appeals@queensu.ca](mailto:asc.appeals@queensu.ca).
* For questions regarding third level academic appeals to the University Student Appeal Board and/or questions regarding University regulations related to academic appeals, contact [ombuds@queensu.ca](mailto:ombuds@queensu.ca).
* If you wish to meet with an Academic Advisor to discuss the possibility of submitting an academic appeal, call (613) 533-2470 to set up an appointment.

**ACADEMIC INTEGRITY**

**Mandate:** When a professor flags an issue with Academic Integrity such as a **Departure from Academic Integrity**, they will issue a **Notice of Investigation**. There is no need to panic! Below the necessary procedure is outlined on what the professor does to move forward in this process. Often having a better grasp of this makes it considerably less daunting.

**Process:**

**Departure for Academic Integrity:** As stated in the Faculty website, a departure from Academic Integrity is academic dishonesty that causes yourself or other to gain unearned advantage over other students. This can include but is not limited to:

* Plagiarism: copying from another source, student or yourself
  + NOTE: This can also include submitting the same piece of work in more than one course without instructor permission
* Using unauthorized materials
* Enabling the Breach of Academic Integrity through Facilitation
* Forgery of official documents or transcripts
* Falsification: altering documents, impersonating others. Fabricating data etc.

**Notice of Potential Departure of Academic Integrity:** This is a letter provided by the professor that will outline what is the bases for the investigation, possible sanctions and your right for a response to this notice through writing or a meeting. You must respond within seven days of receiving the Notice. NOTE: You may not drop the course once a notice has been made.

1. **The Professor will begin by compiling the necessary information and documents related to the incident**. This can include the student’s work, the sources in which it has been gathered from, emailed correspondence between the student and the professor, department/course material outlining the academic integrity policy and any other material. If there is not sufficient documentation, the professor will destroy the documents.
2. **Next a student is given the opportunity to** **meet with the professor or provide a written statement.** There are many ways to prepare for this meeting as it is an opportunity for you to give your side of the story. Feel free to bring documentation to support the work you have done, prepared notes that you could leave with the professor or even an advisor. You have the right to ask about the different avenues your professor is exploring. Be sure to remain calm, clear and concise and continue to be honest.
3. The professor then makes a decision within 21 days of meeting you in which two possible outcomes can occur:
4. **Finding no departure for academic integrity:** The instructor will let you know that there are no grounds and the investigation is dropped. The documentation is also destroyed.
5. **Finding a departure for academic integrity:** The professor will then decide on the necessary sanction to remedies for the breach of academic integrity.  This can be found in Senate Policy [here](https://www.queensu.ca/academicintegrity/sites/webpublish.queensu.ca.aiwww/files/files/AcademicIntegrity(1).pdf).
6. Potential remedies include (Office of the Ombudsperson):
7. Issuing an oral or written warning
8. Completion of an educational program/workshop
9. Requiring submission of a revised or new piece of work
10. Assigning a partial or total loss of marks on the piece of work
11. Assigning partial or total loss of grades in the course
12. Requiring withdrawal from the University for a specified period of time
13. Rescinding of a degree
14. Making notations on the Internal Academic Record or Official Transcript in keeping with current policies in this regard

**Points of Contact:**

For more details regarding academic integrity, please see the Arts and Science Faculty Website [here](https://www.queensu.ca/artsci/students-at-queens/academic-integrity). In order to better understand your rights and responsibilities as a student be sure to reach out to the Ombudsperson at [ombuds@queensu.ca](mailto:ombuds@queensu.ca).

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SECTION 2

ACADEMIC

RESOURCES

**HOW CAN ASUS HELP?**

Did you find the answers you were looking for? Often times, a variety of academic concerns exist outside of the university procedures set in place. This does not remove their validity or need to be addressed. Knowing where to go and who to contact can be a difficult task. For this reason, ASUS has established an academic in-take process in the Microsoft Form found [here](https://forms.office.com/Pages/ResponsePage.aspx?id=ojKzEm_zjk-kqodi9MZZUpeVoN1B0O5CizJ2ulkU_DZUMzRBWDFSSUdKVk0xM1lVVEhFU0VVTzFMWC4u).

This will direct all your academic concerns to the Academics Commissioner which will then help point you to the correct resource. We will work with you to get the answers you are looking for and support you through procedures, advocacy or getting answers. If your concern was not addressed in the procedures outlined above, please feel free to fill out the form provided.

Also, there are a variety of helpful resources on campus that the Academics Commission can direct you towards. They are outlined in the section below.

**UNIVERSITY CONTACTS: Registrar & Ombudsperson**

**Registrar:** The Registrar is a portion of the faculty that oversees larger university wide operations. They facilitate student awards, student information services and Student Records and Services.

* **Student Awards:** can be contacted at Phone: 613-533-2216, Fax: 613-533-6409 and through email at [**awards@queensu.ca**](mailto:awards@queensu.ca)**.**They oversee:
* [OSAP](http://www.queensu.ca/studentawards/financial-assistance/government-student-assistance/osap)
* [Other Government Student Financial Assistance Programs](http://www.queensu.ca/studentawards/financial-assistance/government-student-assistance)
* [Financial Assistance](http://www.queensu.ca/studentawards/financial-assistance)
* [Bursaries](http://www.queensu.ca/studentawards/financial-assistance/general-bursary)
* [Scholarships / Awards](http://www.queensu.ca/studentawards/financial-assistance/admission-scholarships-bursaries-and-awards)
* **Student Records and Services:** They oversee a variety of the logistical resources for students. They also assist with Faculty resources such as the USATs Course Evaluations and exam accommodations and scheduling. There are a variety of contacts readily available to support any of your questions or concerns. For general Inquiries feel free to email [solus@queensu.ca](mailto:solus@queensu.ca). For questions regarding tuition and fees please see [fees@queensu.ca](mailto:fees@queensu.ca). For transcript related inquires email [transcript@queensu.ca](mailto:transcpt@queensu.ca).    
  Exam related inquiries can be directed to [exams@queensu.ca](mailto:exams@queensu.ca).
* [Tuition and Fees](http://www.queensu.ca/registrar/financials/tuition-fees)
* [Transcripts](http://www.queensu.ca/registrar/transcripts)
* [Student Cards](http://www.queensu.ca/registrar/studentid)
* [Convocation / Graduation](http://www.queensu.ca/registrar/graduation)
* [T2202A Income Tax Certificates](http://www.queensu.ca/registrar/t2202a)
* [Verification of Enrolment](http://www.queensu.ca/registrar/verification-enrolment)
* [Diploma Replacements](http://www.queensu.ca/registrar/diploma-replacements)
* [Student Awards](http://www.queensu.ca/studentawards/)
* **Student Informational Services:** This pillar offers IT support for staff as well as analysis of existing systems.

**The Office of the University Ombudsperson:** The Office of the University Ombudsperson is an important resource in helping Queen’s students, staff, faculty, alumni, and parents understand policies and procedures at the university. They assist community members through awareness of their rights and responsibilities and helps ensure procedural fairness in university decision-making.

The key principles guiding the role of the Office of the Ombudsperson are confidentiality, impartiality and independence. Being well-versed in university policy, they can provide helpful guidance and support to students navigating processes or exploring a new avenue.

**Types of Issues resolved under this branch:**

The novelty of the Office of the University Ombudsperson is that in the instance that a perspective surrounding procedural fairness, or an objective point of view is desired, then the Office can typically be included on a variety of discussions. They can be brought into the narrative when discussing the details surrounding existing procedures. ASUS is happy to flag any issues to them if a third-party perspective is warranted. That being said, having a particular expertise on procedural fairness, a few items that fall under their portfolio includes:

* Academic Integrity
* Additional Support for Academic Appeals
* Procedural Fairness

**Contact:**

For more information, I encourage you to navigate the Ombud’s Office website which has a wide range of additional resources. It can be found [here](https://www.queensu.ca/ombuds/).

* **E-mail:** [ombuds@queensu.ca](mailto:ombuds@queensu.ca)

**FACULTY OF ARTS AND SCIENCE: Who is who?**

The Faculty of Arts and Science is composed of a variety of roles that oversee the facilitation of your educational experience.

**Office of the Dean:** The Dean oversees the operations of the overall Faculty Society by primarily dealing with departments and the faculty.

**Associate Deans:** There are seven Associate Deans that operate within the Office of the Dean. These include the Associate Dean of Teaching and Learning, Strategic Initiatives, School of Policy Studies, Research, Graduate Students and Global Engagement, Faculty Relations, and Academics. All of their contact information and more details can be found [here](https://www.queensu.ca/artsci/about/contacts).

**Department Heads:** The department head helps with faculty management, relations with students, administrative/budgetary duties, representational functions, conduct of businesses with outside agencies and professional services. They oversee the department at large including both the undergraduate and graduate components.

**Undergraduate Chairs:** The Undergraduate Chair is a primary contact for students regarding course questions and plan requirements. They are the central contact used in the instance that you are requesting a course exception for plan requirements.

**DEPARTMENTS AND DEPARTMENTAL STUDENT COUNCILS (DSCs)**

At the departmental level there are two central resources for students to engage and interact with. At the student level there are the Departmental Student Councils (DSCs) and at the faculty level, there is the department themselves.

* **Department:** Each department has a Department Head. This is a faculty member that is responsible for faculty management, student relations, administrative duties, and representing the department. They can serve as a strong intermediary for student-based concerns and help answer course, department or curriculum specific concerns.
* They can assist to:
* Answer questions regarding the department or your degree plan
* Communicate with faculty
* Help create long-term changes within the department
* **Departmental Student Councils:**Each department has 1-2 DSC Co-presidents that serve to represent students at the faculty level. In addition to running academic and social events, they are there to support any inquiries or advocacy that you are looking to engage with at the department level. As the DSC has an existing relationship with the department, the DSC is a wonderful group to collaborate with on advocacy as a strong and effective support system.
* They can assist to:
* Support and represent your concerns in meetings with professors
* Provide guidance on overarching plans
* Create larger department-wide initiatives to address your concerns long-term

The Department and the DSC are then able to collaborate in order to address these concerns. By using both of these resources, change can be found both at the faculty and student level.

**Types of Issues resolved under this branch:**

Major/Program specific concerns as well as academic oriented issues are likely to be resolved with the Department and Departmental Student Council. These concerns that are specific to a department or a case by case basis. That being said, there are situations that are not solved by existing procedures and are typically found to be experienced by multiple people within a course or department. These are overarching concerns. Examples of these concerns can include:

* Course specific issues
* Professor to Student dynamics
* Examination or Assessment concerns
  + Ex. Examination breakdown or accommodations
* Curriculum Changes
  + Ex. Diversifying curriculum
* Department Specific Requirements/Feedback

**Contacts:**

* Each department has a department head. Their contact information can be found on their respective department website.
* Each DSC has an email which can be used in order to correspond with your representatives. This can be found on the ASUS website [here](https://www.queensasus.com/full-contact).

**ADDITIONAL RESOURCES**

**Career Services:**Career Services is a university wide service that provides students with insight into potential job opportunities, hiring and support. They provide career advising and events to support student with insight and advice. They can be contacted at [mycareer@queensu.ca](mailto:mycareer@queensu.ca).

**Peer Support Centre:**The PSC gives all Queen’s student a confidential personal and social support. Made up of dedicated and trained student volunteers, they create a safe environment and additional resources to support you. They can be contacted at [psc@ams.queensu.ca](mailto:psc@ams.queensu.ca).

**EmpowerME – 24/7:**This is 24/7 all-yearlong service with counsellors that are qualified to support students. They can provide personal and social counselling at all-hours for a wide range of issues or difficulties. To access it call the helpline at 1-844-741-6389.

**Human Rights Advisory Services:** This service advocates for human rights in the Queen’s community. They advocate for implementation of human rights policies and practices to ensure an equitable Queen’s community. You can make an appointment with an advisor at [hrights@queensu.ca](mailto:hrights@queensu.ca). They can advise you on policy, help articulate your concerns and suggest options or referrals to assist your concerns. Aside from exceptions such as those needing protection or danger, all services can be kept confidential. That being said, on your request, they can speak on your behalf. This service provides options, but you are able to decide how you wish to proceed.

**Queen’s University International Centre:**This center aims at helping create an internationally educated community with cross-cultural learning environments. They also provide a service, activities and a lounge to allow students to meet, engage and converse with an international mindset. They are available to answer questions and support students. To contact them, you can contact them through [quic@queensu.ca](mailto:quic@queensu.ca).

**Regional Assessment and Resource Centre:** It gives appropriate, accurate, comprehensive and effective assessment services. They will assess and follow up with students that may have specific learning disabilities. The **Mobile Assessment Team**provides Psychologists and Psychological Associates to give students a full assessment. This can be found [here](https://www.queensu.ca/rarc/assessment-services/mobile-assessment-team-mat-students-across-southern-ontario). They can be contacted through their phone number at (613) 533-6311.

**CLOSING REMARKS: Our Door is Always Open**

This document is only the beginning of the support and assistance that the Arts and Science Undergraduate Society can provide you as you undergo your academic concerns or procedure. If there are any additional processes or unanswered questions that you would like to see answered within this manual feel free to contact the Academics Commission at [academics@asus.queensu.ca](mailto:academics@asus.queensu.ca). The Academics Commission is a resource to all students throughout their academic experience at Queen’s.

As not all academic greivances can be solved by existing procedures, if you are seeking additional support on any of your academic concerns please fill out our Academic Assistance Process Intake [form](https://forms.office.com/Pages/ResponsePage.aspx?id=ojKzEm_zjk-kqodi9MZZUpeVoN1B0O5CizJ2ulkU_DZUMzRBWDFSSUdKVk0xM1lVVEhFU0VVTzFMWC4u). We will be more than happy to point you in the direction of the correct resource and advocate for your concerns. Regardless of whether class is in-person or through a virtual platform, the Academic Commission stands to enhance the academic journey both in and outside of the classroom. The academic experience is not an independent endeavour but, with proper resources and supports, can be a collective journey.

All the best,

Alyth Roos