

University Regulations and Information for Students

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ANDREW (first year medicine)
2001 Dean's Gold Medal in Science

20 General University Policies

20.1 Mission Statement

The mission of the University of Alberta is to serve our community by the dissemination of knowledge through teaching and the discovery of knowledge through research. The mission will be carried out in a select number of fields and professions, to be determined within the context of a province-wide educational system and based upon the highest national and international standards.

20.2 Statement on Equity in Student Affairs

The University of Alberta strives to provide a fair, open and supportive environment for students.

Acknowledging the diversity of the Canadian population, and the University's obligation to remain open to all sectors of society, the University of Alberta encourages applications for admission from all qualified persons including Aboriginal peoples, persons with disabilities, visible minorities, and women. In this manner the University demonstrates its commitment to improving the representativeness of its communities.

The Alberta Human Rights, Citizenship and Multiculturalism Act, sections 3 and 11.1, requires that no individual be discriminated against on the basis of race, religious beliefs, color, gender, physical disability, mental disability, marital status, age, ancestry, or place of origin, family status, or source of income except where the discrimination can be shown to be reasonable and justifiable. The University of Alberta recognizes and accepts its responsibility to comply with the requirements of this Act in its consideration of students for admission, promotion, and graduation. Of its own volition the University of Alberta does not discriminate on the basis of sexual orientation or political belief.

Subject to the limits set out in the Alberta Human Rights, Citizenship and Multiculturalism Act, the University of Alberta affirms its right to determine the criteria by which applicants are accepted into the University community. Individuals seeking admission to or continuance in academic programs must meet the qualifications and performance standards set out by the University's governing bodies.

20.3 Freedom of Information and Protection of Privacy

On September 1, 1999, the Alberta Freedom of Information and Protection of Privacy Act came into effect at the University of Alberta. The purpose of this Act is to allow any person a right of access to the records of the University, to control the manner in which the University may collect information from individuals, to control the use that the University may make of that information, to control its disclosure of that information, to allow individuals the right of access to information about themselves, to allow individuals a right to request corrections to their personal information and to provide for an independent review of decisions of the University made under this Act, and the resolution of complaints under this Act.

The University of Alberta creates and collects information for the purposes of admission, registration and other activities directly related to its education programs. All applicants for admission are advised that the information they provide, and any other information placed into the student record, will be protected and used in compliance with Alberta's Freedom of Information and Protection of Privacy Act.

20.4 University Bloodborne Pathogens Policy

The University of Alberta's policy on bloodborne pathogens is designed to limit the possibility of transmission of bloodborne pathogens within the educational setting. The University recognizes, however, that it is not possible to completely eliminate the risk of infection. Concern about limiting the transmission of bloodborne pathogens must be balanced against the University's duty to provide a work, study and living environment which is free from discrimination except where that discrimination can be shown to be reasonable and justifiable in the circumstances.

Students, Academic staff, Non-academic staff and other individuals at the University of Alberta shall observe *Universal Precautions* at all times within the educational setting to lessen their risk of acquiring or transmitting bloodborne pathogens from/to another person. These precautions entail the avoidance of direct contact with the blood, blood products, and other body fluids of another person.

All staff and students who have any exposure of blood and/or body fluids to non-intact skin, a mucous membrane or a needlestick injury during the course of their work or study are required to report that exposure to their supervisors and the Office of Environmental Health and Safety. These individuals are also required to seek medical attention as soon as possible at a medical facility or the University Health Centre.

Further information pertaining to the Health Canada, *Infection Control Guidelines: Preventing the Transmission of Bloodborne Pathogens in Health Care and Public Services Settings* or *Universal Precautions* may be obtained from the Office of Environmental Health and Safety.

For applicants to or students in health care programs where there is a greater potential for transmission of bloodborne pathogens to patients/clients as a result of clinical activities in practice settings, there may be requirements for testing for Hepatitis B and C. Testing may be either a condition of admission or a requirement during the course of a program. All testing will be done through the University Health Centre. Information on any requirements for and timing of testing for particular faculties, appears in either the Undergraduate Admission section or Program Requirements outlines in the faculties sections of this Calendar.

An unabridged copy of the Bloodborne Pathogens Policy may be found in \$108 of the *General Faculties Policy Manual* and may be obtained from the University Secretariat.

20.5 University Patent Policy

By accepting admission, students agree to abide by the provisions of the University of Alberta Patent Policy, as the same may be amended from time to time, with regard to any patentable discoveries or inventions in which students may participate. Acceptance of this policy is a condition of registration in any University program. Copies of the University of Alberta Patent Policy are available from the Industry Liaison Office.

20.6 University Standards for the Protection of Human Research Participants

After extensive consultation with each faculty, General Faculties Council, and the Board of Governors of the University of Alberta have adopted a uniform policy for the ethical treatment of human research participants. This policy applies to all research that involves human participants. The goal of the *University Standards for the Protection of Human Research Participants* is to ensure that the welfare of human participants is protected and that basic rights are observed. The guidelines included in the *University Standards* highlight the obligation of researchers: (1) to minimize risk of harm to participants, (2) to obtain informed consent and cooperation from participants, (3) to respect rights of confidentiality and anonymity, and (4) to conduct research competently. The University's view is that the ethical conduct of research is not inherently in conflict with the free pursuit of research goals.

Each faculty is charged with the responsibility of reviewing proposed research projects. Ethics Review Committees are not intended to have an adversarial relationship with researchers, but rather to provide consultation and support. The underlying assumption is that people who conduct research with human participants subscribe to ethical research values, but that oversights sometimes occur that can put participants at risk. The purpose of ethics review is to assist in the identification of unintended risk factors and to achieve a resolution that will permit the research to proceed. Experience demonstrates that this approach will result in research that is both productive and ethically acceptable. Questions about research ethics should be directed to the appropriate Faculty Ethics Review Committee.

20.6.1 Precip

All research using human participants comes under the purview of the *University Standards for the Protection of Human Research Participants*

- (1) whether participants are drawn from University sources or from any other sources;
- (2) whether participants are paid or unpaid;
- (3) whether it is conducted on University property or at any other location;
- (4) whether it is conducted in a laboratory or in the field;

- (5) whether it is conducted in person or by some other means (e.g. mail, telephone, computer link);
- (6) whether information is collected via direct observation, apparatus, questionnaire, interview, or review of records not normally available to the public;
- (7) when it is conducted for teaching and demonstration purposes where students are either the subjects or the researchers.

The term researcher(s) in these *Standards* includes all members of the University, all other persons who advance research as being connected with the University in any way, and all other persons who intend to use University resources in their research (e.g. research space, materials, equipment, student/staff participants, personnel). For the purpose of these *Standards*, members of the University are all faculty, staff, sessional instructors, administrators, students, visiting or adjunct scholars, fellows and chairs, paid and unpaid research associates and assistants, and any other person in a like position. These *Standards* apply to all persons who meet the above-stated definition, whether they are principal investigators or junior collaborators.

Human participation in research includes the direct or indirect involvement of persons who are the focus of a researcher's inquiry, the use of extant documents and other records and materials (e.g. blood and tissue samples) containing information about persons when the collection and the use of such information could deprive them of their dignity or jeopardize their physical or mental wellbeing. Persons studied on the basis of information contained in newspaper and journal articles, or other public materials, are not deemed to be research participants for the purposes of this policy.

20.6.2 Ethical Guidelines

In those situations where it is difficult to judge the obligation of good scientific enquiry and that of participant protection, formalized rules and regulations cannot be used to resolve the dilemma; instead it is necessary to weigh carefully the values and alternatives. In many cases, decisions reflect a judgement between the expected benefits of the research and the possible effects of the procedures on participants. The purpose of this section is to offer guidelines, rather than definitive rules, to assist in resolving dilemmas.

- (1) If research procedures, material or equipment, or the dissemination of results could potentially produce physical or mental harm for the participant, the investigator must assess the magnitude and present justification for it to an appropriate Ethics Review Committee (ERC). Before approving the research, the committee must be satisfied that there is a reasonable expectation that the results will significantly increase understanding or will benefit human health/welfare. As the magnitude of the potential risk increases, it becomes increasingly important that benefits outweigh those risks.

Research may be viewed as being ethical when the benefits outweigh the risks and the participants' welfare is safeguarded. In balancing the issues raised by these interrelated considerations, recognition should be given to variations in perceptions regarding ethics from community to community and over time.

An assessment must be made of the degree of risk, minimal or significant, to a participant. A minimal risk is defined as one that is no greater than the risks of everyday life or of routine medical or psychological examinations. A significant risk involves potential physical or psychological harm to the participants or, in some cases, to the groups of which they are members. If the risk is considered greater than minimal, the investigator must decide whether a participant should be exposed to the procedure. If the procedure is to be undertaken, the investigator must inform the participant of the risk before initiating the study. Should adverse effects result from research procedures, the researcher has an obligation to assist the participant in appreciably reducing or reversing those effects.

The magnitude of the potential benefit of the proposed research must be appraised by an ERC. The evaluation should be based on a global assessment of the degree to which the research might further our understanding of a phenomenon. Researchers are encouraged to make sure that subjects benefit from participation in the research by such means as educational post-briefing.

- (2) Where possible, participants or their surrogates must give fully informed and voluntary consent to participation.
- (3) Where possible, **participants must be guaranteed anonymity and their responses treated with confidentiality.** Where exceptions must be made, participants must be informed about the degree of anonymity and confidentiality prior to being asked for consent, and such guarantees must be respected.

The investigator must establish a fair agreement with the participant which clearly expresses the participant's respective obligations and responsibilities before the participant decides whether or not to participate. Participants should be informed of the opportunity to withdraw at any time without penalty. The researcher must inform the participant of all aspects of the research that could reasonably be expected to influence the participant's willingness to participate. Any incentive offered to participants must not be so large as to become an undue inducement that would undermine the voluntariness of participation. Captive populations, such as prisoners or patients, must not be offered inducements that would unduly improve their situation or influence their relation to others. If the participants are students and are involved in research as part of their education, they must be given an opportunity to obtain equivalent experiences through alternative procedures. In all cases, the participant should be informed of a person who may be contacted in case of concerns, complaints, or consequences. Research with children or participants who have impairments that would limit understanding requires special safeguarding procedures. Normally, consent from these persons must be obtained and these persons must be informed that they are free at any time to withdraw from participation. In addition to assent from a child (if the child has the capacity to understand) consent must be obtained from parents or guardians of the child (under age of 18 years). However, a child's dissent will always override a parent's or guardian's consent, while a child's assent will never override a parent's or guardian's refusal to grant consent. Consent may not be required from participants when the research involves the use of documents, records, pathological or diagnostic specimens, or data already collected (i.e., secondary analysis) or public behavior. "Public" refers to behavior that occurs in a context in which an individual may expect to be observed, recorded or to provide information that may be released. If anonymity and confidentiality cannot be assured, participants must be made aware of this limitation and of the possible consequences before becoming involved. Any use of secondary data not in the public domain must be in compliance with these guidelines.

- (4) Researchers must be competent in their area of inquiry, and they must be familiar with appropriate ethical guidelines and with participant risks and the possible uses to which the results may be put in order to make responsible decisions. The responsibility includes the awareness of and efforts to avoid discrimination and biases in research practices and in the interpretation of findings (for example, biases related to race and gender). When in doubt about the application of these guidelines, the investigator is encouraged to consult with informed colleagues and supervisors.
- (5) The investigator must ensure that all individuals under the investigator's supervision have the training and competence needed to carry out their responsibilities. Principal investigators must ensure that all research personnel are familiar with the *University Standards for the Protection of Human Research Participants* and with applicable professional guidelines. Adequate supervision of student research must be ensured, especially where risk or sensitive areas are present. Because the investigator is ultimately responsible, such supervision is imperative. Researchers will ensure that all research assistants and student investigators are familiar with the *University Standards for the Protection of Human Research Participants* and with applicable professional guidelines.
- (6) Participants have the following rights: to consent to participate without coercion; to be fully informed about the project, except in special circumstances noted earlier under concealment; to be provided with opportunity to assess risk, including individual risks and individual and societal benefits; to withdraw from the research without penalty or risk of any kind (including loss of agreed-upon monetary reimbursement or other incentives); to be fully informed of the degree of anonymity; to be fully informed during post-briefing when concealment has been used.

21 Classification of Students

21.1 Categories

21.1.1 Undergraduate and Graduate Students

- (1) Undergraduate students are those who are registered in a program leading to a bachelor's degree or first professional degree (or equivalent). A student's registration status can fall into one of two categories:

- a. Full-time students: those who are registered for credit in ★9 or more in one term.
 - b. Part-time students: those who are registered for credit in fewer than ★9 in one term.
- (2) Graduate students are those who hold the bachelor's degree or first professional degree (or equivalent) and are enrolled in a program leading to a graduate degree such as a Master's or PhD. These students are designated as "Full-time" or "Part-time" by the Faculty of Graduate Studies and Research according to their workload of courses and/or research. A more detailed classification of graduate students will be found in §173.4 of the Graduate Studies and Research section of this Calendar.

21.1.2 Classification of Undergraduate Students

- (1) Degree, Diploma, or Certificate Program Students are those who are registered in a program leading to a degree, diploma, or certificate granted by the University of Alberta.
- (2) Probationary Students are students who have been admitted (or permitted to continue) in a faculty on a probationary basis, because their previous academic record is either deficient in some respect, below the standard ordinarily required, or difficult to assess. Normally, if such students fail to meet the conditions stipulated within the time limit imposed, they will not be allowed to proceed further in their program.
- (3) Special Students are those who have been permitted to register in one or more courses which are not being taken for credit towards a degree or diploma at this or any other institution.
- (4) Open Studies Students are students registered in selected credit courses but who are not following a specific degree or diploma program.
- (5) Visiting Students are bona fide students of other universities or colleges who have been permitted to take one or more courses for transfer of credit to their own institutions which have agreed in advance to such an arrangement.
- (6) Exchange Students: this term is used to describe students who are participating in a formal exchange program between the University of Alberta and another postsecondary institution. Incoming exchange students from other institutions are normally classified as Visiting Students for the period of the exchange. Outgoing University of Alberta exchange students remain classified in their ongoing program and register in an Exchange course (EXCH) for the period of the exchange.

21.1.3 Auditors

Auditors are not necessarily admitted students and are not registered for credit, but are attending one or more courses under the following conditions:

- (1) Since final permission to audit a course cannot be given until it is known that all students registered for credit have been accommodated, registrations as auditors will not be accepted until the sixth class day of the term and must be submitted prior to the ninth class day of the term.
- (2) The auditor registration form can be obtained from the Registrar's Office or faculty office.
- (3) The permission of the course section instructor must be obtained and the form submitted to the Registrar's Office.
- (4) The Registrar's Office will determine if space exists in the course section and, if space is available, process the registration.

Note: Obtaining the instructor's permission does not guarantee registration in the course section if it is determined that the course section is full.

- (5) Courses audited in this manner will not be considered as meeting prerequisite, admission, or course requirements for any University degree program.
- (6) Individuals auditing courses shall limit their participation in the class to that deemed appropriate by the instructor.
- (7) Any person who is registered as a full-time or part-time student may also seek permission to audit a course by securing the approval of the instructor and the dean of the student's faculty.
- (8) Open Studies students are not permitted to register as auditors or to change from credit to audit status.
- (9) The imposition of attendance requirements for auditors is a matter of faculty self-determination. Auditors should seek clarification of this information from the faculty offering the course when they register.

- (10) Withdrawal from an audited course will result in a grade of 'AW,' as will failure to attend where attendance is a course requirement.

21.1.4 Intramural and Extramural Students

- (1) Intramural Students are those who are attending the University of Alberta at Edmonton or any of its off-campus centres.
- (2) Extramural Students are those who, although not attending the University of Alberta at Edmonton or any of its off-campus centres, are permitted to take one or more courses by correspondence, distance delivery, or directed study. This privilege may be granted by a faculty in special circumstances.

21.1.5 Students in the Faculty of Extension

Faculty of Extension students are those registered in any of that Faculty's courses which may or may not lead to degree or certificate credit.

21.2 Off-Campus Credit Program

For students living outside the Edmonton area, there are courses offered in the September to April period through the Off-Campus Credit Program at a number of centres throughout Central and Northern Alberta. Included in these are full-time, general first- and second-year programs at Slave Lake, Grouard, St Paul, and Hobbema. These programs are offered in cooperation with Athabasca University.

Further information can be obtained by contacting the Special Registrations Office at 492-3752.

21.3 Spring/Summer Courses

The University of Alberta offers a wide selection of courses during the Spring Term and Summer Term for the convenience of students who are unable to attend Fall/Winter courses, and for continuing students who wish to supplement their regular programs. Information about Spring/Summer courses is available in mid-December.

Further information can be obtained by contacting the Special Registrations Office at 492-3752.

22 Registration and Fees

22.1 Registration

22.1.1 Responsibility for Registration

Students are responsible for familiarizing themselves with the requirements and limitations of their programs as specified in each faculty section of the Calendar, for ensuring that their programs are properly planned and in accordance with degree specifications, and for the completeness and accuracy of their registration. They are also responsible for adjustments in registration made necessary by changes to their academic status.

Students who, for any reason, fail to maintain any registration in a program for 12 or more consecutive months will be required to reapply and be readmitted to the program in order to resume their registration (see also §12.5). In some programs this requirement may apply to periods of less than 12 months; please consult the faculty section of this Calendar.

22.1.2 Registration Procedure

The registration period for the 2002/2003 Fall/Winter terms begins in mid-March for continuing students and in the beginning of May for conditionally admitted students and confirmed admissions. Please refer to the Registration Procedures publication for details of the procedure.

The program in which a student seeks to register is in every case subject to the approval of the faculty concerned. Students should note that they are required to register in courses in which they are deficient before registering in any other courses. The faculty councils reserve the right to adjust courses to meet the needs of timetables of lecture and examinations. Registration in courses which directly conflict on the timetable will only be allowed where the express permission of the faculty council concerned has been secured.

22.1.3 Reregistration in Courses

- (1) Students may not repeat any University course passed or courses for which they have received transfer credit except for reasons deemed sufficient, and verified in writing, by the dean (or designate) of the faculty in which they are enrolled.
- (2) Students may not reregister for credit or audit more than once in any failed University course, except for reasons deemed sufficient by the dean (or designate) of the faculty in which they are enrolled.
- (3) Students may not reregister for credit or audit more than once in any University course in which they have received a final grade of W, except for reasons deemed sufficient by the dean (or designate) of the faculty in which they are enrolled.
- (4) In cases where a student contravenes regulations 1, 2, or 3 above, the dean (or designate) may withhold credit or indicate the course as extra to the degree, on the course registration that contravenes the regulation.
- (5) Students may repeat a Fall Term course in the Winter Term if it is offered in the Winter Term as long as the student complies with regulations 1, 2, and 3 above.
- (6) An undergraduate student who, because of unsatisfactory academic performance, is either required to withdraw, and/or required to repeat a year, and/or put on probation, will retain credit for courses in which grades of 4.0 or higher have been attained during the period for which the student's performance was evaluated as unsatisfactory.
Notwithstanding this credit, faculties may require substitution of other courses in programs in which full course loads are required.
- (7) The Faculties of Law, Medicine and Dentistry, and Pharmacy and Pharmaceutical Sciences were granted exemption from (6) above.

22.1.4 Prerequisite Course Requirements

Students registering in courses for which a prerequisite is listed must meet the prerequisite requirements. A grade of 4.0 is the minimum grade acceptable in a course which is to be used as a prerequisite. Departments may cancel the registrations of students in courses offered by the departments who do not meet the prerequisite requirements as stated in the course descriptions in this Calendar.

Degree credit may be withheld for courses with prerequisite requirements if the prerequisite requirements have not been met or waived in writing.

Where a prerequisite is stated, it is understood that equivalent courses may be used to satisfy the requirement. In addition, the prerequisite requirements may be waived with the written approval of the department that offers the course.

Students who are unsure that they meet the prerequisite requirements in a course, or who wish to obtain permission to have a prerequisite waived, should consult the department offering the course.

22.1.5 Corequisite Course Requirements

Students registering in courses for which a corequisite is listed must also register in the corequisite course or have previously passed the corequisite course with a minimum grade of 4.0. Departments may cancel the registrations of students in courses offered by the departments who do not meet the corequisite requirements as stated in the course description of this Calendar. Degree credit may be withheld for courses with corequisite requirements if the corequisite requirements have not been met or waived in writing.

Where a corequisite is stated, it is understood that equivalent courses may be used to satisfy the requirements. In addition, the corequisite requirements may be waived with the written approval of the department that offers the course.

Students who are unsure that they meet the corequisite requirements in a course, or who wish to obtain permission to have a corequisite waived, should consult the department offering the course.

Courses with corequisite requirements may only be used for degree credit if the corequisite requirements have been met or waived in writing. A grade of 4.0 is the minimum grade acceptable in a course used as a corequisite.

22.1.6 Confirmation of Registration

Undergraduate students registering in the Fall/Winter Terms are required to confirm their intention to attend by paying one nonrefundable Confirmation Deposit of \$175 in accordance with instructions published in the *Registration Procedures* publication. Students with outstanding accounts must pay the balance of those accounts and an additional \$175.

The Confirmation Deposit is applied to the student's tuition assessment. Students who pay a similar deposit to confirm acceptance of admission to a quota program do not pay an additional Confirmation Deposit. The Registrar will acknowledge the Confirmation of Registration by mailing the student a Class Timetable/Fee Assessment Notice.

If a conditionally admitted student pays a Confirmation Deposit and is subsequently denied admission, the University will refund the deposit. Otherwise, the deposit is nonrefundable.

Registrations of undergraduate students who fail to confirm their intent to attend by paying the Confirmation Deposit by the deadline (see §11) will be cancelled, and all courses will be deleted from their registrations. (Students who decide not to attend should delete courses immediately from their registrations to make class space available to other students.) After students pay the deposit, they must delete courses or formally withdraw in order to be eligible for any reduction in their fee assessment.

Admitted students whose registrations are cancelled for non-payment of the Confirmation Deposit may reregister.

Graduate students registering in any term and undergraduate students registering in Spring/Summer Terms are considered to confirm their intention to attend by maintaining a registration. A confirmation deposit is not required. These students are accountable for fees unless they withdraw by the appropriate deadline. The Registrar will acknowledge the registration by mailing the student a Class Timetable/Fee Assessment Notice.

22.1.7 Late Registration

Students are normally required to complete their registration by the date specified in the academic schedule. After the end of the registration period, registration will be permitted only in exceptional circumstances and students may find that the course offerings are limited.

22.1.8 Changes in Registration

Changes of registration may be made by students until the Registration Deadline (see §11). After the Registration Deadline, students must first obtain permission from their dean to add courses or withdraw from them. This permission, in the form of a "Courses to be Added/Deleted Form" or a "Withdrawal Form" signed by the department(s) offering the course(s) and the student's dean, must be presented to the Registrar before the change becomes official. Changes in registration will not normally be approved after the deadlines appearing in the Academic Schedule. Students may not abandon a course. Students will be assigned a grade based on term work completed if they abandon a course without Faculty permission.

22.1.9 Deletion of Registration or Withdrawals

Until the Registration Deadline (see §11) students should delete courses using the telephone-based registration system if they do not wish to attend. Registrations of students who are required to make a Confirmation Deposit will be deleted if the deposit is not received by the deadline; no fees will be assessed.

After the Registration Deadline and until the Withdrawal Deadline (see §11), students may withdraw from courses in person at the faculty or department office. (Note: Certain courses and programs require in-person withdrawal.) See §22.2.9 for details.

Students contemplating withdrawal are invited to discuss with their Faculty Advisor and/or Student Counselling Services questions relating to their withdrawal decision, readmission, or future vocational plans.

22.1.10 Registration to Audit a Course

Students who wish to audit a course will follow the same procedures as above whether or not they are taking other courses for credit. See §21.1.3 for details.

22.2 Fees Payment Guide

Fees are approved by the University's Board of Governors and may change without notice. University policy regarding fee regulations, fee rates, and fee deadlines is established by the Board of Governors and is final. Students pay their fees at the rates which are in effect at the time of payment. Fees included in your fee assessment are exempt from the Federal Goods and Services Tax (GST). Current fees information is available on the Internet at www.registrar.ualberta.ca/fees.html

Please contact the following offices, if you have any questions regarding fees:

- (1) **Undergraduate fee assessment:** Registrar's Office (492-3113)

(2) **Graduate fee assessment:** Faculty of Graduate Studies and Research (492-3499)

(3) **Fee payment:** Financial Services, Student Receivables (492-3000)

Definitions of the terms used in this section can be found in the Glossary.

22.2.1 Fall 2002/Winter 2003 Undergraduate Instructional and Noninstructional Fees

(1) **How Instructional Fees are Assessed:** With few exceptions, tuition fees for undergraduate students are assessed by calculating the cost of each course in which the students are registered for credit, according to the following formula: **fee index value x units of fee index**. In §201, the units of fee index are shown following the title of each course, and are indicated by *fi*. The fee index value is a dollar amount that is approved annually by the Board of Governors. The undergraduate fee index for 2002/2003 is \$67.20. Students in Dental Hygiene programs will be assessed at a fee index of \$82.92 which includes the regular Undergraduate fee index plus the Clinical Operations fee.

Audited courses are assessed using the formula "**fee index value x units of fee index x 1/2.**"

Fees are assessed by term (see Glossary). A two-term course counts for fee purposes as two single-term courses, one in each term.

There is no maximum fee per term unless otherwise indicated in the undergraduate instructional fee schedule (see below).

(2) **Fall 2002/Winter 2003 Undergraduate Instructional Fee Schedule:** Students registered in the Faculty of Graduate Studies and Research should consult §22.2.2. Please note: The fee rates listed below are for 2002/2003; fees are subject to change without notice.

Fee Differential: International students are assessed tuition fees at a rate of \$172.74 per unit of fee index. If you become a Permanent Resident before the end of term, the Fee Differential will not be assessed in that and subsequent terms. Please submit proof of your change of immigration status to the Registrar's Office (main floor, Administration Building).

Fall 2002/Winter 2003 fee index value: \$67.20

Single-term, ★3, <i>fi</i> = 6, for credit:	\$67.20 x 6	=	\$403.20
Two-term, ★6, <i>fi</i> = 12, for credit:	\$67.20 x 12	=	\$806.40
Single-term, ★3, <i>fi</i> = 6, audited:	\$67.20 x 6 x 1/2	=	\$201.60
Two-term, ★6, <i>fi</i> = 12, audited:	\$67.20 x 12 x 1/2	=	\$403.20

Program maximums are in place for the following programs only:

MD program, all years:	\$2837.36/term
DDS program, Years 1, 2 and 3:	\$7637.40/term
DDS, Year 4:	\$2837.36/term

Individual courses taken by students enrolled in the MD and DDS programs, and by some Special Students in the Faculty of Medicine and Dentistry, are assessed using a fee index value of \$111.78.

International students in the MD, DDS and DH programs, or in individual courses in these programs, are assessed tuition fees at 2.57 times that of domestic students.

Advanced Placement students in Dentistry are required to pay a Clinical Operations Fee of \$29,950.36 per annum.

(3) **Fall 2002/Winter 2003 Undergraduate Noninstructional Fee Schedule:** Students are assessed noninstructional fees per term as shown below; the corresponding privileges conferred are explained in §22.2.13. All of these fees are mandatory for most students; exceptions to noninstructional fee payment rules are listed at the end of this section.

For fee purposes, a full-time student is registered for credit in courses with a combined weight of nine or more units of course weight in a term.

Fee	Full-Time/term	Part-Time/term
Registration and Transcript	\$57.60	\$28.80
Student Services	\$42.14	\$21.07
Students' Union Membership*	\$24.67	\$12.33
Students' Union Referendum*	\$28.31	\$23.84
Athletics and Recreation	\$49.58	\$24.79
Health Services	\$23.56	\$11.78

* Students' Union fees are subject to change.

Exceptions to Noninstructional fee payment regulations: Optional privileges must be selected prior to the Registration Deadline.

- Auditing students who are not taking courses for credit do not pay noninstructional fees and are not granted the corresponding privileges.

- For students taking all their courses off campus, Athletics and Recreation and Health Services Fees and privileges are optional; other fees are mandatory.

(4) Fees for Special Programs:

a. **Postgraduate Medical Education Program:** Students in the Postgraduate Medical Education Program pay a Program Fee of \$733.82 per year.

b. **Work Experience Courses (Co-op and Internships):** Students registered in cooperative work experience programs or work internships will register in courses entitled "Work Experience" (WKEXP). The fees for the work experience program are assessed as instructional fees for the WKEXP courses. For the terms of registration in WKEXP alone, students are also assessed the Registration and Transcript Fee, Student Services Fee, and the Students' Union Fees. Athletics and Recreation and Health Services Fees are optional. If a student registers in other courses additional to WKEXP in a term, normal tuition fee calculations will apply for the total registration.

c. **Coordinated Dietetics Program:** The Registration Fee for each work term is \$150.

d. **Faculty Student Funds:** Students in certain faculties have voted to be assessed an additional Faculty Student Fund in accordance with the Student's Union bylaws. All students registered in the following faculties for Fall or Winter Term will be assessed a Faculty Student Fund as indicated:

Engineering:	\$25/term
Faculté Saint-Jean:	\$3/term
Law:	\$50/term

(5) Sample Fee Assessment Fall 2002/Winter 2003 Rates:

(For a full-time, Canadian student taking five credit courses, each with a weight of three units of course weight and a fee index of six, per term.)

	Fall Term	Winter Term	Total
Course Fees	\$2016.00	\$2016.00	\$4032.00
Registration and Transcript	57.60	57.60	115.20
Student Services	42.14	42.14	84.28
Students' Union Membership*	24.67	24.67	49.34
Students' Union Referendum*	28.31	28.31	56.62
Athletics and Recreation	49.58	49.58	99.16
Health Services	23.56	23.56	47.12
Total	\$2241.86	\$2241.86	\$4483.72

* Students' Union fees are subject to change.

22.2.2 Fall 2002/Winter 2003 Graduate Instructional and Noninstructional Fees

(1) **General Information:** All graduate students are assessed two types of fees: instructional fees and noninstructional fees.

(2) How Fees are Assessed:

a. **Course Instruction Fees:** All graduate students are assessed individual course fees for all courses, projects, and thesis research. There is no maximum Instruction Fee. Fees for a course taken for credit are normally calculated according to the following formula: **fee index value x units of fee index**. The fee index value is a dollar amount that is approved annually by the Board of Governors. **The graduate fee index value for Fall 2002/Winter 2003 is \$78.80.** The units of fee index are shown following the title of each course in §201 (Course Listings), and are indicated by *fi*. Fees for an audited course are calculated according to the following formula: **fee index value x units of fee index x 1/2**. Therefore, the Instruction Fee for a course with a fee index of 6 taken for credit is \$472.80. The Instruction Fee for a course with a fee index of 6 taken for audit is \$236.40. (Special Graduate Students may not audit courses.)

b. **Extra Course Fees:** Fees for courses extra to a degree program are calculated in the same way as fees for courses which are part of a degree program.

c. **Fall 2002/Winter 2003 Graduate Student Noninstructional Fee Schedule:** In addition to instructional fees, all graduate students are assessed noninstructional fees. The noninstructional fees assessed are based upon whether a student is full-time or part-time, and upon whether a student is on-campus or off-campus. Noninstructional fees differ between Spring/Summer and Fall/Winter.

Students are assessed noninstructional fees for each term in which they register. The assessment rates are shown below. The corresponding privileges conferred are explained in §22.2.13.

Fee	Full-Time/term	Part-Time/term
Registration and Transcript	\$57.60	\$28.80
Student Services	\$42.14	\$21.07
Athletics and Recreation ¹	\$49.58	\$24.79
Health Services ¹	\$23.56	\$11.78
Graduate Students' Association*	\$35.31	\$18.91
GSA Dental Plan**	\$149.56	N/A
Maintaining Registration ²	N/A	\$472.80
Readmission ³	\$1040.16	\$1040.16

* Subject to change.

¹ Off-campus students are not assessed this fee.

² **Maintaining Registration Fee:** Students who wish to keep their program active, but who are not working on courses, projects, or thesis research register in "Maintaining Registration" by registering in M REG 800. Such students are assessed a Maintaining Registration Fee and other applicable Noninstructional Fees for each term in which they are so registered.

³ **Readmission Fee:** Students who do not keep their programs active as described in §173.3 must reapply and be readmitted before they can resume their program of studies. All readmitted students are assessed a Readmission Fee in addition to other applicable fees.

Full-time graduate students are eligible to become members of the Students' Union by paying the applicable fee (**\$55.70 per term in 2001/2002, subject to change in 2002/2003**). Consult the Faculty of Graduate Studies and Research.

Graduate students who change their registration from full-time to part-time may be eligible for a reassessment of noninstructional fees; see §22.2.8.

Graduate students who change their registration from part-time to full-time are assessed full noninstructional fees.

d. **Foreign Student Differential Fees:** If you are a graduate student who is not a Canadian Citizen or Permanent Resident, you will be assessed a Differential Fee calculated as an additional 100% of all instructional fees assessed. If you become a Permanent Resident (landed immigrant) before the end of a term, the Differential Fee will not be assessed in that and subsequent terms. Please submit proof of your change of immigration status to the Faculty of Graduate Studies and Research (105 Administration Building).

e. **Sample Fee Assessments 2002/2003 Rates:**

6 fee index units per term (part-time on-campus)

	Fall Term	Winter Term	Total
Instruction	\$472.80	\$472.80	\$945.60
Registration and Transcript	28.80	28.80	57.60
Student Services	21.07	21.07	42.14
Athletics and Recreation	24.79	24.79	49.58
Health Services	11.78	11.78	23.56
Grad Students' Association*	18.91	18.91	37.82
Total	\$578.15	\$578.15	\$1156.30
(Differential 100%)	\$472.80	\$472.80	\$945.60
Total	\$1050.95	\$1050.95	\$2101.90

* Subject to change.

18 fee index units per term (full-time on-campus)

	Fall Term	Winter Term	Total
Instruction	\$1418.40	\$1418.40	\$2836.80
Registration and Transcript	57.60	57.60	115.20
Student Services	42.14	42.14	84.28
Athletics and Recreation	49.58	49.58	99.16
Health Services	23.56	23.56	47.12
Grad Students' Association*	35.31	35.31	70.62
GSA Dental Plan*	\$149.56	N/A	\$149.56
Total	\$1776.15	\$1626.59	\$3402.74
(Differential 100%)	\$1418.40	\$1418.40	\$2836.80
Total	\$3194.55	\$3044.99	\$6239.54

* Subject to change.

30 fee index units per term (full-time on-campus)

	Fall Term	Winter Term	Total
Instruction	\$2364.00	\$2364.00	\$4728.00
Registration and Transcript	57.60	57.60	115.20
Student Services	42.14	42.14	84.28
Athletics and Recreation	49.58	49.58	99.16
Health Services	23.56	23.56	47.12
Grad Students' Association*	35.31	35.31	70.62
GSA Dental Plan*	\$149.56	N/A	\$149.56
Total	\$2721.75	\$2572.19	\$5293.94
(Differential 100%)	\$2364.00	\$2364.00	\$4728.00
Total	\$5085.75	\$4936.19	\$10,021.94

(3) **Fees Inquiries:** The Faculty of Graduate Studies and Research is responsible for the assessment of graduate student fees. Inquiries concerning graduate student fee assessments, changes in fees related to program or registration changes, and so on, should be directed to the Faculty of Graduate Studies and Research.

Student Receivables, Financial Services, is responsible for fees collection. Inquiries concerning your Statement of Account, method of payment, late payment penalties, and so on, should be addressed to Student Receivables, Financial Services.

Inquiries about payment of monthly stipends to holders of graduate assistantships, and inquiries about payroll deduction of fees from assistantships, should be directed to Staff and Student Payments, Human Resource Services.

22.2.3 Miscellaneous Fees

In addition to normal instructional and noninstructional fees discussed previously, certain courses (or programs) also contain the requirement for the payment of additional miscellaneous fees to recover costs for required elements of the course or program which are not directly related to the delivery of instruction. Some examples of mandatory miscellaneous fees are costs of food, lodging, and transportation for required field trips; supply of certain specialized professional tools which the student will retain; and fees for arranging professional placements such as practicum, internships, and work experience. All mandatory miscellaneous fees are approved by the Board of Governors.

In some courses, certain laboratory or lecture services (e.g. lecture handouts) are made available to students on an elective basis for a cost-recovery charge. These are not miscellaneous fees because purchase is voluntary and not a requirement of registration.

Miscellaneous fees that are reported on student's fee assessment:

Course/Program	Fee for	Amount
BIOL 333	Field trip	\$ 50
BOT 304	Field trip	\$ 45
BOT 332	Field trip	\$ 60
DRAMA 101	Field trip	\$ 10
EDEL 302	Art supplies	\$ 10
Education/Field Experiences	Practicum placement	\$ 67.20
ENCS 201	Field trip/Audio tape	\$ 50
ENCS 376	Field trip	\$ 10
ENCS 410	Field trip	\$100
ENCS 455	Field trip	\$ 30
ENCS 463	Field trip	\$ 10
ENCS 465	Field trip	\$300-2800*
ENCS 474	Field trip	\$ 30
ENGG 404	Field trip	\$ 60
ENGG 406	Field trip	\$ 60
Faculté Saint-Jean	Practicum placement	\$ 67.20
FOR 101	Field school	\$ 250-325
FOR 210	Field trip	\$ 10
FOR 322	Field trip	\$ 15
FOR 323	Field trip	\$ 20
FOR 372	Field trip	\$ 80
FOR 431	Field trip	\$ 20
HECOL 353	Textile Design Supplies	\$120
HECOL 409	Practicum placement	\$ 67.20
HECOL 453	Textile Design Supplies	\$120
MATE 448	Field trip	\$ 50
REN R 120	Field trip	\$ 45
SOILS 420	Field Trip	\$ 50
ZOOL 351	Field Trip	\$ 25
ZOOL 434	Field trip	\$450*

* variable

Miscellaneous fees that are assessed and collected by the department directly from the student:

Course/Program	Fee for	Amount
BIOL 464	Field Trip	\$ 25/day
FOR 302	Field camp	\$320-450*
FOR 303	Field camp	\$320-450*
FOR 304	Field camp	\$320-450*
INT D 421	Field Trip	\$ 50*
LIS 536	On-line computer search	\$ 50
PAC 145	Green/range fees	\$ 35
PEDS 205	Equipment Use	\$ 30
PEDS 305	Equipment Use	\$ 30
PERLS 452	Field trip	\$ 20
RLS 452	Field trip	\$ 20
RLS 462	Field trip	\$ 20
RLS 463	Field trip	\$ 20
SOILS 520	Field Trip	\$300*
Transition Year Program	Program Fee	\$800

* variable

22.2.4 Alternate Delivery Courses

Sections of certain approved courses may be offered in an Alternative Delivery format at an increased rate of fee assessment.

22.2.5 Cost Recovery Courses

Sections of certain approved courses may be offered in a Cost Recovery format at an increased rate of fee assessment.

22.2.6 Deadlines for Fee Payment

For details on the deadlines for payment of the Confirmation Deposit, Instructional, and Noninstructional Fees, see §11.

To avoid instalment charges, all Fall/Winter fees must be paid by the last weekday in September (the Fall Term Fee Payment Deadline).

If students choose to pay by term:

- Fall Term fees must be paid by the last weekday in September; and
- Winter Term fees, plus a \$40 instalment charge, must be paid by the last weekday in January (the Winter Term Fee Payment Deadline).

To avoid instalment charges, all Spring/Summer fees must be paid by the last day to add or delete courses (the Spring Term Fee Payment Deadline, see §11).

If students choose to pay by term:

- Spring Term fees must be paid by the last day for paying Spring fees; and
- Summer Term fees, plus a \$40 instalment charge, must be paid by the last day for paying Summer fees (the Summer Term Fee Payment Deadline).

22.2.7 Penalties for Late Payment of Fees

If fees are not paid by the term fee payment deadline, a late payment penalty of 18% per annum will be applied to the outstanding balance at the end of each month.

For a discussion of the implications of not paying amounts owed to the University, see §23.9.10.

Delinquent accounts will be reported to the Credit Bureau and referred to a collection agency for recovery.

22.2.8 Obtaining and Paying Your Fee Assessment

(1) **Obtaining a Fee Assessment:** Students enrolled in Fall/Winter or Spring/Summer are mailed their fee assessment with their timetable notice. Timetable notices are mailed in August/September for students registered in Fall/Winter. Notices are mailed in December/January for students registered in Winter only. The assessment is printed on the class timetable notice, and is based on the course registrations shown on the timetable.

(2) **Obtaining a Revised Fee Assessment**

- a. **Undergraduate students:** If after receiving your timetable notice you change the courses in which you are enrolled, you are responsible for paying your revised assessment by the published deadline. You can view your assessment on-line at www.registrar.ualberta.ca or you may request an updated timetable/fee assessment printout from the

Registrar's office. If you delay getting a new assessment, you may incur financial penalties (§22.2.7); information on refunds is given in §22.2.9. Registration deadlines are listed in §11. In the event that a revised assessment, following a withdrawal, results in unpaid fees, students are held responsible for payment of the fees in full.

- b. **Graduate students:** If you make any fee-affecting changes to your Fall/Winter or Spring/Summer registrations on or before the first-term registration deadline, the Faculty of Graduate Studies and Research will mail you a Reassessment of Fees. No further reassessments of fees are mailed by the Faculty for the applicable period. If you make any department and Faculty approved fee-affecting changes to your registration after the first-term registration deadline, you must obtain a revised fees assessment in order to ensure that you make the appropriate payment prior to the deadline. Please consult with the Faculty of Graduate Studies and Research, 105 Administration Building.

(3) Tuition Payment Deadlines

Fees must be received in Financial Services by the payment deadline to avoid withdrawal of registration (see §22.1.9). Mail delays will not be accepted as a reason for late payment.

The last date for payment of fees for two-term and Fall term-only students is as noted in §11. However, students registered for both Fall and Winter Terms may choose to pay fees in two instalments, one for each term. Fall term fees must be paid by the Fall term deadline and Winter term fees by the Winter term deadline. A \$40 instalment charge is payable with the second instalment.

After the published payment deadline, in cases where late course registration is permitted, payment must be made within 15 days of that late registration.

(4) Tuition Payment Options

- a. Internet Credit Card Payment

Tuition can be paid by Visa or MasterCard online at www.financial.ualberta.ca by a student or non-student. Contact your credit card issuer prior to payment to ensure your limit is adequate to pay your tuition charges.

- b. Bank of Montreal Payment

Tuition may be paid at any Bank of Montreal branch, whether or not the student holds an account there. Forms for Bank of Montreal Fee Payment are located at the back of the Registration Procedures publication. Students complete the required information and return it to any Bank of Montreal branch.

- c. Telephone Banking

Students do not need to have previous telephone banking arrangements. Students who deal with one of the following banks may use this option. Dial the 1-800 phone number provided and a series of questions will be asked. The system will collect bank information, amount paid, and the students ID number.

Royal Bank: 1-800-ROYAL-11

CIBC: 1-800-465-2422

ScotiaBank: 1-800-267-1234

Toronto Dominion: 1-800-465-BANK (Agent will assist)

Bank of Montreal: 1-800-363-9992 (Optional agent assistance)

- d. Payment In-person

Tuition may be paid at either the cashiers or the Fees counter located on the third floor of the University of Alberta Administration Building. The cashiers accept the following methods of payment: cash, cheque, debit card, Visa, or MasterCard. Fees accept payment by debit card, Visa or MasterCard only. A dropbox/mailslot is located on the third floor of the Administration Building. Envelopes are provided. Cheques or money orders must be made payable to the University of Alberta (students are requested to provide their student ID numbers on their cheques). Fee assessment notices must be included with payment.

Note: Please ensure your debit card daily/transaction limit is adequate to pay your tuition charges. Contact your bank to increase your debit card limit.

- e. Mail

Tuition may be paid by campus mail by depositing cheque and fee assessment in the special deposit box, available one week before the payment deadline date, on the main floor of the Administration Building. After hours, students can use the campus mailbox located at 114 Street and 89 Avenue.

Tuition payment may be mailed to Student Receivables, Financial Services, University of Alberta, Edmonton, Alberta T6G 2M7.

Note: Mail delays will not be accepted as a reason for late payment.

f. **Student Loans**

Fees will be deducted from student loans at the time of institutional approval. See §22.2.8(7).

- (5) **Dishonored Cheques:** Payment by dishonored cheque is treated as nonpayment of fees. Please refer to §22.2.7 for consequences. In addition to the penalties outlined there, a \$15 charge is assessed for the dishonored cheque itself.

Students will be required to pay by certified cheque or guaranteed funds for any cheque returned due to lack of sufficient funds (NSF) in the account against which the cheque was written.

- (6) **Deposits:** Students who have paid a deposit to confirm their admission to, or continuation in, a program should deduct this from their fee assessment total.
- (7) **Student Loans:** Alberta students who need financial assistance are advised to apply to the Students' Finance Board as early as possible, preferably from May onward. Application forms are available from the Registrar's Office. Application forms for loan assistance from other provincial governments for students from those provinces are available from the Student Financial Aid and Information Centre.

Students must be registered full-time for the period of their loan. If your loan covers both terms of Fall/Winter, you must be registered for credit in courses with a combined weight of 9 or more in each term in order to have your loan approved.

Students receiving a student loan must pay a confirmation deposit by August 15.

How to Process an Alberta Loan: Students who receive loan assistance through the Students' Finance Board of the Province of Alberta should submit all copies of their Certificate of Eligibility with their Student OneCard to the Financial Services fees wicket on the third floor of the Administration Building or, during early September or January, to the loans area of the Universiade Pavilion.

Students wishing to pay only Fall tuition and fees must present a Student Finance Board Notice of Assessment indicating further loan disbursements. **Without this document, the tuition and fees for the full year will be deducted.**

The fees due to the University are the first charge against the loan. If the amount of assistance awarded is less than the full amount of fees, the balance of fees owing is subject to normal fee payment regulations and deadlines.

Once the certificate is signed, the loan can be processed by Edulinx or participating Canada Post outlets.

It is the responsibility of students to provide written evidence of their loans to Financial Services as early as possible and prior to the Payment Deadline. Failure to do this may result in cancellation of registration and/or financial penalty.

- (8) **How to Process a Loan from Another Provincial Government:** Disbursal documents are sent by some governments directly to their students and in other instances to Student Receivables of Financial Services. When you receive notification, please report with the documents you have and your Student OneCard to the Financial Service fees wicket before the Registration Deadline as described in the preceding paragraph.

- (9) **Scholarships, Bursaries and Other Financial Assistance:** Students whose fees are to be paid by scholarships or other assistance processed through the University, or by Alberta Heritage, Rutherford, or McKinney scholarship funds, should advise Student Awards well before the fee payment deadline of the amount and source of the award. Students whose fees are paid by bursaries should contact the Student Financial Aid and Information Centre. No late payment penalties will be exacted if the funds do not arrive by the fee payment deadline; however, if the award will not cover the full instalment of fees due, the balance must be paid by the normal deadline.

Students who receive direct assistance that is not processed through the University (e.g. a grant from an employer) must follow normal fee payment regulations and meet normal deadlines. Confirmation of enrolment will be provided by the Office of the Registrar and Student Awards on request.

- (10) **Receipts:** The Tuition and Education Amounts Certificate (Form T2202A) is the students' official receipt for income tax purposes. This form is mailed annually in February. Students who make payments after the production of the certificate will be mailed a revised certificate.

Students requiring proof of payment prior to February are encouraged to use their cancelled cheque if possible. Alternatively, a cashier's receipt will be provided at time of payment when paying **in person** at the cashier's wicket of Financial Services. At any other time, Student Receivables of

Financial Services will provide proof of payment at the student's request. Please allow up to three weeks for delivery.

22.2.9 Refunds and Withdrawals

Undergraduate and Graduate Students:

- (1) Refer to §11 for deadline details.
- (2) The Confirmation Deposit is nonrefundable, except in cases where a student has paid the deposit and is subsequently denied admission or is deemed ineligible to continue prior to the start of the current term.
- (3) If a student drops a course from a registration **before the Registration Deadline**, no instructional fees will be assessed. If the course change results in a registration status change, noninstructional fees will also be reassessed accordingly.
- (4) If a student withdraws from a course **after the Registration Deadline and up to the Refund Deadline** there will be a 50% reduction in the instructional fees assessed. If the course change results in a registration status change, noninstructional fees will also be reassessed.
- (5) Students who withdraw **after the Refund Deadline** will not receive any reduction in tuition fees assessed.
- (6) Where students have a credit balance as a result of reassessment, Financial Services will issue a refund.
- (7) The effective date of the withdrawal is the day the student successfully withdraws using the telephone-based registration system, or, if withdrawn manually, it is the day the Faculty or Department receives the withdrawal form. Students who register and then cease to attend, or never attend, without properly withdrawing will not be eligible for any refund of fees nor will they be exempt from paying assessed fees that are unpaid.
- (8) **Fees deadlines are firm and are strictly enforced.** Students must ensure that they process and confirm any intended withdrawals by the required deadline since ignorance of the deadline or its consequences will not be accepted as an excuse. No special financial consideration is given to students who must withdraw after the deadlines. Students should be aware that when they withdraw from a course at any time after the Registration Deadline, they have effectively occupied a place in the class for the entire term. Since space in classes is limited, an underlying principle of this policy is to ensure that as many opportunities as possible are left open for students seeking to register. The University treats all students in an equitable fashion by adhering strictly to the deadlines published.
- (9) Students are responsible for the completeness and accuracy of their registrations. Students should validate course changes by using the list function on the telephone registration system or by checking the On-line Student Services at www.registrar.ualberta.ca

Changes from credit to audit: If the change is made during the audit registration period (see §11), the assessment for the course will be at the audit rate both for undergraduate students and graduate students.

Partially Paid Accounts: If you have not paid your full fee assessment for the term when you withdraw or change from credit to audit, you may still owe money to the University. Check your assessment and account balance online at www.registrar.ualberta.ca or contact Financial Services (492-3000) for an up-to-date Statement of Account.

Refund Cheques: Financial Services normally issues refund cheques by mail up to six weeks after the Refund Deadline.

22.2.10 Staff Remissions

University of Alberta staff members are eligible for remission of fees under the terms outlined in their contracts. Remission covers tuition, Athletics and Recreation fees, and University Health fees provided the *Request for Remission of Fees* form is received by Financial Services prior to the term payment deadline. Staff members are responsible for paying the Registration and Transcript fee, Students' Union or Graduate Students' Association fees and the Student Services fee by the payment deadline; otherwise penalties will apply. Books and supplies are the responsibility of the employee.

22.2.11 Third Party Billing

Any student whose fees are paid by another source is considered a third party/sponsored student.

In accordance with §§22.2.8 and 22.2.9 of the University Calendar, Third Party Sponsors will be expected to adhere to University policies with respect

to payment deadlines, late payment penalties, instalment charges, withdrawals and so forth. Individual listing or group listings should be forwarded to Student Receivables, Financial Services, well in advance of the Registration and Confirmation Deposit deadlines. Students are responsible for advising the third party of any changes to the financial record after the initial billing.

If payment is not received by the Payment Deadline, academic and financial penalties will be imposed.

22.2.12 2002/2003 Schedule of Fees for Special Services

The following are fees for special services; the rates shown are correct at the time of printing, but are subject to change without notice.

Examination and examination-related fees (see §23.5):

Deferred examination (§23.5.6)	\$ 33.60/paper
Reexamination (§23.5.5)	\$100.80/paper
Examination conducted at an established centre other than Edmonton	
In Canada	\$131.00 (additional)/paper
Outside Canada	\$156.00 (additional)/paper
Final examination reappraisal (§23.5.4)	\$ 67.20/paper
Credit by special assessment (§14.2.5)	\$194.52/course

Other fees (payable in advance):

Replacement parchment	\$ 60.00
Application for undergraduate admission (§12)	\$ 60.00/form
Application for undergraduate Readmission or transfer (§12)	\$ 60.00/form
Graduate readmission (§22.2.2)	\$1,040.16
Graduate thesis microfilming	\$ 30.75
Replacement Student OneCard	\$ 10.00
Health Care Coverage for Foreign Students	\$ 57.78/month

22.2.13 Privileges Conferred by Payment of Noninstructional Fees

Additional information and current (2001/2002) rates for these fees are given in §§22.2.1 and 22.2.2.

- (1) **Registration and Transcript Fee:** Confers to all students the privilege of receiving ongoing services for admission, student records management, academic certification including official transcripts (see §23.9.2), convocation, and the like from the Office of the Registrar and Student Awards, Financial Services, and faculty offices. This fee is assessed to all students, graduate and undergraduate, full-time and part-time, on-campus and off-campus.
- (2) **Student Services Fee:** Confers to all students the privilege of receiving ongoing services from the Office of the Dean of Students and associated offices such as Academic Support Centre, Career and Placement Services, Native Student Services, Specialized Support and Disability Services, Sexual Assault Centre, Student Counselling Services, Student Financial Aid and Information Centre, and Student OmbudService. This fee is assessed to all students, undergraduate and graduate, full- and part-time, on-campus and off-campus. The fee also entitles students to services from the International Centre.
- (3) **Students' Union Fee:** Full membership entitles a student to use all Students' Union facilities and services, and grants a student the right to vote and stand for office in Students' Union elections. Associate members may not stand for office, but are entitled to all other privileges. For further information see §22.2.1, or contact the Students' Union Vice-President (Finance & Administration) in Room 259 SUB (492-4236).
- (4) **Graduate Students' Association Fee:** Confers the privilege of using services provided to graduate students by the Graduate Students' Association. These include access to lecture grants and travel grants, help with academic appeals, access to inexpensive photocopying and faxing, free OmbudService, a copy of the GSA Handbook, monthly socials, emergency student loans, and many other services. The Graduate Students' Association represents graduate students on University committees and negotiates assistantship regulations on behalf of graduate assistantship holders.

Graduate Students' Association Dental Plan Fee: Confers membership in the Graduate Students' Association Dental Insurance Plan. Is assessed only to students who are registered in a minimum of ★9 on campus or

research work in the Fall term. Confers membership for a 12-month period from mid-October to mid-October of the following year. The Dental Fee is a compulsory fee for full-time graduate students; however, there is an option to opt-out if the student has comparable coverage elsewhere. The deadline to opt-out is the last weekday of September. Forms are available at the Graduate Students' Association office (206 North Power Plant) and in the *GSA Handbook*. Contact the GSA at 492-2175 for more information.

- (5) **Athletics and Recreation Fee:** Confers the privileges of using the facilities of the Physical Education and Recreation Centre and of participating in all Athletic Services Programs. This fee is assessed to all on-campus students. See also §25.10.
- (6) **Health Services Fee:** Confers the privilege of using the University Health Centre, which offers a wide range of convenient medical services, including drop-in medical consultation, immunizations, an on-site pharmacy, and reduced costs on prescriptions. This fee is assessed to all on-campus students. See also §25.1.10.

22.2.14 Estimates of Future Fees

Instructional fees are reviewed and adjusted as required on an annual basis by the Board of Governors. The Government of Alberta's *Tuition Fee Policy* governs the rate at which instructional fees can be increased.

At the time of printing, the Board was able to provide the following estimates of instructional fees. They employ conservative estimates for factors which could influence future fees (for example, future changes to the Alberta consumer price index). Fees are subject to change without notice.

	2002/2003 Maximum allowable	2002/2003 actual	2003/2004 estimate	2004/2005 estimate
Increase in instructional fee	7.6%	3.65%	7.5%	7.1%
Undergraduate fee index value	\$ 69.76	\$ 67.20	\$ 72.24	\$ 77.36
Cost of normal ★3 course (<i>fi 6</i>)	\$418.56	\$403.20	\$433.44	\$464.16

Note: Future estimates of fees are based on theoretical maximums and are subject to annual approval by the Board of Governors.

Noninstructional fees are reviewed and adjusted as required on an annual basis by the Board of Governors taking into account changes to the costs of delivering the services associated with the fees (see §22.2.14).

Students' Union and Graduate Students' Association fees are adjusted as determined by each of the two student associations in accordance with their bylaws.

23 Academic Regulations

23.1 Changes in Regulations

The University reserves the right to make changes in regulations governing degree programs from time to time.

23.1.1 Academic Standing Regulations

Changes regarding "academic standing" regulations such as the eligibility to continue in a program, promotion, and graduation requirements, apply to both new and continuing students. All students should annually refer to the current Calendar for appropriate faculty academic standing regulations.

General Faculties Council (GFC) is the University's senior academic governing body and it is GFC which has approved all the academic regulations which appear in this and other sections of the Calendar. No changes to these regulations may be made without GFC's approval.

Any and all grade averages used in making decisions regarding academic standing should be clearly described in the faculty section of the Calendar; this description is to include the computational rules and the way in which the average will be used in the decision process.

23.1.2 Degree Program Regulations

Unless stated otherwise, changes in degree program requirements (i.e., the required courses specified for a particular program of studies, or the units of course weight required in specified subject areas, or the total units of course weight required in the degree program) apply only to new students

and those readmitted to a faculty. Continuing students should refer to the Calendar in effect at the time they were admitted or readmitted for the regulations governing their degree program requirements.

Where a required course for a degree program is no longer offered, the faculty may specify an alternate. **Students who interrupt their program and who must apply for readmission to the program will be required to comply with any new regulations upon resumption of their studies.**

23.2 Residence Requirements

A student proceeding towards a first (bachelor's) degree is expected to complete at least half of the credits required through courses offered by the University of Alberta (either "on" or "off" campus in Fall/Winter or Spring/Summer). Normally, at least half of these "University of Alberta" courses will be taken as the final courses in the program. Credits obtained by special assessment at the University of Alberta may be included in the count of courses used to satisfy the residency requirements. (See §14.2.5 Credit by Special Assessment.)

23.2.1 Transfer of Credit

Transfer of credit for students being considered for admission to the University of Alberta is discussed in §14.2.3. Under certain circumstances, students registered in a degree program at the University of Alberta may be permitted to take courses at another recognized postsecondary institution for application to their program at the University of Alberta. Normally, this is accomplished by participating in a formal exchange program or by registering as a Visiting Student at the other institution. To be considered for such transfer credit, students must

- (1) Receive permission in advance from their home faculty;
- (2) Be in good standing in their ongoing degree program;
- (3) Not have exceeded the maximum amount of transfer credit allowed by the faculty.

Transfer credit is normally awarded only for approved courses in which a grade of 4.0 (or its equivalent) is achieved. Credit for such courses will be considered on a credit-fail basis only and will not normally be included in any grade point average calculation; Faculties may have other requirements. Students should consult their faculty section of this Calendar.

23.3 Attendance

Since presence at lectures, participation in classroom discussions and projects, and the completion of assignments are important components of most courses, students will serve their interests best by regular attendance. Those who choose not to attend must assume whatever risks are involved. In connection to this students should refer to §§23.5.3(3) and 23.5.6.

23.4 Evaluation Procedures and Grading System

Important Notification: Effective September 1, 2003, the University of Alberta will replace its 9 point grading scale with a 4.0/alpha grading scale. This change will mean that the U of A will be using a grading scale that is more commonly applied throughout North America.

- (1) **Weighting of Term Work and Final Examinations:** In each course in which a final examination is held, a weight of not less than 30 percent and not more than 70 percent will be assigned to the final examination, except where a departure from this arrangement has been authorized by the council of the faculty in which the department offering the course is situated. The remaining weight for the course will be assigned to term work.
- (2) **Course Requirements, Evaluation Procedures and Grading:** The following guidelines should be followed.
 - a. At the beginning of each course, instructors are required by GFC to provide a course outline including a statement of the objectives and content to be covered in the course, a list of the required textbooks and other major course materials, and an indication of how and when students have access to the instructor.
 - b. The course outline must include the distribution of weight between term work and final examination. In addition, all course activities worth 10% or more must be identified.

- c. The course outline must indicate whether marks are given for class participation and other in-class activities as well as the weight of such participation.
- d. The dates of any examination and course assignments with a weight of 10% or more should be indicated on the course outline.
- e. Instructors may indicate in the course outline the date, time and place on which the deferred examination for the course will occur, should one be required. See §23.5.6.
- f. Instructors are required to announce at the beginning of a course the manner in which the official University grading system is to be implemented in that particular course or section, i.e., whether a particular distribution is to be used to determine grades, or whether there are absolute measures or marks which will determine them, or whether a combination of the two will be used. Instructors should refer to the University of Alberta Marking and Grading Guidelines.
- g. Instructors should allow students a reasonable time in which to complete an assignment, bearing in mind its weight.
- h. Instructors should mark and return to students with reasonable dispatch all term examinations and, provided the students submit them by the due date, all course projects, papers, essays, etc.
- i. All projects, papers, essays, etc. should be returned on or by the last day of classes in the course, with the exception of a final major project or paper (which may be due on the last day of classes), which should be returned by the date of the scheduled final examination or, in non-examination courses, by the last day of the examination period.
- j. Upon request, instructors are required to provide the method which was used to translate final and, where appropriate, term marks into grades.

(3) Procedures for Registering Complaints about Marking, Grading, and Related Issues:

- a. Where the above guidelines have not been followed or where students have concerns about the instructor's teaching, the student should make the concern known to the appropriate individual in the following sequence:
 - 1) Instructor
 - 2) Chair of the department in which the course is taught
 - 3) Dean of the faculty in which the course is taught (some faculties have delegated this authority to departments)
- b. A student needing advice on these matters should see the student advisors in the Office of the Dean of Students.
- c. These procedures do not constitute a mechanism for appeals and grievances regarding the academic standing or individual grades of a student. Appeals and grievances of that nature are dealt with in §23.8 of the Calendar.

- (4) **The Nine-Point Grading System:** An important feature of the nine point grading system is that the marking and grading are done separately. For a large class, examiners should mark the papers and record the raw scores, sort the papers in order of merit, and decide whether the class as a whole is average, above average or below average. They should then determine what percentage of the class should fall into each of the nine possible grades and assign grades accordingly. In small classes, the honors or senior courses, instructors should mark in terms of raw score, rank the papers in order of merit, and with due attention to the verbal descriptions of the various grades, assign an appropriate grade to each paper.

The process of ranking and grading students may be carried out as each assignment and examination is marked, or it may be deferred until all assignments, including the final examination, have been marked. Instructors should announce at the beginning of a course, the manner in which the official University nine point grading system is to be implemented in their particular course.

In the first case, at the end of the term instructors will have a record of each student's grades for all assignments and examinations with the percentage weight assigned to each. They should then assign a term results summary remark and a final grade in the course, rounding off any fractional values that may occur to the nearest full grade.

In the second case, at the end of the term instructors will have a record of every student's marks (raw scores) for all assignments and examinations with the percentage weight assigned to each. They should then compute a term results summary mark based on the student's term mark and final examination. Having computed this for each student, they should then rank the students in order of merit and assign final grades by the process described in the first paragraph of this section.

Since the distribution of grades is not standard, the system should not be referred to as a stanine system, nor should the various grades be called "stanines."

- (5) **Assigning Grade Points:** Grade points reflect judgements of student achievement made by instructors. These judgements are based on a combination of absolute achievement and relative performance in a class. The instructor should mark in terms of raw scores, rank the papers in order of merit, and, with due attention to the verbal descriptions of the various grade points, assign an appropriate grade to each paper.

Course Grades Obtained by Undergraduate Students:

	9	Outstanding
	8	Excellent
	7	Very Good
	6	Good
	5	Satisfactory
Pass	4	Minimally acceptable
Fail	3	Unsatisfactory
	2	
	1	

Course Grades Obtained by Graduate Students:

	9	} Excellent
	8	
	7	
Pass	6	Satisfactory
Fail	5	} Unsatisfactory (see §173.8.2)
	4	
	3	
	2	
	1	

- (6) In addition to the numeric grades described above, the University of Alberta currently records the following non-numeric grades and remarks:

Final Grades

AE	aegrotat standing
AU	registered as an auditor
AW	registered as an auditor and withdrew
CR	completed requirements, no numeric grade assigned
DB	debarred from final examination
EX	exempt
F	failure, no numeric grade assigned
IN	incomplete
IP	course in progress
W	withdrew with permission

Remarks

A	grade includes a mark of '0' for final examination missed, or for term work missed, or both
D	granted deferred final examination
F	failure
N	credit withheld
R	reexamination granted
+	extra to degree requirements
*	course used by Faculty of Law to satisfy written work requirement.

- (7) **Grade Point Average (GPA):** All courses have been assigned an appropriate weighting factor, which along with a student's grades, enables the Registrar's Office or the dean's office to compute the Grade Point Average.

The Grade Point Average (GPA) is a measure of a student's weighted average, obtained by dividing the total number of grade points earned by the total units of course weight attempted.

Rules for Computing the GPA

- The GPA for any period is based on the final grades, including failing grades in all courses taken during a specified period.
- GPA's are calculated according to the following formula:

$$\text{GPA} = \frac{\text{sum of [grade x units of course weight]}}{\text{sum of units of course weight}}$$
- A reexamination mark or a deferred examination mark replaces the original final examination mark. The revised final grade is included in the computation of the GPA.
- When a student has a deferred, incomplete or a missing grade, the GPA is not computed until a final grade is reported.
- Alphabetical grades of INF, and DB are counted as numeric grades of 1.0 in the computation of any GPA.
- Alphabetic grades of W (withdrew) are excluded from the computation of the GPA.
- Grades of Credit-No Credit and Pass-Fail are not included in the computation of any GPA.

- Any GPA is rounded to the nearest decimal place using standard rounding rules – that is it is rounded up with a value of 5.0 or greater in the first nonsignificant place and rounded down with a value of 4 or less in the first nonsignificant place

Types of Grade Point Averages: Faculties may use different averages for various decisions regarding academic standing, promotions, and graduation, as long as these have been approved by General Faculties Council. Such averages are descriptively labelled.

- Admission Grade Point Averages (AGPA)** see §14.2.1.
- Fall/Winter and/or Spring/Summer Grade Point Averages** are reported on transcripts and is used by most faculties to determine academic standing.
- Term Grade Point Average** may be calculated at the end of Fall, Winter, Spring or Summer, and used to determine eligibility for reexamination (see §23.5.5).
- Promotion and Graduation Grade Point Averages** are faculty specific and are defined in the faculty sections of the Calendar.
- Faculty Grade Point Average (FGPA):** The Faculty Grade Point Average (FGPA) is a cumulative measure of a student's grade points obtained while registered in a faculty in all years and terms, including Spring/Summer. FGPA is a weighted average obtained by dividing the total grade points earned by the total units of course weight attempted. The FGPA is currently used by the Faculty of Arts.

Rules for Computing the FGPA

- The rules related to calculation of GPA (see §23.4(7)) also apply to the calculation of FGPA.
- The initial assessment and any subsequent reassessment of academic standing using FGPA is based on a student's performance in a minimum of nine units of course weight (★9). If, at the time of review, the student has attempted less than ★9 since the last assessment while registered in the faculty, the assessment will be deferred until the next assessment period.
- Assessments are performed at the end of a student's registration in Fall/Winter (or at the end of a student's program) and are based upon the final grades in all courses taken in that and prior periods while registered in the faculty. At the discretion of the faculty an assessment may also be performed at the end of a student's registration in Spring/Summer.
- If a student is required to withdraw and subsequently allowed to continue (after a successful appeal or after successfully completing required work at another institution) the FGPA will be calculated from the term in which readmission or continuation is granted, not from the time of first admission into the faculty. Such a restart of FGPA will be allowed only once for any student in a faculty.
- Students continuing in a faculty following a restarted FGPA as described above must thereafter maintain a minimum FGPA of 5.0.

- (8) **Aegrotat Standing:** Aegrotat standing may be granted, in special circumstances, on the grounds of illness to deserving students who have completed at least one year at the University of Alberta in the faculty in which they are currently registered. Any student wishing to take advantage of this privilege should apply without delay to the dean of the faculty concerned. Any other student absent from a final examination because of illness may apply for permission to write the regular deferred examination.

- (9) **Competence in Written Work:** General Faculties Council urges all instructors of University undergraduate courses to provide that suitable portions of course testing or other course work should be in the form of written essay responses and to emphasize to students that competence in written work is integral to competence in a subject and will constitute part of the basis on which the student's course grade is determined.

All instructors should make clear at the outset of each course their expectations in regard to the standard and importance of writing in assignments and examinations. Refer to §25.1.7(1) for information on Effective Writing Resources.

- (10) **Official Grades:** Student grades are unofficial until they have been approved by the appropriate faculty council at the end of Fall/Winter or Spring/Summer. Prior to approval by Faculty Council, unofficial grades are reported on transcripts and so noted. Students can generally expect that official grades will be available in early June for Fall/Winter, and early September for Spring/Summer. A Statement of Results is mailed to students following the approval of grades.

23.5 Examinations (Exams)

23.5.1 Conduct of Exams

Note: Conduct which violates the rules of conduct for exams may also violate the Code of Student Behavior, §30 of the *GFC Policy Manual*.

In this section, “term exam” is used to refer to any written or oral exam, test or quiz (other than a final exam) which is scheduled as part of the term work of a course.

- (1) **Student Identification:** Students writing exams are required to confirm their identities by providing their student ID numbers and signatures and by presenting their student ID cards (OneCard) or other acceptable photo identification. Students who are unable to present satisfactory identification at the time of the exam will be permitted to write the exam, but will be required to present themselves with acceptable photo identification to the instructor of the course within two working days of the exam and may be required to provide a sample of their handwriting. Failure to provide proper identification will result in a mark of zero for the exam. Instructors are advised to circulate an attendance sheet at all exams.
- (2) **Permitted References and Aids:** Only those items specifically authorized by the instructor may be brought into the exam facility. The use of unauthorized personal listening, communication, recording, photographic and/or computational devices is strictly prohibited. Such devices must be turned off and stowed.
- (3) **Registration:** Students may not be present in an exam or write an exam in a course section in which they are not registered.
- (4) **Arriving and Leaving:** Students may not enter the exam area after the first half-hour has elapsed, and they may not leave the exam area until one half-hour has elapsed.
- (5) **Communications:** During the exam, all communications should be addressed to a supervisor. Students should not, under any circumstances, speak to or communicate with other candidates or leave their answer papers exposed to view.
- (6) **Brief Absence from an Exam:** Students who need to visit the washroom during an exam must leave their papers in the custody of a supervisor and retrieve it upon return.
- (7) **Cancellation of Paper During Exam:** If a student becomes incapacitated because of illness or receives word of domestic affliction during the course of an exam, he or she should report at once to the Supervisor, hand in the unfinished paper, and request that it be cancelled. Thereafter, if illness is the cause, the student must go directly to the University Health Centre so that any subsequent application for a deferred exam may be supported by a medical certificate. In cases other than illness, adequate documentation must be provided. For final exams, the student must provide documentation and apply to their Faculty for a deferred exam within two working days following the cancelled final exam. See §23.5.6 for details. For other exams, the student must provide documentation to the course instructor within two working days of the exam. Should a student write an exam, hand in the paper for marking, and later report extenuating circumstances to support a request for cancellation of the paper and for another exam, such request will not be entertained.
- (8) **End of Exam:** When the signal is given to end the exam, students shall promptly hand in their exam papers and answer sheets to the exam supervisor.

23.5.2 Term Examinations

- (1) **Term Examinations Optional:** The holding of term examinations is optional within each department.
- (2) **Test Week:** Although instructors may give tests during any regular lecture or laboratory period at their discretion, one week in the middle of each of the Fall Term and the Winter Term has been set aside as test week. During these weeks, off-campus, extracurricular activities will not normally be organized by the University.

23.5.3 Final Examinations

There is no requirement by General Faculties Council that the final examination must be written in order to obtain credit: Faculties are permitted to make their own regulations in this regard.

- (1) **Final Examinations:** A final examination is held in each course except where departure from this arrangement has been authorized by the Faculty council governing the department offering the course. Final examinations for Fall courses shall be held in December. Final examinations for Winter or two-term Fall/Winter courses shall be held in April. Final examinations for Spring courses shall be held in June. Final examinations for Summer or two-term Spring/Summer courses shall be held in August. Examinations for Evening Credit Program and Late Afternoon and Evening Courses are to be held during the last regular class period.

- (2) **Examination Schedule:** The schedule of Fall and Winter Terms final examinations (and mid-term examinations in two-term courses) shall be related directly to the Academic Schedule (see §11).

In the Faculty of Education, for those Faculty courses which form part of a professional term and hence do not conform to the standard timetable, the scheduling of the final examinations shall become the responsibility of the Faculty.

In the MBA program final examinations in all evening courses shall be scheduled into the week immediately following the last week of classes in each term in order to allow for equal instructional hours in the full- and part-time programs.

Final examinations or mid-term examinations in two-term courses shall not exceed three hours in length.

The Examination Schedule shall be adhered to and no attempt made to adjust examination schedules to accommodate students who have failed a course and are repeating without attendance.

Normally there shall be no departure from the official Final Examination Schedule. Instructors and students may, however, petition the Faculty Council concerned for permission to depart from the Schedule if justified reasons can be established. No departures shall be considered for approval unless the instructor of the class concerned and every student registered for credit in the class have given their written consent. Such consent shall take the form of either written letters or signed and dated forms made available from the Dean's office. These notices of consent shall be conveyed to the Dean of the Faculty **offering the course** on an individual basis at least one month prior to the new dates being requested. If and when unanimous consent is received from the class, this fact shall be communicated to both the instructor involved and the Faculty Council. All such notices of consent shall be received by the Dean, in confidence, and it will not be the Dean's responsibility to insure that all members of the class have been informed of the need to submit such written consents. This will be the responsibility of the Instructor or of those members of the class who have initiated the request for a change in the examination date.

The requirement that notices of consent for departures from the official Final Examination Schedule shall be conveyed to the Dean at least **one month** prior to the new date being requested, shall be rigidly enforced.

The rescheduling of examinations or tests in the final week of classes is not permitted.

- (3) Where a final examination has been scheduled, students registered in the course may not be debarred from writing that final examination.
- (4) **Marking of Papers:** Departments and instructors shall be informed that the marking of examinations be given first priority in order to expedite the submission of Grade Report Forms to the Registrar.

No member of a Department shall be permitted to go away taking the original examinations papers with him or her for marking without permission of the unit head. In a case where a member of a Department applies for leave before the end of term, this will only be granted on condition that the head of the Department arranges for the papers to be read here in the usual way.

All examinations and assignments shall be marked only by the instructor(s) or by persons expressly authorized by the Department Chair (or by the Dean in non-departmentalized Faculties) to mark them.

- (5) The following discretionary policy on student access to final examination papers was affirmed by General Faculties Council:

Departments subscribing to the belief that there is educational value in permitting students to see their final examination papers after they have been marked are not only at liberty, but are encouraged, to make the papers available on request, and to allow for discussion where possible; that the objective here is an educational end: i.e., it is **not** a substitute for existing reappraisal procedures for the reconciliation of grades; that where the department is prepared to grant outright release of the paper it must not do so until the deadline for applications for

reappraisal has passed, since an appeal cannot be entertained after the custody of the paper has been relinquished to the student.

- (6) **Grades of Incomplete:** The grade of “incomplete” (IN) is normally awarded when an undergraduate student is prevented by illness, domestic affliction, or other extreme circumstance from submitting an assignment by the end of term. When a grade of IN is awarded, the student is required to submit the assignment within 10 days after the end of the final examination period of the term for the course. At the request of the Department Chair concerned, the student’s Dean may grant an extension of time to a maximum of four months after the end of the term. If the assignment is not submitted by the prescribed deadline, the Registrar will record a grade of “F” or “1AF,” as appropriate. Before finalizing the student’s grade the Office of the Registrar and Student Awards will give 30 days written notice to the student’s Faculty and to the Department in which the course is offered.

23.5.4 Notification of Results

- (1) **Release of Grades:** Only the Registrar’s Office is authorized to issue **official** statements of results or transcripts. An official statement of final grades in courses for each Fall/Winter and Spring/Summer period is provided to each student by the Office of the Registrar and Student Awards. Official statements are provided at the following times:

Students registered in	statement mailed
Fall Term only	early February
Fall/Winter Terms	late May
Spring Term only	early July
Spring/Summer Terms	late August

Departments shall forward grades to the Office of the Registrar and Student Awards within five working days of the final exam, or (for courses with no final exam) within five working days of the due date for the final assignment. (For the Faculties of Law, and Medicine and Dentistry, grades should be reported to the Registrar no later than the third day of classes in the Winter Term for Fall Term courses, or May 31 for Winter Term or Fall/Winter courses.) Allowing for processing time in the Registrar’s Office, grades should be available to students within eight working days.

Unofficial final course grades are available to students electronically after the approved *Grade Report* Form is received by the Office of the Registrar and Student Awards. Grades for courses that are completed in the first half of the term are available mid-term.

Students should consult the Registrar’s website (www.registrar.ualberta.ca) for information on how to obtain their grades electronically.

Departments may, but are not required to, post unofficial results in alternate formats, provided the confidentiality of the students’ records is preserved in accordance with the Freedom of Information and Protection of Privacy Act. This precludes incorporating names or, potentially, information such as faculty, degree, or year in program if the identity of the student can be deduced from this information. Because it is very difficult to protect student confidentiality in small classes (less than 25 students), departments should refrain from posting grades for these courses.

- (2) **Reappraisals:** Since great care is taken in marking final examination papers, a student should apply for reappraisal of a paper only if he or she has good reason to believe that a mistake has been made. Reappraisals are dealt with by the Chair of the department in consultation with members of the staff. A request for reappraisal must be made in writing to the Faculty or Department Office responsible for the course by February 1 in the case of Fall courses, by June 25 for other Fall/Winter courses, and within thirty days of the publication of results for courses offered in Spring/Summer. The request must include a statement of whether the intent of the appeal is to raise or lower the grade. If a student fails to include such a statement it will be assumed that the intent is to have the grade raised. Refer to §22.2.8 for details on where to pay fees and to §22.2.12 for fees for special services. Payment of the required fee will normally be made at the time of the request but must be made no later than two weeks after submission of the request; the fee will be refunded if the appeal is successful.

The privilege of having papers reappraised applies only to final examinations. A student may apply for reappraisal of no more than two final examination papers in each term of the Fall/Winter. A student enrolled in the Spring/Summer will be limited to two reappraisals.

It should be understood that if the grade is changed, the new grade, whether higher or lower than the original, replaces it as the student’s official grade in the course.

23.5.5 Reexaminations

- (1) Undergraduate students who have written and submitted a final examination may be considered for a reexamination provided the following conditions are met. Students in Medicine and Dentistry should consult §93.2 and the Faculty Office for these regulations. Students in Business should consult §53.5(7). Reexaminations are not permitted for graduate students.
- The course was failed.
 - The final examination is 40 percent or greater, as originally scheduled for the class as a whole.
 - For a Fall-Term course, the student achieved a Term Grade Point Average of 5.0 inclusive of the failed course. For Winter-Term and Fall/Winter courses, a Fall/Winter GPA of 5.0 inclusive of the failed course.
 - Students are advised that it may not be possible to make a ruling until all grades for a term or two-term period are recorded. Students for whom a term GPA cannot be computed at the end of the Fall Term will have to wait for the computation of a GPA following the Winter Term. In this case, the Application for Reexamination form should be left with the Faculty office for a later ruling. Faculty of Law students in the first and second year will be considered for a reexamination on the basis of the computation of their Fall/Winter GPA.
- (2) **Reexaminations are Not Permitted:**
- For students who were granted a deferred final examination in accordance with §23.5.6 but did not write.
 - Dentistry and Dental Hygiene students: In clinical and laboratory courses and for students repeating a year.
 - Faculty of Nursing: For students who have failed the clinical/laboratory component of a Nursing course and for students repeating a year.
 - Faculty of Rehabilitation Medicine: In clinical courses and for students repeating a year.
 - Faculty of Graduate Studies and Research.
 - Medical Students: For students repeating a year.
 - For Open Studies students.
 - Faculty of Pharmacy and Pharmaceutical Sciences: A student on probation is not allowed reexamination privileges.
- (3) **Reexamination Mark:** The mark received for the reexamination replaces the original final examination mark and is used in computing the final grade in the course.
- (4) **Weight of Reexamination:** The percentage of the final grade allotted to the reexamination shall be the same as the percentage of the final grade allotted to the student’s final examination in the course.
- (5) **Number of Reexaminations that May be Granted:** Reexamination may be granted in one course only, regardless of the units of course weight, in a Fall/Winter or Spring/Summer period. Reexaminations may be granted in courses to a total of ★12 while the student is enrolled in a faculty (Dentistry and Dental Hygiene students see Note 2).
- (6) **Reexamination Deadlines:**
- Fall Term Courses:**
Apply: Within 10 days of the posting of the results.
Exam to be held by: End of Reading Week (see §11)
 - Winter Term and Fall/Winter Courses:**
Apply: Within 10 days of the posting of the results.
Exam to be held by: June 30 (see §11)
 - Spring/Summer Courses:**
Apply: Within 10 days of the posting of the results.
Exam to be held by: August 31
 - Special Faculty Provisions:**
Faculty of Law: See Note (3) below
Dentistry and Dental Hygiene: See Note (2) below and consult the Department.
Medicine: Consult the Faculty Office.
- (7) **Procedures to Apply for a Reexamination:** Students who wish to apply for a reexamination should:
- ensure that they meet the eligibility criteria for application noted above.
 - complete an application form (available at the Faculty or Department responsible for the course).

- c. have the application for reexamination approved by the Faculty or Department offering the course.
- d. the Dean or delegate of the student's Faculty must also give final approval of the application.

Refer §22.2.8 for details on where to pay fees and to §22.2.12 for fees for special services. Payment of the required fee will normally be made at the time of approval of the application but must be made no later than two weeks after approval. Once approval has been granted reexaminations are to be written at a time and place agreed upon by the instructor and the students concerned. Dentistry students write in July. Normally, students in the Faculty of Law write in June. Refer to the Academic Schedule (§11) for the applicable dates.

Notes:

(1) **Science Students:** Registrants in the BSc degree programs or Special Certificate programs in the Faculty of Science who fail to meet the graduation GPA may be granted a reexamination in a passed or failed Science course taken in the final Fall/Winter or Spring/Summer (last ★30 or less) provided the maximum number of reexaminations (★12) has not been previously taken.

(2) **Dentistry Students:** Students in the Dentistry program should consult §93.2.1(6) or the Office of the Associate Dean, 3036 Dentistry Pharmacy Centre, for regulations concerning reexaminations.

Dental Hygiene Students: In any one year reexamination privileges for students carrying a full course load will not exceed three reexaminations to a combined maximum of ★9. Over the program, reexamination privileges will not exceed four reexaminations to a combined maximum of ★12.

In any one year reexaminations privileges for students carrying a reduced academic load will not exceed two reexaminations to a combined maximum of ★6. Over the total program, reexamination privileges will not exceed three reexaminations to a combined maximum of ★9.

Continuing Dental Hygiene students will take the reexamination by June 30. Students in their graduating year will write reexaminations by the end of Reading Week for Fall Term courses and by June 30 for Winter Term and two-term courses.

(3) **Law Students:**

- a. Reexaminations shall be taken only in June except under the circumstances as described in b. below. The deadline for application is May 30.
- b. Where a student fails one course in the Fall Term of their final year, the student may write one reexamination at a time before June, provided that the student attains a GPA of no less than 5.0, calculated on the basis of final grades obtained in Fall Term. The deadline for application is February 3. The rules governing the times for setting of deferred examinations in §23.5.6(3) shall apply to reexaminations written in accordance with this section.

23.5.6 Absence from Exams

When a student is absent from a term or final exam without acceptable excuse, a final grade will be computed using a raw score of zero for the exam missed.

Any student who is incapacitated because of illness, is suffering from severe domestic affliction or has other compelling reasons (including religious conviction) is advised not to sit for an exam. In such cases a student may apply for an excused absence for the missed exam. Excused absence for a missed exam is a privilege, not a right, and is granted at the discretion of the instructor (in the case of term exams) or the Faculty (in the case of final exams). Only those students who, because of incapacitating illness, severe domestic affliction or other compelling reasons (including religious conviction) have missed an exam are permitted an excused absence.

- (1) a. **Missed Term Exams Worth 20% or More:** To apply for an excused absence where the cause is incapacitating illness, a student must present a University of Alberta Medical Statement Form to the instructor within two working days following the missed term exam. The University of Alberta Medical Statement Form must be signed by the treating physician and indicate that the student was seen while ill or is under continuing care for a chronic illness. In other cases, including domestic affliction or religious conviction, adequate documentation must be provided within two working days following the term exam missed. If excusing a student's absence from a term exam, the instructor has the discretion either to waive the exam or require the student to write a make-up exam. For a waiver, the percentage weight allotted to the term exam missed is added to the

percentage weight allotted to the final exam. For a make-up exam, the student is required to write an equivalent exam at a time set by the instructor. If the student does not write the assigned make-up exam at the prescribed time, a raw score of zero will be assigned for the missed term exam.

Note: The University of Alberta Medical Statement Form is available in the *Registration Procedures Manual*, may be downloaded from the Registrar's website, and is available at the University Health Centre.

- b. **Missed Term Exams Worth Less Than 20%:** Instructors cannot require a University of Alberta Medical Statement Form. Students must seek an excused absence from the course instructor within two working days following the term exam missed. If excusing a student's absence from a term exam, the instructor has the discretion either to waive the exam or require the student to write a make-up exam. For a waiver, the percentage weight allotted to the term exam missed is added to the percentage weight allotted to the final exam. For a make-up exam, the student is required to write an equivalent exam at a time set by the instructor. If the student does not write the assigned make-up exam at the prescribed time, a raw score of zero will be assigned for the missed term exam.
- (2) **Missed Final Exams:** A student who has missed a final exam because of incapacitating illness, severe domestic affliction or other compelling reason (including religious conviction) may apply for a deferred exam. A deferred exam will not be approved if a student
 - a. has not been in regular attendance where attendance and/or participation are required, and/or,
 - b. excluding the final exam, has completed less than half of the assigned work.
 Students with two or more deferred exams outstanding from a previous term may be required to reduce the number of courses in which they are registered.
 - a. Students needing to apply for a deferred exam must present themselves at their Faculty's Undergraduate (Graduate) Office. Such an application must be supported by a University of Alberta Medical Statement form in the case of incapacitating illness. The University of Alberta Medical Statement Form must be signed by the treating physician and indicate that the student was seen while ill or is under continuing care for a chronic illness. In other cases, including severe domestic affliction or religious conviction, adequate documentation must be provided to substantiate the reason for an absence. The application and the documentation pertaining to the absence must be presented to the Faculty within two working days following the scheduled date of the exam missed or as soon as the student is able, having regard to the circumstances underlying the absence.

Note: The University of Alberta Medical Statement Form is available in the *Registration Procedures Manual*, may be downloaded from the Registrar's website, and is available at the University Health Centre.
 - b. The student must seek the approval of the dean or designate of the student's Faculty on the application for a deferred final exam;
 - c. In the case of an approved application for deferred final exam, the student's Faculty will inform the Department responsible for the course of the approved deferred exam. The Department will then notify the instructor;
 - d. Payment of the required fee will normally be made at the time of approval of the application for deferral but must be made no later than two weeks after approval. Refer to §22.2.8 for details on where to pay fees and to §22.2.12 for fees for special services.
- (3) **Fall/Winter Deferred Final Exams:** Within the timelines described below, the time and place of the deferred final exam will be determined by the instructor. Instructors are encouraged to include the date, time and place of a deferred exam in the course outline should one be required.
 - a. **Fall Term Deferred Final Exams:** Fall Term deferred final exams must be held by the end of Reading Week in accordance with the following provisions:
 - 1) If the date and time of the deferred exam are included in the course outline given to students, the exam may be scheduled at any time prior to the end of Reading Week.
 - 2) Otherwise, mutually agreeable arrangements must be made with all students eligible for the deferred exam if it is to be held prior to January 20.
 - 3) In the absence of either of the above two arrangements the instructor will submit the time and place of the exam to the department office as early as possible and no later than January

14. It is important that students come to the department to obtain this information on January 15 or as soon as possible thereafter. The exam must be scheduled between January 20 and the end of Reading Week.

b. **Winter Term and Fall/Winter Deferred Final Exams:** Winter Term and Fall/Winter deferred final exams must be held by June 30 in accordance with the following provisions:

- 1) If the date and time of the deferred exam are included in the course outline given to students, the exam may be scheduled at any time prior to June 30.
- 2) Otherwise, mutually agreeable arrangements must be made with all students eligible for deferred exam if it is to be held prior to May 20.
- 3) In the absence of either of the above two arrangements, the instructor will submit the time and place of the exam to the department office as early as possible and no later than May 14 (exception: students in the MD program should consult the undergraduate office for information on deadlines). It is important that students come to the department to obtain this information May 15 or as soon as possible thereafter. The exam must be scheduled between May 20 and June 30.

Students who have not been previously informed must check with the department office on the specified date to obtain the time and place of the deferred final exam.

(4) **Spring/Summer Deferred Final Exams:** The time and place of the deferred final exam will be determined by the instructor who will make this information available to all students in the course.

The exam must be scheduled within two weeks of the date of the final examination missed and prior to August 31.

(5) **Exams Scheduled at the Same Time:** If a student discovers that he or she has two (or more) deferred exams scheduled at the same time, the student shall inform both instructors as quickly as possible and at least five days before the exam date. The instructors will consult with one another and make appropriate arrangements for the student.

(6) **Fall/Winter Deferred Exams Not Written:** Students who have applied for a deferred final exam in accordance with the guidelines in this section, but who have, for justifiable cause, not written the deferred exam on the scheduled date must apply to write the deferred exam in mid-July (see §11 for exam period). Students must complete an application form (available at their Faculty Undergraduate (Graduate) Office. In order for an application to be considered for approval by the Faculty, it must be supported by a University of Alberta Medical Statement Form in the case of incapacitating illness or other documentation substantiating the reason for an absence.

Absence from Deferred Exam Without Justifiable Cause: When a student is absent from a deferred final exam without acceptable reason, a final grade will be computed using a raw score of zero for the final exam.

Deadline for Application: The application and the documentation pertaining to the absence must be presented to the Faculty within two working days following the scheduled date of the deferred exam missed or as soon as the student is able, having regard to the circumstances underlying the absence.

If the student receiving the privilege of writing a deferred exam does not write the exam by the scheduled deferred exam date in July, the privilege will be withdrawn and a final grade in the course will be recorded by the Office of the Registrar and Student Awards according to the grade/remark combination achieved by the student before the deferred final exam was granted. Prior to finalizing the student's grade, the Office of the Registrar and Student Awards will give 30 days written notice to the student's Faculty.

23.6 Academic Standing

The term "academic standing" comprises such matters as continuation in a program, promotion, graduation, and the requirement for a student to withdraw. Unless stated otherwise, changes to academic standing regulations affect new students, continuing students, and students readmitted to a program or faculty. Students should refer annually to the Calendar for the academic standing regulations governing their degree programs.

General Faculties Council has provided the following common academic standing categories and graduation standards for students registered in general (not honors or specialization) programs. Academic standing regulations for individual programs are given in the faculty's description of that program – all students should consult the listing for their own program. Individual faculties may determine the frequency and timing of academic standing reviews.

23.6.1 Common Academic Standing Categories for General Undergraduate Programs

The records of all students are reviewed at the end of each term or two-term period depending on the Faculty. Academic standing is determined by a student's performance over the period under review.

- (1) **First-Class Standing:** Awarded to a student who obtains a grade point average of 7.5 or above while enrolled in a full, normal, academic course load in that year; the definition of a full normal academic course load shall be left to the Faculty concerned.
- (2) **Satisfactory Standing:** Awarded to a student who obtains a grade point average of 5.0 or above and normally indicates that the student is eligible to continue. The GPA requirements for specialization and honors programs are higher.
- (3) **Marginal Standing:** Given to a student who obtains a grade point average of 4.5 to 4.9. Students with marginal standing may be permitted to continue under academic warning. Students in some programs may be required to withdraw and/or repeat the entire year if their standing is marginal.
- (4) **Unsatisfactory Standing:** Normally given to a student who obtains a grade point average of 4.4 or below. Students whose records are found to be unsatisfactory will be notified by their dean and they are normally required to withdraw.

Note: Averages in this section may be calculated as a Fall/Winter grade point average or as a cumulative grade point average depending upon faculty regulations. Students must consult the appropriate individual faculty sections of the Calendar for specific requirements. Rounding rules will apply (see §23.4(7)1).

23.6.2 Academic Warning, Academic Probation, Required to Withdraw

- (1) **Academic Warning:** A Faculty decision that a student with marginal standing must meet specified course and performance standards within a set time or credit frame to maintain eligibility in the program.
- (2) **Academic Probation:** A Faculty may allow a student whose previous academic record is either deficient in some respect or below the standard ordinarily required to continue on academic probation. The Faculty may require the student to meet specified course, program and performance standards to maintain eligibility in the program.
- (3) **Required to Withdraw:** A Faculty decision that a student with Unsatisfactory or Marginal Standing may not continue in a program.
 - a. Depending on the Faculty and on a student's GPA for the period under review, students who have been required to withdraw from a Faculty:
 - 1) may be required to discontinue their studies for a year, after which they may apply for readmission to the Faculty; or
 - 2) if their GPA is between 4.0 and 4.4 and they are first- or second-year students, may be allowed, on the recommendation of the Faculty, to establish satisfactory standing subsequent to having been required to withdraw by enrolling in the Fresh Start Program in Open Studies. After completing ★18 with a GPA of at least 6.0 or ★24 with a GPA of 5.0 on work done after being required to withdraw and meeting all other admission or readmission criteria, they may apply for readmission to a Faculty; or
 - 3) subsequent to having been required to withdraw, may be required to successfully complete ★18 transferable to the University with an AGPA or 6.0 or ★24 transferable to the University with an AGPA of 5.0 at another postsecondary institution, after which they may apply for readmission to a Faculty.
 - b. Students who have previously been required to withdraw from another postsecondary institution and who wish to apply to the University of Alberta must satisfy the requirements set out in §14.2.1(6).

23.6.3 University Graduating Standards

- (1) **Common Graduation GPA:** For students in general programs (i.e., other than honors or specialization) the normal minimum graduation grade point average is 5.0.
- (2) **Degrees with Honors:** A student in the Faculty of Arts or Faculty of Science with approved qualifications may be admitted to the degree of Bachelor of Arts or Bachelor of Science with Honors by following a more concentrated course of study in a special field under the supervision of

one or more of the departments. The time required for an honors degree is normally four consecutive years. Degrees with Honors are awarded in two classes: First Class Honors, and Honors, in accordance with the requirements of the faculty and department concerned.

- (3) **Degrees with Distinction:** At the discretion of the faculty concerned, the notation "With Distinction" is inscribed on the permanent record and graduation parchment of a candidate for any degree, except an honors or graduate degree, if the candidate has obtained a grade point average of 7.5 or higher over the last two years of the program.

23.6.4 Scholastic Standing and Extracurricular Activities

Every student, prior to accepting nomination for any position on the Executive Committee of the Students' Union or as the Board of Governors representative, shall be required to obtain a statement of academic eligibility from the dean of his or her faculty. This statement shall be filed with his or her nomination papers.

To be eligible (1) to represent the University in any competition with outside organizations, (2) to participate in noncompetitive University activities which are open to the general public, or (3) to be eligible to hold office in a recognized student organization, a student must be a registered student taking at least one course for credit during each term and must meet the requirements of satisfactory scholastic standing as defined by the faculty.

23.7 Graduation

On the recommendation of the faculty councils, degrees are conferred by the Chancellor of the University at a Convocation of the faculty, alumni, graduands, and their guests. Convocations for the conferring of degrees are normally held in early June and mid-November of each year.

Upon completion of all requirements in the program, undergraduate students wishing to receive a University of Alberta degree must submit an Application for Degree form to their faculty office not later than February 1 if they expect to have their degree conferred at the Spring Convocation ceremonies held in June, or not later than September 1 if they expect to have their degree conferred at the Fall Convocation ceremonies held in November. Students registered in programs in the Faculty of Graduate Studies and Research should consult §173.12 regarding convocation requirements in graduate programs.

In those cases where more than 12 months have elapsed since the last registration in an undergraduate program in which a student subsequently applies to have a degree conferred, the student will also be required to submit an Application for Readmission or Internal Transfer form along with the required application fee, in order for the conferring of the degree to be considered. Similarly, in the case where a student is applying for a degree which differs from the program in which he or she was last or currently registered, an Application for Readmission or Internal Transfer form and fee is also required in order for the conferring of the degree to be considered. In both cases, students should note the regulations in §23.1.2 as they will be obligated to meet degree program requirements in effect at the time of readmission or transfer to the new program before the degree will be conferred.

23.8 Appeals and Grievances

General Faculties Council (GFC) is the University governing body which has statutory authority over academic matters and student affairs.

23.8.1 Academic Appeals

GFC has instructed each faculty to publish in its section of the Calendar the regulations which affect a student's academic standing, a notice that such decisions are appealable, and information as to where the faculty-level appeal regulations may be obtained.

Decisions about a student's academic standing are first appealable at the faculty level, and students should check the faculty section of this Calendar in order to learn where to obtain their faculty's appeal regulations.

Decisions of faculties concerning a student's academic standing are appealable to General Faculties Council, which has established an Academic Appeals Committee. GFC has delegated to this committee authority to hear appeals from students against faculty decisions which affect their academic standing. The complete regulations of the GFC Academic Appeals Committee may be obtained from the Secretary to General Faculties Council. These

regulations state that an appeal may be made only on the basis that there has been a miscarriage of justice. Students are also required to exhaust the provisions for appeal at the faculty level before taking an appeal to the GFC Academic Appeals Committee.

In addition, the GFC Academic Appeals Committee is not authorized to hear a number of matters, including an appeal from a decision respecting a mark or a grade in an individual course, from an examination decision made in the Faculty of Graduate Studies and Research, from a decision to refuse admission to a faculty, or a decision relating to credit for courses taken or to be taken outside the University of Alberta.

For further information regarding the appeal procedures at the faculty level, including deadlines for filing an appeal, students should seek the advice of their dean and should obtain a copy of the faculty appeal regulations. Students who have been unsuccessful in appealing at the faculty level will be notified by the dean's office of the right to appeal to the GFC Academic Appeals Committee and will be provided with other related information. **Students who wish to appeal to the GFC Academic Appeals Committee should immediately obtain the complete regulations and consult with the Secretary to General Faculties Council in order to learn the procedures to be followed and the deadlines to be met.**

23.8.2 Practicum Placements, Professional Practice and the Public Interest

Students may be required to complete practicum placement as part of their academic program. A practicum placement refers to any placement (volunteer or otherwise) which places or may place the student in contact with the public. The University of Alberta's policy titled "Practicum Placements, Professional Practice and the Public Interest" (§87, *GFC Policy Manual*) addresses issues relating to student practicum placements and reflects the University's obligation to protect the significant public interest involved. Such protection consists of ensuring that students in practicum placements conform to accepted standards of safe, ethical and competent professional practice in their work with patients, clients and co-workers.

To protect the public interest, the policy authorizes deans to vary, withdraw or deny the placement of a student in a practicum, balanced by the student's right to appeal the dean's decision to the GFC Practice Review Board (PRB). The policy also governs appeals of discipline decisions in respect to offences under the Code of Student Behavior (§30.3.3, *GFC Policy Manual*) which relate to a student's practicum. **In other words, the PRB hears appeals from students whose academic standing is affected by a variance in, withdrawal from, or denial of a practicum placement, and appeals of disciplinary decisions related to a practicum placement.**

For information regarding the PRB and the appeal process, students are advised to contact the Secretary to General Faculties Council, University Secretariat, 2-5 University Hall. Copies of §87 (Practicum Placements, Professional Practice and the Public Interest), §1 (Academic Appeals Policy), and §30 (Code of Student Behavior) of the *GFC Policy Manual* may be obtained from the University Secretariat. Students may refer to §30 of the *GFC Policy Manual*, which also contains the full Code of Student Behavior.

Note: Students charged with offences under the Code of Student Behavior which are not related to a practicum placement can appeal decisions of the dean and/or Discipline Officer to the University Appeal Board (§30, *GFC Policy Manual*). Students wishing to appeal decisions regarding academic standing issues not related to a practicum placement can appeal such decisions to the GFC Academic Appeals Committee (§1, *GFC Policy Manual*).

23.8.3 Requirement for Criminal Record Checks

The Alberta Protection of Persons in Care Act (proclaimed January 1998) includes a requirement that persons working or volunteering in designated agencies (hospitals, nursing homes, lodges, group homes, etc.) must provide results of a criminal record check. Accordingly, students serving work experience placements in the form of internships, clinical practicums, academic practicums, cooperative program work placements, etc. in any of these designated agencies can be required to obtain a criminal record check from the appropriate law enforcement agency. Details of this process are available from the faculty or department which sponsors the placement.

Students who are entering a program which requires this type of placement and who have concerns related to their ability to satisfy a criminal record check should consult with their faculty or department program office immediately upon being admitted to the program. Although faculties and departments will attempt to assist students seeking placements, the ultimate responsibility for ensuring that required placements can be made lies with the student.

23.8.4 Grievances Concerning Grades

The assignment of marks and grades is the initial responsibility of a course instructor. Any grievances concerning grades should first be discussed with the instructor. If the problem is not resolved, the student is encouraged to talk with the chair of the department where the course is taught, and then with the dean of the faculty where the course is taught.

This informal process is meant to precede and to avoid formal appeal, but does not preclude formal appeal to the faculty council. Students should contact their faculty office for complete grade appeal procedures and deadlines in order to learn the procedures which must be followed and the deadlines to be met. Students who are unsure of the validity of their grievance should contact the Student Advisor in the Dean of Students' Office.

23.9 Student Records

Definitions

In §23.9,

- (1) "collect" refers to the collection of a student's personal information by or for the University, whether the information is collected directly from the individual or from another source (e.g. a person or organization internal or external to the University);
- (2) "confidential" refers to materials which have been solicited in confidence with the student's consent;
- (3) "consent" is written permission from a student for the collection, use or disclosure of personal information, including confidential materials. Such permission is generally based on the student's awareness of the type of material maintained in a record bearing the student's name;
- (4) "personal information" is recorded information about an identifiable individual who is a student, including: name, home or business addresses or telephone numbers; age, sex, national or ethnic origin, religious or political beliefs, marital status or family status, sexual orientation; identifying number, symbol or other particular assigned to the student; information about the student's health and health care history including information about a mental or physical disability; information about the student's educational, financial, employment or criminal history; someone else's opinions about the student; the student's personal views or opinions, except if they are about someone else;
- (5) "student" means anyone who has interaction with the University related to a personal potential or actual course of studies, credit or non-credit, and includes
 - prospective students who inquire about studies at the University or who are approached through recruitment efforts;
 - applicants who apply for admission to a program or course of studies, whether admitted or not;
 - registrants who register in a program, course, or other course of studies, credit or non-credit;
 - those who have previously interacted with the University as prospective students, applicants, or registrants and who still have records at the University related to these interactions.
- (6) "student record" means a record of information relating to an individual's activity in or interaction with the University as a student. Such records may contain personal information related to the student's interactions with the University. The information may be maintained in any format, including printed, audio, visual, electronic, magnetic and may be stored on any medium including paper, fiche, tape, disk or other electronic or magnetic medium. Student records are normally of three types: files, transactions, and listings, as follows:
 - files include academic files maintained by the Registrar (including transcripts), a dean or a chair; academic files maintained by academic advisors and other offices; financial records; disciplinary records; files used to document activities related to University business (athletics, housing, parking, committees and other governance bodies, ONEcard, Campus Security, counselling and medical services, etc.); files used to document processes initiated pursuant to University policy (appeals, grievances, reappraisal, etc.);
 - transactions involve documents, messages and the like, transient or permanent, which pertain to a student including e-mail messages, voice mail messages, memos, letters, notes, minutes or transaction records of meetings, hearings, selection proceedings, Internet sites;
 - listings are lists or compendiums involving students' information including mailing or membership lists of committees, councils boards

or groups, examination postings, scholarship, bursary or award lists, lists of convocants, degree recipients and the like including photographic displays, alumni lists, statistics compiled for disciplinary and appeal procedures.

- (7) "Unit" means a basic organizational unit of the University responsible for academic or research functions (e.g. department, faculty) or administrative or financial functions (e.g. Office of the Registrar and Student Awards, Financial Services) or service functions (e.g. Health Centre, Dean of Students' Office).

23.9.1 Collection of Personal Information

Information that forms part of the student record is collected under the authority of the Universities Act of the Province of Alberta and in accordance with section 32(c) of the Alberta Freedom of Information and Protection of Privacy Act (FOIPPA Act). It is used to determine eligibility for admission and financial assistance, to advise students about academic programs and to provide university services.

The student record is disclosed to academic and administrative units. Specific information is disclosed to the federal and provincial governments to meet reporting requirements and to the Students' Union/Graduate Students' Association in accordance with FOIPPA Information Sharing Agreements.

23.9.2 Academic History (Transcript) Records

- (1) Students should be aware that their academic record (transcript) is a continuing one and that all matters relating to courses, grades, academic standing, and probation will permanently appear on the academic record.
- (2) Students are responsible for ensuring the accuracy and completeness of their official record by verifying their Statement of Results which is provided to them periodically and the copy of their academic history provided during registration and at convocation. Students should be aware that only the official academic history (transcript) is retained permanently and that source information from the student file is destroyed seven years after the last registration. Queries regarding errors or omissions in the official academic history (transcript) must be made as soon as possible, and will not be considered after the source information has been destroyed.
- (3) Official academic history records, called "transcripts" are issued by the Office of the Registrar and Student Awards only upon the request of the student. They are issued to the student personally or to whomever the student designates. An official transcript bears the signature of the Registrar and is printed on security paper.

Students and alumni may request transcripts in person at the Student Access Centre, main floor Administration Building, or may send a written, signed request via mail, fax or designate.

- (4) The University of Alberta transcript includes the following information for each student record:
 - a. student name
 - b. student previous name(s)
 - c. student ID number
 - d. student's birth month and day
 - e. date of issue of transcript
 - f. degrees and awards granted
 - g. admission status and basis of admission
 - h. credit granted from other institutions or programs
 - i. faculty and degree program of registration
 - j. course information, including for each course: term, course name, number, title, grade, units of course weight, grade points, class average and class enrolment
 - k. total units of course weight and grade points used to calculate GPA
 - l. grade point average calculation
 - m. comments pertaining to academic standing in the program
 - n. withdrawal date, if appropriate
 - o. disciplinary record of suspension or expulsion or rescission/suspension of a degree, if appropriate.
- (5) For further information regarding grades or GPA, refer to §23.4, Evaluation Procedures and Grading System
- (6) **Units of Course Weight:** Course weight is assigned for the purpose of calculating a weighted (grade point) average. A normal course carries a

weight of 3.0 and includes three hours of lecture per week for one term. A course weight of 3.0 may be considered as equal to three semester-hours or 4.5 quarter hours. [This information is captured and stored on a database on a per course basis but is not printed on the transcript.]

- (7) **Grade Points:** Grade points for undergraduate students are calculated by multiplying the course grade by the units of course weight.
- (8) An unofficial copy of a student's academic history (unofficial transcript) does not bear the Registrar's signature, nor is it printed on security paper. Unofficial copies of a student's academic history are issued in the form of:
- Statements of results issued to students at the end of the Fall/Winter or Spring/Summer terms;
 - Copies of students' academic history issued to students with their registration materials and at Convocation;
 - Copies of students' academic history issued to faculties, departments, or academic advisors as appropriate for consideration for admission, academic standing and promotion and for the academic advisement of students;
 - Copies of students' academic history issued at the students' request to other offices or individuals in the University;
 - Copies of students' academic history issued to the appropriate administrative office where the adjudication or processing of an award or bursary made through a University scholarship or bursary committee is involved. Administrative offices include the Office of the Registrar and Student Awards, the Scholarship Office of the Faculty of Graduate Studies and Research, and the Student Financial Aid and Information Centre.

23.9.3 Registration Deadlines Implication for Records

- In Fall/Winter students have five class days following the commencement of classes the term in which to make changes to their registration without penalty. Courses dropped during this period are deleted entirely from a student's record. Course withdrawals following this period and up to the last day for withdrawing from courses for that term result in a grade of W (withdrew) being recorded on the student's record. Grades of W are not included in the calculation of the Grade Point Average.
- Students may not officially withdraw from a course after the Withdrawal Deadline. All students registered in a course after the Withdrawal Deadline will be assigned a final grade by the instructor based on course work completed.
- Pass/Fail (Credit/No Credit) courses which are dropped following the deadline for the last day for withdrawing from courses for that term result in a grade of F (fail) being assigned for the course(s) by the student's faculty. Grades of F are not included in the calculation of GPA.
- When a student withdraws from one or more courses after the first week of classes, fees will be reassessed on a per course basis according to the regulations noted in §22.2.9 of this Calendar. Students who register and then cease to attend, or never attend, without submitting an approved Withdrawal Form will not be eligible for any refund of fees nor will they be exempt from paying assessed fees that are unpaid.
- §11 (Academic Schedule) of this Calendar contains the specific dates for the change of registration and course withdrawal dates noted above.

23.9.4 Access to Student Information

- Access by the Student:** Unless otherwise prohibited by the Alberta Freedom of Information and Protection of Privacy Act, upon request, a student shall have access to any material from a record maintained by any University Unit which bears the student's name or other personal identifier. Confidential materials shall be restricted to materials which have been solicited in confidence with the student's consent (for example, confidential letters of reference).
- Access by University Employees:** U of A employees may access only that personal information in students' records which is required to fulfill their employment duties.
- Access by Others:**
 - Except as noted below, personal information will not be disclosed to others as provided by the FOIPP Act and without the written consent of the student or in accordance with an Information Sharing agreement or Research agreement as provided by the FOIPP legislation.

- The following information is defined as the student's public record: name; faculty of registration; dates of registration or convocation; and degree, diploma or certificate awarded. This information may be issued to third parties (such as other educational institutions, appropriate government agencies, or prospective employers) on a need to know basis.

23.9.5 Records of Disciplinary Action

See §30.2.15 of the *GFC Policy Manual*.

23.9.6 Correction of Records

Students should request correction to their own records if they believe that there are errors or omissions. The head of the Unit maintaining the record will respond by either making the correction or annotating in the record that the correction was requested but not made.

When an error or omission is detected in a student record and that error or omission is subsequently corrected, a copy of the corrected record shall be provided to the student and to each individual or agency to which the university had directly issued an incorrect record.

23.9.7 Use of Student Records for Research

Access to and Use of Student Records and Information for Research by Associations, Organizations and Individuals (including access by other students):

Where access to records of the University of Alberta is sought for the purpose of research, such access may be granted by the Executive Committee of GFC on such terms as may be necessary to ensure compliance with the FOIPP Act and the University of Alberta Standards for the Protection of Human Research Participants (See §66 of the *GFC Policy Manual*).

Procedures to be followed by those who apply to the Executive Committee for release of student information for research purposes:

- Applicants requesting access to student information must complete and submit to the FOIPP Coordinator a Proposal to Access Personal Information for Research and Statistical Purposes and to the Chair of the University Committee on Human Research Ethics (UCHRE) the appropriate research ethics review forms (copies available, respectively, from the FOIPP Coordinator and the Chair, UCHRE).
- Such materials shall be reviewed by the FOIPP Coordinator to ensure compliance with the FOIPP Act and by the UCHRE (or other UA research ethics board as delegated by the UCHRE) to ensure compliance with the University Standards for the Protection of Human Research Participants.
- The proposal for use of student information will be forwarded to the GFC Executive Committee with all relevant documentation together with action recommendations by the FOIPP Coordinator and Chair of the UCHRE.
- If approved by the GFC Executive, the FOIPP Coordinator and the Chair of UCHRE will develop and forward to the applicant a Research Agreement embodying appropriate terms and conditions.
- Once the applicant signs and returns the Research Agreement, the Vice-President (Academic) and Provost will sign the Agreement, and the records will be released to the applicant.

Policy Governing Access to Individually Identifiable Student Records for Research:

- Student records that have been in existence for 75 years or more or that concern an individual who has been dead for 25 years or more are open for research.
- Student records which have been in existence for more than 25 years and less than 75 years may be released for research only upon consent from the student or the student's estate, upon the completion of a research sharing agreement as noted in the procedures above, or in accordance with Section 41 or 41 of the Alberta FOIPP Act.
- Student records which have been in existence for less than 25 shall be released with the consent of the student, upon completion of a research agreement or in accordance with Section 40 or 41 of the Alberta FOIPP Act.

23.9.8 Letters of Reference and Assessments of Students

- Letters of Reference**

The contents of letters of reference collected implicitly or explicitly in confidence with the consent of the student, for the purposes of

determining admission to a program or for the granting of an award, may be revealed to the student in accordance with the Alberta Freedom of Information and Protection of Privacy Act.

Letters of reference will be used only for the express purpose(s) for which they have been supplied.

Letters of reference will be retained for at least one year.

(2) Assessments of Students

Assessment information contained in a student's record may only be divulged by an administrative officer of the University to third parties (such as institutions, agencies or prospective employers) with the student's consent.

When asked by such institutions, agencies or prospective employers to express an opinion concerning a student's academic ability, character and personality, a faculty member may do so only with the consent of the student, in which case, a record of the opinion so expressed will be retained for a minimum of one year by the faculty member.

(3) Reports from University Health Centre and Student Counselling Services

a. Where students have gone on their own initiative or have been referred by an authorized officer of the University to either University Health Centre (as patients) or to Student Counselling Services (as clients), the contents of the students' files are private, and will be protected under the Alberta FOIPP Act and in accordance with professional ethics or codes of behavior.

b. The diagnosis, assessment, or findings contained in any reports or files written by professional consultants at the University Health Centre or Student Counselling Services will normally be reported to an authorized officer of the University or to a specified authority outside the University only if the student gives written consent to do so. It is recognized that the nature and content of any report provided by the consultant will be determined by the ethics and codes of behavior of the consultant's profession, or as otherwise required by law and will be protected by the Alberta FOIPP Act.

c. Exceptions to the restricted reporting guidelines outlined in b. above will only occur in situations where, in the opinion of the professional in question, failure to disclose relevant information could reasonably be expected to threaten the health or safety of the student or a third party.

(4) Reports From Other Counselling Services

In addition to the counselling services provided by the University Health Centre and Student Counselling Services, a large number and variety of other University Units offer counselling to students as part of their operating practice. Any student records created or maintained by these Units must be in compliance with the regulations set out in GFC policy and in the Alberta Freedom of Information and Protection of Privacy Act.

23.9.9 Objections to Release of Information

Students who object to the release of information regarding their records in accordance with the policies stated in §23.9 should notify the Registrar in writing, giving the specific objection. Appropriate action will be taken by the Registrar who will so advise the student.

The Alberta Freedom of Information and Protection of Privacy Act provides for disclosure of personal information for the purposes of complying with an enactment of Alberta or Canada. It also allows for an appeal to the Information and Privacy Commissioner of any decision relating to the release of personal information.

23.9.10 Overdue Accounts: Withholding of University documents and Denial of Registration

In any case where a student has neglected or refused to pay amounts owed to the University, the Registrar has been empowered and directed by the Board of Governors to deny or terminate registration and withhold student examination results, or other indicators of academic attainment, until the student has settled the account with the University or has made arrangements satisfactory to the University to do so. For example, certification with respect to the student's academic attainment (such as the degree parchment, transcript, or statement of grades) may be withheld or registration denied if the student owes the University for library penalties or fines; for purchases at the University Bookstore; for parking or traffic violations; for breakage or damage to laboratory facilities or supplies; for student fees and University of Alberta Emergency Student Loans; for room and board fees; for fees for reexamination or deferred final examinations; or for fines imposed by the Discipline Officer or the University Appeal Board.

For overdue accounts a penalty of 18% per annum will be applied to the outstanding balance at the end of each month.

Delinquent accounts will be reported to the Credit Bureau and referred to a collection agency for recovery.

24 Reserved

25 Student Services

25.1 University Student Services

University Student Services provide a range of services to help students overcome barriers, allow them to successfully deal with the challenges of university life, and make it possible for them to get the most from their educational experiences. Each service has a distinct focus. Our goal is to help students achieve their full potential within the University and society. The University of Alberta encourages opportunity, values diversity, and enhances the quality of life of its students through various services. Website www.ualberta.ca/~uss1/

25.1.1 Dean of Students

The Dean of Students has a major role in defining and maintaining a healthy and respectful relationship between the University of Alberta and its students. Students experiencing difficulty with the University or its faculty and staff, or students who find that accomplishing legitimate goals is frustrated by University policy, practice, or bureaucracy, may find assistance through the Office of the Dean of Students. University departments or offices with difficulties in their interactions with students may also receive guidance and assistance from the Dean of Students.

The Dean of Students coordinates Native Student Services (NSS), University Health Centre, Student Counselling Services, Academic Support Centre, Career and Placement Services (CaPS), Specialized Support and Disability Services (SSDS), Student Financial Aid and Information Centre, Sexual Assault Centre, and the University Student Ombudsperson.

In conjunction with the Students' Union Student Groups Office, the Office of the Dean of Students is responsible for the registration of student groups so that these groups may obtain the privileges and prerequisites that accompany University recognition. The Office of the Dean of Students is located in 2-800 Students' Union Building; phone 492-4145, fax 492-6701. Website www.ualberta.ca/StudentServices

25.1.2 Career and Placement Services (CaPS)

Career and Placement Services (CaPS) provides comprehensive programs, services, and resources to assist students and alumni in career planning and work search efforts. It also provides recruitment services and resources for students, alumni and private and public sector employers.

CaPS offers various programs and services to increase the interaction among students, alumni, and employers. Students at all levels of study are encouraged to use CaPS services to develop their work/career search skills for permanent, summer, and temporary employment. CaPS also has a specialized recruitment program to assist employers in recruiting students and to enable them to interview students on campus.

CaPS offers the following programs and services:

Workshops

CaPS conducts group workshops to assist students with career planning and work search, covering the following topics: career decision making; the work search, the academic work search, portfolios, self employment, and resumé and cover letter, writing; and interview skills preparation.

CaPS also conducts special workshops on any aspect of career planning and work search for departments, faculties, or groups on campus.

Consultations

Individual assistance is also available at CaPS. Staff consultants are available to address career planning and work search concerns, including vocational assessment tools, resumés, application form critiques, cover letter critiques, and mock interviews.

Resource Centre

The CaPS Resource Centre provides a non-circulating reference collection designed to assist students, alumni and prospective students when

researching careers and employment opportunities. This collection consists of a wide variety of print and non-print resources on subjects such as career planning, work search skills and tools, occupations, industries, labour market trends and many other related topics.

Publications

CaPS has produced a series of publications called the *Career Directions Series*. The series includes five workbooks, which are used in our workshops, and which are available for purchase.

Career Fairs and Career Forums

Students should not miss the opportunity to meet employers representing various industries at the All Discipline Career Fair, the Health Sciences Career Fair, the Aboriginal Career Fair, the Agriculture, Forestry, and Home Economics Career Fair and the Education Career Fair.

Discipline-specific career forums are held throughout the academic year to give an in-depth view of various career paths within a discipline.

Recruitment Programs and Employment Opportunities

CaPS enables employers to advertise permanent, summer, and temporary degree-related jobs. All students can access these postings through the CaPS and the Website www.ualberta.ca/caps, and the Job Description Binders located in the Resource Centre.

CaPS is open Monday to Friday from 0830 to 1630 (0830 to 1930 on Thursdays) during Fall/Winter and from 0800 to 1600 during Spring/Summer. CaPS is located at 2-100 Students' Union Building; phone 492-4291, fax 492-1225. Website www.ualberta.ca/caps

25.1.3 Native Student Services

The Office of Native Student Services (NSS) helps the University of Alberta provide an environment that encourages full access, participation, and success for Aboriginal students as outlined in the university's Aboriginal Student Policy. NSS's Vision Statement also recognizes its role in the Aboriginal community on campus and provides services that reflect this responsibility. "*NSS honours the Indigenous worldview of education as a continuous ceremony of learning by respecting and supporting the voices and spirit of our community at the University of Alberta.*" Various support services are available through NSS:

- (1) the Transition Year Program (TYP): TYP is a one year University Access program offered by NSS in conjunction with nine faculties. TYP is for Aboriginal students who may not qualify for direct entry into a specific faculty. Students who complete this program—with the required minimum GPA—may qualify for admission into one of the following faculties with a complete transfer of all credits earned: Agriculture, Forestry, and Home Economics; Arts; Business; Education; Engineering; Native Studies; Nursing; Fine Arts (pending); or Science. These services and supports are provided for the success of TYP students:
 - Instructor Assistant (IA) Program: which provides in-class, recitation, and individual walk-in tutorial support;
 - a two-day University and TYP Orientation,
 - smaller classes;
 - personal, academic, and professional development; and
 - cultural liaison.
- (2) Retention Strategies and Services (RSS): This program provides support services aimed at retention and improved success of all Aboriginal students on campus. These services and programs include:
 - Aboriginal Student Housing Program: administers the aboriginal residences called "Northern House" and "Metis House" and includes Resident Coordinators that provide academic and administrative support;
 - "n'totemtik" (Cree: "my friend") : is a student based group that provides peer support through "sharing circles," study groups, and cultural events;
 - Scholarships and Bursaries Program: collects and distributes Aboriginal based directory of scholarships and bursary information;
 - Providing advocacy for Aboriginal student concerns,
 - Maintains "Majordomo Lists" for the Aboriginal community on campus and the Aboriginal student body;
 - coordinates the Aboriginal portion of the two U of A Convocation ceremonies;
 - supplying referrals to additional services and agencies on and off campus;
 - provides pre-admission counselling to prospective students;
 - offering ongoing personal and general academic counsel to faculty and students;

- coordinating study skills, one-to-one tutorials, study seminars, and workshops; and
 - distributes the E-Newsletter "Moose Call."
- (3) Indigenous Media: This service distributes a monthly international newspaper, *Buffalo Yell News*, that focuses on "Indigenous education news and insights." This service also designs, publishes, and distributes the annual *Aboriginal Student Handbook* that provides campus, U of A calendar, programs, services, and cultural information. It also produces Indigenous multi-media and promotional packages for the Aboriginal community on campus.
 - (4) Community Liaison Program: This program provides linkages between the Aboriginal community on campus, Aboriginal students, and off-campus relations. These programs and services are coordinated by this program:
 - Aboriginal Recruiter and recruitment strategies;
 - A two-day Aboriginal Student Orientation;
 - The annual "Flying Moon Round Dance;"
 - Student Ambassadors Guiding Education (SAGE): a student based recruitment initiative that reaches to local and rural Aboriginal communities;
 - American Indian Sciences and Engineering Society (AISES): an international Indigenous network dedicated to the recruitment of Aboriginal students into the field of sciences;
 - Supplying information on summer employment and employment after graduation by communicating with potential employers and by participating and organizing Career Fairs;
 - Arranging meeting places for social and cultural events for Aboriginal students, Elders, and other Aboriginal programs and programs on campus;
 - On and off-campus cultural liaison between faculties and administrative departments and the Aboriginal communities; and
 - campus tours.

Further inquiries are welcome at the Office of Native Student Services, 2-400 Students' Union Building, University of Alberta, Edmonton, AB T6G 2J7: Phone (780) 492-5677; Fax (780) 492-1674. Website www.ualberta.ca/~native

25.1.4 Specialized Support and Disability Services

The University of Alberta has a tradition of encouraging academically qualified persons with disabilities to seek admission to its programs. It has also demonstrated its commitment to provide support services to students with disabilities to enable complete access to University facilities and successful completion of programs. In assisting students with disabilities, the University's criteria for academic excellence will not be compromised.

Although the primary responsibility for the provision of services rests with Specialized Support and Disability Services (SSDS), the provision of a supportive physical, academic and social environment is the responsibility of the entire University.

To achieve its goal of attracting and retaining qualified students with disabilities, the University commits itself to the following objectives:

- (1) The University of Alberta will ensure that persons with disabilities are considered for admission to any programs for which they are academically qualified within the quota restrictions of the programs.
- (2) Where warranted, and without compromising its academic standards, the University will modify program courseload, examination procedures, and other academic requirements to permit students with disabilities to complete their programs.

(The above is from the policy adopted by the University of Alberta's *General Faculties Council* on September 26, 1988. The complete *Policy for Students with Disabilities* is available from SSDS or on the World Wide Web at www.ualberta.ca/~unisecr/policy/sec108.html.

Students whose disabilities involve any number of conditions affecting mobility, vision, hearing, learning, and physical or mental health, may contact Specialized Support and Disability Services for information. SSDS facilitates and coordinates the efforts of University departments and works with off-campus agencies in meeting students' special needs and provides support services which help to equalize educational opportunities for students. Services include orientation to the University, arrangements for interpreting and communication support, access to and training in adaptive technology and other specialized equipment, and assistance in accessing government funds (e.g., DRES, CSG) and awards. An extensive volunteer program provides support services for students requiring assistance with notetaking, exam writing, taping of readings, mobility on campus, library research, and laboratory work.

SSDS also administers the *Program for Students with Learning Disabilities* (PSLD). Following an initial screening, students appearing to have a learning disability are scheduled for a complete psycho-educational assessment. Based

on assessment results, an appropriate program of instruction and support is developed. Program goals are achieved using a cognitive strategies approach to learning. Inquiries are welcome.

If you are considering attending or have already been admitted to the University and would like more information on SSDS's support services, please indicate this on the University's *Application for Admission* form or contact SSDS directly. Please contact SSDS as early as possible to ensure a smooth transition to the University environment. Orientation for students with disabilities takes place in early September. Please call in advance to register.

Specialized Support and Disability Services is located in 2-800 Students' Union Building, University of Alberta, Edmonton, Alberta, T6G 2J7, 492 - 3381 (phone), 492-7269 (TTY), 492-6701 (fax), sadvisior@gpu.srv.ualberta.ca (e-mail), www.ualberta.ca/~SSDS (website).

25.1.5 Student Counselling Services

Student Counselling Services offers a wide range of professional counselling services directed at helping students who are experiencing personal or academic difficulties.

We offer individual, couple, and group counselling by Chartered Psychologists or Psychology Interns who are supervised by Chartered Psychologists.

Counsellors help students address various personal and/or academic issues, such as feeling isolated, depression, test anxiety, family difficulties, stress, past sexual abuse, or relationship concerns.

Generally, our services are free, but nominal fees may be charged for some group programs and/or career-related assessments. Students who want to see a counsellor should arrange an appointment in advance. Student Counselling Services is located in 2-600 Students' Union Building; phone 492-5205, fax 492-1674. www.ualberta.ca/~USCS (website).

25.1.6 Student OmbudService

The Student OmbudService (SOS) is a joint service of University Student Services and Students' Union. It is staffed by one University Director and two Student Directors. The staff are trained in conflict resolution and provide assistance to students and staff on academic and non-academic matters. They provide one-on-one confidential advising, assistance with the preparation of formal appeals and hearings and mediation services. The SOS is located in Room 3-04 SUB and appointments can be made by calling 492-4689. For more details of this service please refer to §25.2.8. Website www.su.ualberta.ca/ser/sos

25.1.7 Academic Support Centre

(1) **Effective Writing Resources** provides a non-credit writing program open to those who want to improve their composition skills.

a. Courses: 18-hour classes and Saturday workshops at various levels are scheduled throughout the year, for example, Level One: Writing for University; Level Two: Revising and Editing Your Thesis.

Information on schedules and fees is available from Effective Writing Resources.

b. Individual Assessments are also provided based on samples of previously written work or on results from the "Alberta Universities Writing Competence Test." All assessments include a written evaluation and an interview.

1) Writing Competence Test: A diagnostic test offered several times throughout the year.

2) Essay Assessments: These evaluations are available at any time. Students should bring three or four samples of their writing to the office of Effective Writing Resources and arrange for an interview. Any papers students bring must have already been submitted for course credit.

c. Other Services: Students may also obtain a list of recommended books on composition and a checklist to help them revise and edit their work. For details, contact Effective Writing Resources, 2-400 Students' Union Building; phone 492-2682.

(2) **Learning Resources Program** offers workshops on a wide range of topics related to University study. The program goals are to make students more effective and efficient learners and to help them improve their performance. When students have difficulty with courses, it relates either to their learning strategies or to the course itself. The program teaches students how to learn various kinds of course content.

Topics include how to write exams; take lecture notes; manage time; organize term papers; develop memory and study strategies; deal with test anxiety; and select main ideas from textbooks, notes, and lectures.

Workshops on these and other topics are offered in various formats: single-topic workshops, and mini-courses that combine a number of single workshop topics. Fees are charged for all workshops. Some individual assistance for learning problems is available by appointment.

For details, contact Learning Resources, 2-400 Students' Union Building; phone 492-2682, fax 492-1674. Website www.ualberta.ca/~ascntr

(3) **Computer Resources** provides short computer training workshops in a number of areas including wordprocessing, spreadsheets, audio and video presentations, and accessing the Internet.

For details, contact Computer Resources, 2-400 Students' Union Building; phone 492-2682, fax 492-1674. Website www.ualberta.ca/~ascntr

25.1.8 Sexual Assault Centre

The Sexual Assault Centre is a cooperative effort between the Dean of Students and the Students' Union.

The staff and volunteers at the University of Alberta Sexual Assault Centre believe that if help is available for sexual assault victims and their friends and family, recovery, emotional healing, personal growth, and strength will result.

The University of Alberta Sexual Assault Centre offers services to female and male victims of

- acquaintance sexual assault,
- date sexual assault,
- stranger sexual assault,
- adult survivors of child sexual abuse,
- dating/marital violence,
- sexual assault by multiple perpetrators.

Services are also accessible to friends, parents, and families of sexual assault victims, the heterosexual and homosexual communities, students with disabilities, and persons of all ethnic and socioeconomic classes.

Direct Service

Highly skilled staff and volunteers provide crisis intervention, short-term counselling, support, information, assistance, and referrals to people affected by sexual assault. At the individual's request, we provide information and accompany the victim through any further hospital, police, or court involvement. Call for an appointment or visit our office.

Education and Awareness

Staff and volunteers offer various interactive educational presentations on sexual assault, the male perspective, and the effect on relationships with friends and family. Presentations may be arranged by contacting the Director.

Volunteers

Become a part of our team! The University of Alberta Sexual Assault Centre offers a practical and rewarding volunteer experience for students and staff. Following an extensive training program, volunteers specialize in direct service, education, training, or public relations. For an application form and more information, contact the Director.

Office Hours

Weekdays (0900-2100); call 492-9771 or visit 2-600 Students' Union Building. Website www.ualberta.ca/~uasac

25.1.9 Student Financial Aid and Information Centre

The Student Financial Aid and Information Centre administers a number of financial aid programs to assist undergraduate and graduate students who are experiencing financial difficulties. SFAIC is a joint venture service between the University of Alberta Student Services and the Students' Union.

The following services and programs are available:

Government Student Loan Programs

SFAIC has application and appeal forms for all federal and provincial student loan program. Staff are available to assist students in completing their funding applications.

Financial Information

Staff are available to discuss budgeting, debt control, financial management, and alternate sources of funding.

Emergency Student Loans

Emergency student loans are short term loans available for full-time students to cover essential living expenses in the event of an unanticipated emergency. Emergency Student Loans are interest-free, must be repaid in

three months, and cannot be used to cover debts with other University departments.

Financial Need Bursaries

These bursaries provide financial assistance to University students in good academic standing who have exhausted all other financial resource and face a budgetary shortfall. Bursaries are non-repayable. There are two kinds of financial need bursaries.

- (1) **Emergency bursaries** are given on an ongoing basis to full-time University students who face an unanticipated financial emergency. Emergency Bursaries cannot be used to cover debts with other University departments.
- (2) **Supplementary bursaries** are disbursed once a year to full-time University students who have received maximum government student loans or do not have access to such funds. Forms are available on December 1 and the application deadline is January 15 at 13:30.

SFAIC is located in 2-700 Students' Union Building. Please call 492-3483, or visit us at www.su.ualberta.ca/ser/sFaic/. For financial information, e-mail sfaic@ualberta.ca and for emergency aid assistance e-mail emergaid@ualberta.ca

25.1.10 University Health Centre

The University Health Centre is a walk-in medical clinic with full physician, nursing and pharmacy services. Our purpose is to provide primary medical care, health education and preventative care to the University community. When students and staff visit the University Health Centre, they need to present their One Card and Alberta Health Care card or evidence of other health insurance.

Access

Medical Services may be accessed by full-time students and their immediate family, part-time and Open Studies students, academic and non-academic staff.

University Health Centre Services

Physician Services: consultations and medical exams; confidential testing for pregnancy, STD's and HIV/AIDS; birth control counselling; subsidized third-party medicals for students; minor surgery; exam deferrals

Nursing Care: first aid; allergy injections; immunizations; auditory testing

Specialists: psychiatry; physical medicine rehabilitation; dietary counselling

Our pharmacy provides subsidized prices on numerous medications to students. We fill prescriptions written by physicians whose practice is outside of the University Health Centre, and will call outside physicians' offices or pharmacies for prescriptions. We can process prescriptions through the Met Life Assure card, and accept payment for prescriptions by cash or cheque. Over-the-counter items such as Tylenol, cough syrup and condoms are available for purchase.

Full-time and part-time students pay a subsidized rate for prescriptions up to the cost of the drug but they do not pay a dispensing fee. Immediate family members of students are permitted to submit prescriptions and are charged a rate equal to the cost of the drug. Subsidized rates and access apply only to the term in which the Health Services Fee has been paid. Students must present their OneCard when leaving prescriptions to be filled or when picking them up.

Health Education Program: Our Health Education Program plays an important role in increasing the awareness of certain health issues on campus. Peer Health Educators run informative and entertaining sessions on alcohol awareness, smart sex (including AIDS and STD's), stress management and birth control. Presentations are fun and thought provoking; they are designed by students, about students, for students. The Healthy Student Shareware collection provides interactive computer programs on various health topics. These programs may be downloaded from www.ualberta.ca/~jhancock/HealthEd.html

Location and hours of operation: Room 2-200, Students' Union Building. Telephone: 492-2612. Our Health Centre is open Monday through Friday 0800 -1700, Pharmacy is open Monday through Friday, 0830 -1700.

Web Site: www.ualberta.ca/~jhancock/UHS.html

25.2 Students' Union Student Services

25.2.1 Campus Food Bank

Due to the increasing financial burdens on students, some find it increasingly difficult to find enough money for decent nutrition. The Campus

Food Bank is a service, jointly offered by the Students' Union and the Graduate Students' Union, which seeks to provide students who have no other options with nutritional resources to help them get by. Should you ever require assistance please remember the Campus Food Bank. We also solicit donations from the campus community and always welcome the donations or volunteer efforts of students at the University. Please support the Campus Food Bank (monetary or food) at our office located on the lower level of SUB (040 J SUB) or call us at 492-8677.

25.2.2 Information Registries

The Information Registries is open Monday through Friday; phone or visit our office for hours of operation. We cannot take requests over the phone for information from our Tutor, Used Book, or Typist Registries.

The Information Registries main office is located at 030A Students' Union Building, University of Alberta, Edmonton, AB T6G 2J7; phone (780) 492-4212, fax (780) 492-4643. Website www.su.ualberta.ca/ser/reg. The Information Registries offers the following services to students:

Exam Registry

Exams are collected from departments by the Information Registries. Students who want to request past exams may order them through our office or at HUB, and CAB Information Booths. Exam orders are processed overnight or on the following day and can be purchased at the place of ordering. Some departments are exempt from submitting their exams to our registry.

Housing Registry

The Housing Registry provides information on off-campus housing, the Residential Tenancies Act, emergency and temporary housing, bed and breakfasts, low-cost housing alternatives, and accommodation at other Canadian universities. Students seeking roommates and subleases, as well as landlords seeking renters, may list their accommodations with the Housing Registry. Students can receive computer-generated lists of various accommodations. Information will be mailed on request.

Inquiries and requests can be made in person, by telephone, or by writing to Information Registries, 030A Students' Union Building, University of Alberta, Edmonton, AB T6G 2J7; phone (780) 492-4212, e-mail housing@su.ualberta.ca. The Registries Internet homepage address is www.su.ualberta.ca/ser/reg

Information Desks

The Information Registries operates information desks in HUB, SUB, and CAB where staff provide information about any aspect of the University campus. Specifically there is information on Student Services, Campus Maps, and a wide array of campus departments and services. Bus passes and tickets are sold at the CAB and SUB desks. The SUB desk is also a TicketMaster outlet and sells tickets to both on and off-campus events.

Tutor Registry

The Information Registries offers a free list of tutors for various subjects at the University and high school levels. Three editions are published annually: Spring/Summer, Fall Term, and Winter Term. For more information on registering as a tutor, visit our office or our webpage. For students seeking help with a course, lists of tutors are available at our office and at all Information Booths.

Typist Registry

The Information Registries offers a centralized list of people available near campus to do typing, formatting, and word processing. This information is available in our office and at HUB, SUB, and CAB Information Booths. To be part of this registry, come by our office.

Used Book Registry

Used books for sale can be entered directly through the service's webpage. The booklist is available at our office, the HUB, SUB, and CAB Information desks; and via our webpage.

25.2.3 Safewalk

Safewalk is a volunteer-based service of the Students' Union that provides the campus community with an alternative to walking alone after dark. Committed to creating a safe and comfortable atmosphere on the University campus, Safewalk also patrols the campus area, acting as extra "eyes and ears" for Campus Security, and maintains constant radio contact with the office.

To use Safewalk, call 4-WALK-ME (492-5563) and give us your name, your location, your destination, and the time you would like to be picked up. A co-ed team will be dispatched to meet you and escort you to your destination.

Safewalk's boundaries extend south of the campus to 72 Avenue and east to 91 Street. We will also travel with you on the LRT as far as Clareview Station. Hours of operation are Fall/Spring 1900–0030 and Winter 1700–0030.

Volunteer recruitment for Safewalk takes place in September and January, with training dates in both months. If you are interested in volunteering for Safewalk, come to 040E Students' Union Building or call 492-5563 for more information.

25.2.4 Students' Access Fund

Each student who is a member of the Students' Union pays into the Access Fund, as per a 1995 referendum. The Fund is disbursed to those University of Alberta students who are greatest in need, the highest priority being students nearing completion of their degree and who have exhausted all other means of financing their education.

The Access Fund is disbursed via an application and one-on-one interview process, based on a number of criteria and policies established by an advisory board made up of students and community members. For more information contact the Access Fund Administrators (492-4236, accessfund@su.ualberta.ca).

25.2.5 Student Financial Aid and Information Centre

The Student Financial Aid and Information Centre is a cooperative effort between the Students' Union and the Dean of Students. See §25.1.9.

25.2.6 Student Group Services

The University of Alberta has more Student Groups than any other university in Canada. Student Groups represent the diverse cultural, political, and recreational interests of students. Registered groups are eligible for various privileges from the Students' Union, including grants and loans, office space, mail boxes, publicity, and seminars. The Director of Student Group Services is available for consultation regarding registering and operating Student Groups; phone 492-9789 or visit 040V Students' Union Building.

25.2.7 Student Help

Are you stressed over school? Relationship problems getting you down? Feeling depressed? Student Help is a Students' Union service that has been offering peer counselling to the University community since 1969. We provide an informal environment that is completely confidential and anonymous, and offer an open, friendly place to come and talk.

Student Helpers are student volunteers trained in listening, communication, and crisis intervention skills. They are all currently studying at the University, so they understand the student viewpoint but can also offer an objective, nonjudgmental viewpoint. Student Help operates on the principle of nondirectiveness. Rather than advising, volunteers help explore alternatives and discover solutions.

The office maintains an extensive referral list, allowing us to give you updated information on resources available on and off campus. If volunteers are not equipped to handle a problem, they can put you in touch with someone who can.

Student Helpers deal with academic and personal problems. They can help with anything from exam deferrals to crisis intervention. If you're feeling lost, or just need to talk, Student Help can help. Students are free to visit 030N SUB or to call 492-HELP(4357). Student Help is open September–April, weekdays from 0800–2100 and weekends from 1700–2200. No appointment is necessary and there is no fee.

Student Help volunteers are recruited yearly from April to September; drop by the office for more information.

25.2.8 Student OmbudService

Caught up in red tape? The primary role of the OmbudService is to ensure that students receive equitable treatment within the University and the Students' Union. We provide an excellent starting point for members of the University community who are unsure of the precise nature of their problem or complaint or of the best way to handle it. Effective October 1, 1997, the Student Advisor and the Student OmbudService merged.

The Student OmbudService has four main functions:

- (1) **Information Source:** We collect information on regulations and policies not readily accessible to students and assist in using and interpreting appeal procedures.
- (2) **Referral Service:** Most problems students encounter can be handled through informal channels, including professors, academic advisors, department heads, and deans. If a particular area of responsibility is not

clear, or a student has a concern about pursuing these informal channels, we can help determine alternative courses of action.

- (3) **Facilitator:** When necessary, we can facilitate communication or attend meetings between students and University staff to resolve disputes.
- (4) **Prescriptive Role:** The OmbudService can make recommendations in specific cases and, where appropriate, suggest general changes in structures and procedures affecting students. By monitoring systemic discrepancies in policy and their effects on individual students, we attempt to stimulate discussion of wider institutional issues.

We are located in Room 3-04 of the Students' Union Building. General inquiries can be made during regular office hours; appointments can also be made by phoning 492-4689.

25.3 Office of Human Rights

The Office of Human Rights exists to assist the University of Alberta in providing a fair, open and supportive environment for its students and its staff. The office offers a confidential advisory service for members of the University community whose own work or study is being impaired through the disrespectful, discriminatory or harassing behaviors of others. The office also coordinates the University's Employment Equity Initiatives.

The office is located at 289 CAB; phone 492-7325 (voice and TTY); website www.ualberta.ca/~hurights

25.4 Library Services

The University of Alberta Library contains over 3,600,000 volumes. The main collections are housed in the Cameron, Rutherford, Law, and Education Buildings, the Walter C Mackenzie Health Sciences Centre and Faculté Saint-Jean. Full information about the University Library is contained in §223.

Students are subject to fines for overdue materials according to the *Library Fines Policies*. This document is available at all circulation desks.

25.5 Housing and Food Services

The Department of Housing and Food Services offers students various residence communities where academic and personal growth are supported and encouraged. Lister Hall, Pembina Hall and Faculté Saint-Jean are traditional-style residences. Michener Park, HUB International, and Garneau are unfurnished apartment residences available on a monthly basis. Students in each residence elect a residence association directed by a Residence Life Coordinator, who works with students to develop a unique program of educational, social and cultural activities. Priority for housing is given to full-time students at the University of Alberta. **Applications are accepted throughout the year. Students should request information as early as possible** from Housing and Food Services, University of Alberta, 44 Lister Hall, 87 Avenue and 116 Street, Edmonton, AB T6G 2H6; phone (780) 492-4281, toll free 1-800-615-4807, e-mail housing@ualberta.ca, website www.hfs.ualberta.ca.

Faculté Saint-Jean

Residence Saint-Jean is a small French-immersion residence located on the Faculté Saint-Jean campus, five kilometres east of the main campus. This building, constructed in 2000, provides single or double furnished rooms. The residence is linked to the Faculté's academic buildings by an underground passage. A playing field and tennis courts are part of the Faculté's grounds. The University runs a free shuttle bus service to the main campus.

Students supply their own food and do their own cooking in well-equipped communal kitchens, and the Café Saint-Jean is available for snacks. Faculté Saint-Jean provides the camaraderie of a small community and an excellent opportunity to participate in "la francophonie."

La Résidence Saint-Jean, située sur le campus de la Faculté Saint-Jean, est à environ six kilomètres du campus principal de la University of Alberta. Être résident de la Résidence Saint-Jean, c'est avoir la possibilité de vivre dans un milieu francophone. Ce nouvel édifice, construit en l'an 2000, loge 100 étudiants dans des chambres meublées, possédant chacune sa salle de bain. Les étudiants ont accès à des cuisines modernes et bien équipées.

La résidence est reliée à l'édifice académique par un passage souterrain. Un service de minibus gratuit relie ce campus avec le campus Ouest.

Vivre à la Résidence Saint-Jean vous permettra de mieux connaître vos camarades de classe.

Lister Hall

The Lister Residence consists of three high-rise towers on campus. An excellent choice for first-year students, the Lister community encourages

social interaction and development, and provides a meal plan. Single or double study bedrooms are fully furnished and are located around a central lounge area. Students choose their own type of floor environment, based on social activity, age, and living arrangement. Floor coordinators are the students' link to opportunities for involvement in various recreational and social programs. Study rooms are available to students in each tower.

Lister provides many other amenities: steam room, weight room, tennis courts, study rooms, computer room, Internet access, color televisions in the lounges, piano and music practice rooms, and a suntanning facility. Dining facilities are located downstairs or at various food service outlets across campus. "The Marina," a convenience store, and "The Ship," a community centre, are also located in Lister Hall. Coin-operated washers, dryers and other services are found on each floor.

Pembina Hall

Pembina offers a relaxed and quiet atmosphere for mature students (21 years and over). One of the University's original residences, Pembina was constructed in 1914 and is located in the heart of the campus. All rooms are furnished singles. The Central Academic Building, Students' Union Building, and HUB Mall are all close by. A meal plan is provided, with dining facilities located in Lister Hall, CAB, and lunchrooms across campus. There are no cooking facilities in the study bedrooms. Each floor features a small kitchenette and communal lounge. Piano, computer, and sewing rooms are also available for students' use. Coin-operated laundry facilities are available.

Garneau

Garneau is one of Edmonton's oldest and most picturesque neighbourhoods, located just east of campus next to the Law Centre. The Garneau Residences are made up of a variety of unfurnished apartments and houses. Coin-operated laundry facilities are conveniently located.

The Garneau apartments are attractive, modern walk-ups, constructed for the World University Games in 1983. These one-, two-, and four-bedroom unfurnished units feature spacious balconies and are equipped with a refrigerator and stove. Utilities are included in the rent, and bicycle storage is available.

The 41 Garneau houses are unique in design, ranging in size from cozy one- and two-bedroom units to spacious four- and six-bedroom houses. Students may apply as a group or individually. All houses are equipped with a refrigerator and stove. Utilities are included in the rent.

HUB

HUB is one of the most innovative housing complexes in North America. As an international gathering place, HUB offers opportunities to meet students from as far away as Hong Kong, Lebanon, and Kenya. Some units overlook a self-contained mall with quaint and stylish shops, restaurants and services. Unfurnished bachelor, one-, two-, and four-bedroom units, and special end units (accessible to the disabled) are available on a monthly basis, and all units come with drapes, fridge and stove. Students may apply as a group or individually.

HUB International is joined by covered skywalks to the Rutherford Library, Humanities Centre, and the Fine Arts, Law, and Business buildings.

Michener Park

Michener Park is a quiet family housing community six kilometres south of the main campus, designed for families or couples. For families, two-bedroom apartments with balconies on the upper floors and others with patios at ground level are available, as are two- and three-bedroom row houses with semi-private yards opening onto landscaped courtyards. Couples without children may choose Vanier House, a 14-storey high-rise featuring unique bi-level one-bedroom apartments.

Furnishing include refrigerator, stove, and drapes. Laundry facilities are available at a central location, and utilities are included in the rent. Michener Park provides playgrounds, day-home, a babysitting co-op, and a computer room with an on-line connection to the mainframe University of Alberta academic computer system. The Park is close to shopping, the University of Alberta Tennis Centre, and excellent bus routes to the University and downtown.

Food Services

Students in Lister Hall and Pembina Hall must purchase a dining card, which operates on a declining balance. The card may be used in Lister Hall, CAB, or lunchrooms located in various academic buildings across campus. Required financial commitments are listed on the Fee structure. A campus dining card, available to students living in other residences and off campus, is also offered.

25.6 Bookstores

The University maintains a large and modern Bookstore operation with three outlets on campus.

The University of Alberta Bookstore is located in the Students' Union Building. New and used textbooks, class materials and required supplies for most courses may be purchased.

The Bookstore also has a wide selection of fiction, poetry, current best sellers, children's books, reference books and nonfiction books. A special order service is available for any book not in stock. An extensive selection of quality clothing and gift items bearing University insignia and team logos is available, as well as magazines, greeting cards, art and engineering supplies.

HardDrive, the CD music store, is located on the lower level of the Bookstore and includes an impressive selection in all genres of music and knowledgeable staff.

The Microstore, the Bookstore's microcomputer department, is located on the lower floor of the main store. Hardware, software and peripherals are available at educational discount prices to qualified customers.

The University of Alberta Health Sciences Bookstore, located in the Extension Bookstore, provides textbook and reference materials for all medical and nursing courses as well as providing specialty services to the University's health care community.

The University of Alberta Extension Centre Bookstore provides text and services to students in the Faculties of Extension and Rehabilitation Medicine. Trade books, children's books, reference books and crested merchandise are also available.

The BookCellar, located in the HUB Mall, sells law textbooks and a wide selection of discounted trade books. The BookCellar also provides year-round textbook buyback.

Refund Policy

General: Full refunds will be given if the merchandise being returned is in perfect saleable condition and the customer provides acceptable proof of purchase (cash receipt or cancelled cheque) and the specific conditions for refund of the type of merchandise is met. The Bookstore reserves the right to deny a refund at any time.

Textbooks: Textbooks may be returned only during the specified times as published by the Bookstore.

A student may return textbooks that were required for a specific course if the student withdraws from the course and provides proof of the withdrawal and requests the refund within seven days of withdrawing from the course.

General Books: Books not specified as required textbooks may be returned for refund within seven days of the date of purchase.

Special Orders: Refunds are not allowed on special orders.

Sale Items: Refunds are not allowed on sale items.

Non-Book Merchandise: Most merchandise may be returned for refund within seven days of date of purchase.

Computers Department: Normally, there are no refunds on merchandise from Computers; however, the manager may, under extenuating circumstances, approve a refund.

Used Books: The Bookstore in SUB also buys back certain textbooks in December and in April if they are in good condition. The Bookstore reserves the right to limit these quantities.

25.7 Printing and Duplicating Services

Quality Color Press

The Quality Color Press operates a printing and duplicating service for the University community. Students may access Quality's services, including desktop publishing, disk conversion, text scanning, duplicating, printing, and binding.

The Quality Color Press office on campus is at 4-28 Mechanical Engineering. Satellite copy centres are located at B105 Education, 114 Civil Engineering, TB29 Tory, and 162 Clinical Sciences. For information on printing, duplicating, and thesis binding, call 492-9491.

Students' Union Print Centre

The Students' Union Print Centre and Postal Outlet offers a full range of printing and postal services to suit your needs.

With full-service digital printers, the Print Centre can produce just about any document that you require, in both small and large quantities. Services available include photocopying, digital printing, binding, and custom-designed coursepacks.

The Postal Outlet, which operates in concert with Canada Post, offers services including stamp sales, faxing, postal box rentals, priority and Xpress Post, postal money orders, and Western Union money transfers.

Both the Postal Outlet and the Print Centre are open from 9 am to 5 pm, Monday to Friday, and are located in room 0-26 in the lower level of the Students' Union Building.

25.8 Computing and Network Services

Computing and Network Services (CNS) provides information technology solutions to support the University of Alberta's teaching and learning, research, administrative, and public service goals. CNS services are based on an infrastructure composed of a fast fibre optic backbone network and the client/server model of distributed computing and a highly knowledgeable staff essential to building and operating this complex environment.

Departmental LANs, made up of various PC/Windows, UNIX, and Macintosh computers, are integrated with the backbone network via Ethernet and FDDI connections. Remote serial connections to campus and Internet services are supported via central terminal servers and a number of modem pool facilities.

CNS issues computing IDs to all registered U of A students; IDs are available for faculty and staff on request (at 240 Gen Serv). Use of CNS Computing IDs and facilities is subject to the "CNS Conditions of Use" and all other ethical and legal policies and guidelines established by the University.

CNS Computing IDs enable access to campus and Internet resources, providing the user with electronic mail, network news, and file transfer facilities; personal disk space on CNS file servers; access to general-purpose logon computers and tools (e.g., GPU); and support for personal and departmental web sites.

The CNS Help Desk in 302 Gen Serv and the Electronic Help Desk on the web assist clients. Clients can drop in at the Help Desk or access information technology generalists at the hotline number 492-9400. The Help Desk is open weekdays during regular business hours.

CNS supports general-purpose and high-performance computing tools. It also supports the standard Internet protocols for global networking (e.g., HTTP, SMTP/POP, NNTP, FTP). Additionally, the department provides infrastructure support for special teaching venues that feature computer/video conferencing, multimedia, and other facilities for alternative delivery of education. CNS currently operates more than 30 instructional computer labs in partnership with sponsoring departments. The labs may be booked for teaching purposes.

For more information, see the CNS website at www.ualberta.ca/CNS/

25.9 Day Care Centres

The Students' Union and Community Day Care Centre, a non-profit society, provides full-time and part-time childcare services. Located in HUB International Marketplace (8917-112 Street), the centre is licensed for children from 18 months (non-toilet trained) to 6 years. Daily midday meal and two snacks are provided. Childcare staff are fully qualified to create and implement developmentally appropriate programs, and the Centre offers onsite kindergarten in addition to all-inclusive programs. Government subsidies are available, and fees are based on family income. Hours of operation are Monday to Friday 0730 to 1730.

For further information, phone 492-2245 or stop by 8917 HUB International Marketplace.

The University Toddler Center (434-8407) and Michener Park Family Day Homes are operated by a non-profit Society. The Center provides on-campus care for children from birth to 35 months of age. All staff have Early Childhood diplomas or relevant degrees. Michener Park Family Day Homes (448-1158) offers agency-monitored childhood care in approved private homes, most of which are located in the University's Family Housing Complex. Based on family net income, government subsidies are available to those who qualify.

The University and Community Day Care Centre is located within walking distance of the University, at Windsor Park School (8720-118 Street). Early childhood professionals staff the centre, which has spaces for children of University staff and students. For information, call 433-0070.

The Hospitals and Community Day Care (433-9663) cares for children (19 months to 5 years in age), with staff trained in early childhood development. Various activities that interest children and expand their development are available.

The Garneau/University Childcare Centre is a non-profit, municipally approved day care centre located in Garneau School. It offers a play-based, child-centred program and employs qualified staff. Snacks and hot lunches

are supplied. Hours of operation are 0730-1730 Monday to Friday. For information, phone the Centre at 439-9050.

25.10 Athletics and Recreation

25.10.1 Campus Recreation Program

Campus Recreation, part of Athletics and Recreation, encourages healthy lifestyles for the University community through various recreational activity programs.

All full-time and part-time students, faculty members, non-academic staff members, and alumni and their families who possess an ID card or a Van Vliet Physical Education and Recreation Centre "user" card are eligible to participate in most Campus Recreation Programs.

The major goals of this program are to offer a wide range of activities to as many members of the University community as possible; provide well-organized physical exercise in an appropriate setting; and provide a friendly, enjoyable social atmosphere during and following activity participation.

To attain its goals, Campus Recreation is divided into program areas, each with a different focus:

Women's, Men's, and Co-Rec Intramural Programs offer various sport-oriented activities. More than 60 activities are offered to students, faculty and staff and their families.

Non-Credit Instruction (NCI) Program offers instruction in dance/fitness, sports and outdoor pursuits to all members of the University community. Over 30 instructional courses are offered per term.

Sports Clubs Program comprises over 20 clubs, including martial arts, rowing, badminton, and cross-country skiing. Many students, faculty and staff are members of the club.

Campus Fitness and Lifestyle Program (CFLP) provides fitness classes and lifestyle-improving course to students, faculty and staff.

Special Events Programs are offered at various times throughout the year on an ad hoc basis. Examples include Campus Recreation Skate-Giveaway, Old-Time Skating Party, and Family Fun Sunday.

Casual Recreation opportunities for "drop-in" participants are provided regularly in the many facilities of the Van Vliet Centre.

Information on any of these Campus Recreation Programs and how to access the facilities is available from the Campus Recreation Office (W1-08 Van Vliet Centre) during office hours.

25.10.2 Varsity Athletics Program

The interuniversity athletic program at the University of Alberta provides diversified competitive opportunities, skilled and qualified coaching and outstanding facilities for students with superior athletic abilities. The interuniversity athletic program develops and uses these talents in high-calibre organized competition with students of similar ability across Canada. The University of Alberta is a charter member of the Canada West University Athletic Association. The Golden Bears and Pandas compete in the CWUAA with men's and women's teams from the Universities of British Columbia, Victoria, Calgary, Lethbridge, Regina, Saskatchewan and Trinity Western University. Conference champions advance to compete in national and international competitions organized by CIS (Canadian Interuniversity Sport). National championships have been held in football, volleyball, basketball, hockey, swimming, soccer, and wrestling for men; volleyball, swimming, field hockey, basketball, ice hockey, and soccer for women; and track and field and cross-country for men and women. Golden Bears and Pandas travel and meet athletes from across Canada and around the world.

Spectator participation is a vital part of the Alberta campus scene, as thousands of students, staff and alumni attend Golden Bears and Pandas games.

Student athletes receive individual recognition for their achievements at the yearly athletic awards night, Colour Night. This is the culmination of the athletic year at the University of Alberta. The most highly prized trophies are the Bakewell and Wilson trophies, presented to the top female and male athletes at the University. Award recipients are chosen by a committee made up of faculty representatives and members of the University Athletic Board.

25.11 Transportation and Parking

Traffic and parking regulations that apply to the use, operation, and parking of all motor vehicles within the boundaries of the campus are established by the Board of Governors. Students are responsible for knowing the regulations, copies of which are available at the Parking Services office, 203 Education Car Park.

Parking on campus is restricted to valid permit holders, 0700–2200 hours, seven days a week. Violations result in parking tickets and/or cars towed away at the vehicle operator's expense. See the University Traffic and Parking Regulations for further information.

Student Parking

Students may purchase parking permits on a first-come, first-served basis beginning in April for the upcoming Fall/Winter period. To purchase a permit payment must be made for the period requested. The minimum period that can be purchased is one calendar month. Available space will be sold to Winter Term students in January. To purchase permits, students must report to the Parking Services office and present vehicle registration, drivers licence, and student identification or letter of acceptance.

Further Information

Additional information may be obtained in the Registration Procedures Manual or directly from Parking Services by phone (492-PARK) or in person at 203 Education Car Park (114 St and 87 Ave).

Alberta's Code of Applicant Behavior. The procedures in the Code of Applicant Behavior relate to applicants only. Students who, after completing registration, are found to have been dishonest during the admission or readmission process may be charged under the Code of Student Behavior. See §26 preceding, or Appendix A – §30, *General Faculties Council (GFC) Policy Manual*.

25.12 Bursary Information

University of Alberta students may apply for bursaries based on financial need. Because bursary funding is limited, awards are normally issued after a student has exhausted all other options. Financial need bursaries are non-repayable awards allocated based on financial need and satisfactory academic standing. Applications for bursaries are available from the Student Financial Aid and Information Centre, Room 2-700, Students' Union Building. Deadline for completed applications is January 15th at 4:30 pm. Late applications are not accepted.

26 Code of Student Behavior

It is the student's responsibility to be familiar with, and adhere to, the terms of the University of Alberta's Code of Student Behavior. Included in this Code are descriptions of unacceptable behavior for students in the University, the sanctions for commission of the offences, and explanations of the complete discipline and appeal processes.

The Code of Student Behavior, as set out in the *General Faculties Council (GFC) Policy Manual*, is provided in its entirety in Appendix A of this Calendar, beginning on page 710.

Amendments to the Code of Student Behavior occur throughout the year. For the most current version of this Code, visit the University Secretariat website at www.ualberta.ca/~unisechr/gfcPM.htm#30 or contact the University Secretariat for information concerning amendments approved by GFC since this copy of the Code was published.

27 Code of Applicant Behavior

Any applicant for admission or readmission who:

- (1) misrepresents or aids another person or persons to misrepresent material facts for the purpose of obtaining academic advantage;
or
- (2) commits or aids another person or persons to commit an act designed to misrepresent an applicant's academic status or eligibility for admission or readmission;
or
- (3) is known to have assisted a student of the University of Alberta, or an applicant, in an act of cheating, plagiarism, fraud, deceit or any other form of academic dishonesty;

may be denied admission or readmission to the University of Alberta. The University of Alberta also reserves the right to refuse to consider future applications for admission from such persons, subject to the right of appeal by an applicant. The Registrar may be contacted for information on the appeal process.

The Code of Applicant Behavior, as set out in the *General Faculties Council (GFC) Policy Manual* is provided in its entirety in Appendix B of this Calendar, beginning on page 731.

It is the responsibility of those applying for admission or readmission to the University of Alberta to be familiar with the terms of the University of