

# University Regulations and Information for Students

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## 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 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 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 Electronic Communication Policy for Students and Applicants

The University of Alberta uses and will use electronic communication with its students and applicants in lieu of many paper-based processes. "Electronic communication" includes anything that is created, recorded, transmitted or stored in digital form or in any other intangible form by electronic, magnetic or optical means or by any equivalent means. Currently, this most often includes information communicated by e-mail and via a website.

All references in the Calendar and in other University policies to any method of communication by the University by any media, shall be deemed to include the right of the University to make such communication by electronic means.

It is important to note that communication by electronic means between the University and its students and applicants remains at the option of the University. Some Faculties, Departments or other offices of the University may maintain policies to communicate by non-electronic means, in certain cases, or generally. The following determine what form of communication students and applicants should use in response to communications from the University:

- (1) if a specific method of response (such as by e-mail, a web-based form, or a paper form) is stated as being required in the communication from the University, use that method;
- (2) if an option to use different methods of communication is provided, any of the options may be used;

- (3) if no specified method or option for response is stated, respond using the same method in which the communication was made. That is, if an e-mail is received, respond by e-mail; if a letter or other communication in paper form is received, reply in paper form.

All students and applicants will be assigned a University of Alberta Campus Computing ID (CCID) with e-mail privileges (see §24.6).

Where the University chooses to communicate by e-mail, the communication will normally be directed to the e-mail address that was originally assigned by the University.

**Important note:** Information Services and Technology allows students and applicants to change their originally assigned University e-mail address to a preferred University e-mail address. If students or applicants choose to change their originally assigned e-mail address to a preferred e-mail address, the preferred e-mail address will become the one used by the University pursuant to this policy, and e-mail will not be received at the original address. It is the responsibility of all students and applicants to ensure that it is possible for them to receive, access, read and act upon all e-mail from the University in a timely fashion. The University is not responsible for failure to receive communications as a result of students or applicants having changed their originally assigned e-mail address to a preferred e-mail address. If students or applicants choose to forward their University directed e-mail to other non-University e-mail addresses such as those offered by Hotmail, Yahoo, Shaw, Telus, etc., they do so at their own risk.

Electronic communications sent by the University will be deemed received the next University business day after the day the e-mail was sent, regardless of any error, failure notice, internet service provider problem, virus, e-mail filters, or auto-reply related to students' or applicants' e-mail, unless the error or problem originated with the University of Alberta. Students and applicants are expected to check their e-mail account frequently in order to stay current with University communications. Information Services and Tehnology must be advised of any problems encountered with e-mail accounts immediately by contacting the Help Desk at (780) 492-9400. Failure to receive or read in a timely manner University communications sent to the e-mail address does not absolve students and applicants from knowing, responding to or complying with the content of that communication.

While the University of Alberta may require students and applicants to use electronic communication, they must nonetheless continue to exercise prudence and common sense in their electronic communications with the University, recognizing that:

- (1) great care must be taken to ensure that the e-mail is addressed only to the intended recipients;
- (2) caution should be exercised when copying or forwarding information to others;
- (3) the use of file attachments with e-mail communications is discouraged unless the sender has verified that the attachments will be accessible to and readable by all intended recipients and that they are virus-free;
- (4) students and applicants should check their mailboxes regularly to ensure there is enough available space for new messages;
- (5) students and applicants must inform Information Services and Tehnology immediately by contacting the Help Desk at (780) 492-9400 if their e-mail is not working;
- (6) if students and applicants do not have the ability to access e-mail communications or the web, they must inform the Office of the Registrar in order to make alternate arrangements.

Electronic communication will be subject to the same policies on information disclosure as other methods of communication (see §20.4 on Freedom of Information and Protection of Privacy). The laws of Alberta will apply to all electronic transactions and communications involving the University of Alberta.

## 20.4 Freedom of Information and Protection of Privacy

On September 1, 1999, the *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 the *Freedom of Information and Protection of Privacy Act*.

## 20.5 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 obtained from University Governance ([www.governance.ualberta.ca](http://www.governance.ualberta.ca)).

## 20.6 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 Office of the Vice-President, Research.

## 20.7 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.

### 20.7.1 Precis

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.

### 20.7.2 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.

## 20.8 Risk Management Services

Risk Management Services (RMS) provides the expertise, services and tools for resource planning and risk management at the University of Alberta.

Within RMS, the Office of Emergency Management has been established to ensure the University has policies, procedures and plans in place to address any emergency or disaster situation.

Visit the RMS website ([www.uofaweb.ualberta.ca/rms](http://www.uofaweb.ualberta.ca/rms)) for current information.

## 21 Classification of Students

### 21.1 Categories

#### 21.1.1 Undergraduate and Graduate Students

- (1) Undergraduate students are those who are registered at the University of Alberta in a Faculty other than the Faculty of Graduate Studies and Research or the Faculty of Extension. Undergraduate students may be registered as full- or part-time students.
- Full-time students are those who are registered for credit in ★9 or more in one term.
  - Part-time students are those who are registered for credit in fewer than ★9 in one term.
- (2) A detailed classification of graduate students will be found in §203.4 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 GFC approved 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.
- (7) Audit Only Students (Auditors) are those registered in one or more courses, exclusively on a not-for-credit basis.

### 21.1.3 Students in the Faculty of Extension

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

### 21.2 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 Office of the Registrar at (780) 492-3113.

## 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.

The registration period for the Fall/Winter Terms begins in mid-March for continuing students and in late April for students who have accepted their offer of admission. The registration period for Spring/Summer Terms begins in mid-February.

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.

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 §12.6). 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

Students use Bear Tracks (<https://www.beartracks.ualberta.ca>) to register in courses and create a conflict free class timetable. Some courses may be closed to web registration and the student must contact the teaching department for registration. Refer to the Registration and Courses menu at [www.registrarsoffice.ualberta.ca](http://www.registrarsoffice.ualberta.ca) for detailed registration procedures.

#### 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 not register for audit more than once in any University course in which they have received a final grade of AU (Audit) or AW

(Audit Withdrawal) except for reasons deemed sufficient by the Dean (or designate) of the Faculty in which they are enrolled.

- (6) 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.
- (7) 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 D 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.
- (8) The Faculties of Engineering, Law, Medicine and Dentistry, and Pharmacy and Pharmaceutical Sciences were granted exemption from (7) above.

### 22.1.4 Prerequisite Course Requirements

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. 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.

### 22.1.6 Tuition Deposit

Undergraduate students who are newly admitted to a program at the University, both high school and postsecondary, are required to accept their offer of admission and to pay a nonrefundable \$500 Tuition Deposit. Payment of the deposit is required in order to access registration. The Tuition Deposit is credited towards the student's overall tuition assessment. **Note:** A Tuition Deposit is not required for graduate students and students rejoining in their current program of study.

The Tuition Deposit is nonrefundable. Students who pay the Tuition Deposit and choose **not** to attend will forfeit their deposit. Students who pay a similar deposit to confirm acceptance of admission to a quota program do not pay an additional Tuition Deposit. (**Note:** When a student who has received admission to the University is subsequently denied admission, a refund will be issued in this circumstance only.)

Students who choose not to attend should delete courses immediately. Failure to do so may be costly as fee deadlines are considered firm and are strictly enforced. Students are responsible for adhering to published deadlines and are accountable for fees unless they drop their registration by the appropriate deadline. (See §11).

### 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 Adding and Dropping Courses before the Registration Deadline

Changes of registration may be made by students until the Registration Deadline (see §11). Normally students complete their own course adds, drops or swaps using Bear Tracks (<https://www.beartracks.ualberta.ca>). If a student decides not to attend they must delete (drop) their courses on Bear Tracks so that they are not assessed tuition fees and to release class space to other students. Instructors are not required to allow students to make up any class material, class time, or lab time they may have missed due to registering in a course after the commencement of classes.

## 22.1.9 Adding or Withdrawing from Courses after the Registration Deadline

After the Registration Deadline, students must first obtain permission from their Dean to add a course(s) late. The *Courses to be Added/Deleted Form* must be completed by the student and signed by the department(s) offering the course(s) and the student's Dean and forwarded to the Registrar's Office for processing (see §22.1.7 Late Registration).

After the Registration Deadline and until the Withdrawal Deadline (see §11), students may withdraw from courses in person at the Faculty or Department office. See §22.2.9 for the fees implications of withdrawals. A *Withdrawal Form* must be completed by the student and the appropriate signatures obtained. The signature of the student's Dean is required and the effective date of withdrawal is that on which the student's Faculty receives and dates the form. Changes in registration will not normally be approved after the deadlines appearing in the Academic Schedule. A student who does not formally withdraw from a course will be assigned a grade based on term work completed if they abandon a course without Faculty permission and will still be responsible to pay the fees assessed to the registration.

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 Auditors

The policies outlined in §22 above will also apply to students who wish to audit a course, whether or not they are taking other courses for credit.

Audit Only Students (Auditors) are those registered in one or more courses, exclusively on a not-for-credit basis 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 eleventh class day of the term and must be submitted prior to the fifteenth class day of the term.
- (2) The Course Audit form can be obtained from the Registrar's Office or at [www.registrarsoffice.ualberta.ca](http://www.registrarsoffice.ualberta.ca).
- (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) 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.
- (8) Withdrawal from an audited course will result in a grade of AW, as will failure to attend where attendance is a course requirement. Refer to §11 for withdrawal deadlines.
- (9) 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.
- (10) Exceptional Athletes in Open Studies and Fresh Start students are not permitted to register as auditors or to change from credit to audit status.

## 22.2 Fees Payment Guide

The *Post-Secondary Learning Act* of Alberta grants authority to approve tuition and fees for students to the Board of Governors. 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 that 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 at [www.registrarsoffice.ualberta.ca/Costs-Tuition-Fees.aspx](http://www.registrarsoffice.ualberta.ca/Costs-Tuition-Fees.aspx)

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

- (1) **Undergraduate fee assessment:** Registrar's Office (780) 492-3113
- (2) **Graduate fee assessment:** Faculty of Graduate Studies and Research (780) 492-3499
- (3) **Fee payment:** Financial Services, Student Receivables (780) 492-3000

Definitions of the terms used in this section can be found in §240 the Glossary.

### 22.2.1 Fall 2014/Winter 2015 Undergraduate Instructional and Non-Instructional Fees

Changes in fees for Fall 2015/Winter 2016 were not available at time of publication. Refer to [www.registrarsoffice.ualberta.ca/Costs-Tuition-Fees.aspx](http://www.registrarsoffice.ualberta.ca/Costs-Tuition-Fees.aspx) for 2015-2016 fees information, including Spring and Summer 2015. Students registered in the Faculty of Graduate Studies and Research should consult §22.2.2 and [www.gradstudies.ualberta.ca](http://www.gradstudies.ualberta.ca) for 2015-2016 fees information.

- (1) **Fall 2014/Winter 2015 Undergraduate Instructional Fees:** 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 §231, 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 2014-2015 is \$88.68. Students in Dental Hygiene programs will be assessed at a fee index of \$109.42, which includes the regular Undergraduate fee index plus the Clinical Operations fee. 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 \$147.62.

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

#### Fall 2014/Winter 2015 course fees based on a fee index value: \$88.68

Single-term, ★3, fi = 6, for credit:	\$88.68 x 6	=	\$532.08
Two-term, ★6, fi = 12, for credit:	\$88.68 x 12	=	\$1,064.16
Single-term, ★3, fi = 6, audited:	\$88.68 x 6 x 1 / 2	=	\$266.04
Two-term, ★6, fi = 12, audited:	\$88.68 x 12 x 1 / 2	=	\$532.08

Fees are assessed by term (see §240 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** with the following exceptions.

MD program, all years:	\$3,749.28/term
DDS program, Years 1, 2 and 3:	\$10,092.22/term
DDS, Year 4:	\$8,696.48/term

Advanced Placement students in Dentistry are required to pay a Clinical Operations Fee of \$39,577.60 per annum.

**International Student Differential Fee:** Undergraduate students who are not Canadian Citizens, Permanent Residents, Convention Refugees or Protected Persons as defined by Citizenship and Immigration Canada (i.e., International students) are assessed tuition fees at a rate of \$327.42 per unit of fee index. If you become a Permanent Resident, Convention Refugee or Protected Person as defined by Citizenship and Immigration Canada and present proof before the end of the term, the Differential Fee will not be assessed in that and subsequent terms. Proof of your change of immigration status can be submitted to the Registrar's Office (main floor, Administration Building). Sample fee assessments for International Students are available at [www.registrarsoffice.ualberta.ca/Costs-Tuition-Fees.aspx](http://www.registrarsoffice.ualberta.ca/Costs-Tuition-Fees.aspx).

In courses or programs where the regular tuition rates do not apply, International Students will be assessed a rate of 269.21% above the tuition applied to these courses or programs.

**Program Differential Fees:** Students admitted to the following programs will be assessed a Program Differential Fee:

Program	Full-Time/term	Part-Time/term
Law (JD)	\$2,272.80	\$1,136.40
Medicine (MD)	\$2,272.80	\$1,136.40

- (2) **Fall 2014/Winter 2015 Undergraduate Non-Instructional Fee Schedule:** Students are assessed Non-Instructional Fees per term as shown below; the corresponding privileges conferred are explained in §22.2.13. Most of these fees are mandatory for most students; exceptions to Non-Instructional Fee payment rules are listed following the table.

*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
Augustana Student Insurance Policy	\$8.00	\$8.00
Registration and Transcript <sup>1</sup>	\$76.28	\$38.14
Student Services <sup>1</sup>	\$57.08	\$28.54
Common Student Space, Sustainability and Services <sup>1</sup>	\$153.08	\$76.54
Students' Union Membership <sup>1</sup>	\$38.08	\$18.56
Students' Union Dedicated <sup>1</sup>	\$41	\$38
Students' Union Health Plan <sup>2</sup>	\$118	\$118
Students' Union Dental Plan <sup>2</sup>	\$116.50	\$116.50
Athletics and Recreation <sup>1</sup>	\$82	\$41
PAW Centre Fee	\$26	\$13
Health Services <sup>1</sup>	\$27.06	\$13.53
U-Pass <sup>1</sup>	\$129.17	\$129.17

<sup>1</sup> Denotes Mandatory Non-Instructional Fee

<sup>2</sup> Denotes Optional Non-Instructional Fee (see Students' Union Health and Dental Plan information below)

#### Exceptions to Non-Instructional Fee payment regulations:

- Students registered only in courses designated as off-campus are not assessed the Athletics and Recreation Fee, the PAW Centre Fee, the Health Services Fee, or the U-Pass Fee with the exception of WKEX students. If an off-campus student wishes to opt for Athletics and Recreation, Health Services, PAW Centre or the U-Pass they must advise the Registrar's Office by the term registration deadline and will be assessed the fees accordingly.
- Off-campus students pay the part-time/term rate for the Student's Union Membership/Dedicated.
- Full-time and part-time on-campus degree program students in the Faculty of Business are assessed an additional \$7.50 Faculty Association Fee in the Fall Term.
- Full-time on-campus students in the Faculty of Law are assessed an additional \$50 Faculty Association Fee in the Fall Term.
- Full-time on-campus degree program students in the Faculty of Nursing are assessed an additional \$12.50 Students' Union Dedicated Fee towards the Nursing Faculty Association Membership in the Fall Term and part-time on-campus degree program students in the Faculty of Nursing are assessed an additional \$8.50 Students' Union Dedicated Fee towards the Nursing Faculty Association Membership in the Fall Term.
- Full-time, on-campus degree program students in the Faculty of Science are assessed an additional \$5 Students' Union Dedicated Fee towards the Science Faculty Association Membership.
- Augustana Faculty students are not assessed the Health Services Fee, the PAW Centre Fee or the U-Pass Fee and are assessed different Students' Union Fee rates.
- Auditing students who are not taking courses for credit do not pay Non-Instructional Fees and are not granted the corresponding privileges.

#### Students' Union Health and Dental Plan Non-Instructional Fees

All undergraduate students who are enrolled in at least ★3 in the Fall Term and pay Students' Union fees, including international students, will be automatically assessed for the Students' Union Health and Dental Plan in the Fall Term. Coverage is for a full year from early September to the end of August. Students may choose to customize their coverage by keeping only parts of the plan or completely opt-out of the plan during the Fall Term change-of-coverage period (late August to mid September). The fee is assessed by the University of Alberta for the Fall Term only. New Winter Term students may choose to enrol in the plans. Changes to coverage can be completed online at [www.ihaveaplan.ca](http://www.ihaveaplan.ca), or by calling the Member's Services Centre at 1-866-795-4430 or in person at the Students' Union Health and Dental Plan Office (0-26 SUB).

#### Opting-Out of the plans:

The deadline to opt-out of the Students' Union Health and Dental plan is the Fall add/delete deadline (see §11 Major Deadlines from the 2015-2016

Academic Schedule). Students can opt-out online at [www.ihaveaplan.ca](http://www.ihaveaplan.ca), or by calling the Member's Services Centre at 1-866-795-4430, or in-person at the Students' Union Health and Dental Plan Office (0-26 SUB).

(3) **Fees for Special Programs:**

- Postgraduate Medical/Dental Education Program:** Students in the Postgraduate Medical/Dental Education Program pay a Program Fee of \$968.38 per year.
- 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; the Students' Union Fees; Athletics and Recreation; PAW Centre Fee; Health Services; Students' Union Health and Dental Plan; Common Student Space, Sustainability and Services; and U-Pass Fees. If a student registers in other courses additional to WKEXP in a term, normal tuition fee calculations will apply for the total registration.
- Faculty Student Funds:** Students in certain Faculties have voted to be assessed an additional Faculty Student Fund in accordance with the Students' 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  
Law: \$50/term
- Visiting Student Certificate Program:** Refer to \$22.2.5 for the yearly fees for this program. Students in this program are assessed Full-time Non-Instructional Fees for each term they are assessed instructional fees, whether they are taking courses for credit or audit.

(4) **Sample Fee Assessment Fall 2014/Winter 2015 Rates:**

(For a full-time, Canadian or Permanent Resident student taking five credit courses, each with ★3 and six fee index units, per term.) Further fee samples, including International Student fee samples are available at [www.registrarsoffice.ualberta.ca/Costs-Tuition-Fees.aspx](http://www.registrarsoffice.ualberta.ca/Costs-Tuition-Fees.aspx).

Fee	Fall Term	Winter Term	Total
Course Fees	\$2,660.40	\$2,660.40	\$5,320.80
Registration and Transcript	\$76.28	\$76.28	\$152.56
Student Services	\$57.08	\$57.08	\$114.16
Common Student Space, Sustainability and Services	\$153.08	\$153.08	\$306.16
Student's Union Membership	\$38.08	\$38.08	\$76.16
Students' Union Dedicated	\$41	\$41	\$82
Students' Union Health Plan	\$118	N/A	\$118
Students' Union Dental Plan	\$116.50	N/A	\$116.50
Athletics and Recreation	\$82	\$82	\$164
PAW Centre Fee	\$0	\$26	\$26
Health Services	\$27.06	\$27.06	\$54.12
U-Pass	\$129.17	\$129.17	\$258.34
<b>Total</b>	<b>\$3,498.65</b>	<b>\$3,290.15</b>	<b>\$6,788.80</b>

## 22.2.2 Fall 2014/Winter 2015 Graduate Instructional and Non-Instructional Fees

Changes in fees for Fall 2015/Winter 2016 were not available at the time of publication. Refer to [www.gradstudies.ualberta.ca](http://www.gradstudies.ualberta.ca) for 2015-2016 fees information and additional sample fees assessments.

All graduate students are assessed two types of fees: Instructional Fees and Non-Instructional Fees.

(1) **Fall 2014/Winter 2015 Graduate Instructional Fees:**

- Thesis-based graduate students admitted Fall 2011 and thereafter:** Full-time thesis-based graduate students who are Canadian Citizens, Permanent Residents, or Convention Refugees or Protected Persons as defined by Citizenship and Immigration Canada are assessed a program fee; the annual amount for 2014-2015 is \$3,662.40 assessed as follows: \$1,220.80 for Fall 2014/Winter 2015 Terms and \$610.40 for Spring/Summer 2015 Terms. In addition, full-time thesis-based graduate students who are neither Canadian Citizens, Permanent Residents, or Convention Refugees or Protected Persons as defined by Citizenship and Immigration Canada are assessed an international differential fee; the annual amount for 2014-2015 is \$2,935.80 assessed as follows: \$978.60 for Fall 2014/Winter 2015 Terms and \$489.30 for Spring/Summer 2015 Terms.

Part-time thesis-based graduate students who are Canadian Citizens, Permanent Residents, or Convention Refugees or Protected Persons as defined by Citizenship and Immigration Canada are assessed a program fee; the annual amount for 2014-2015 is \$1,831.20 assessed as follows: \$610.40 for Fall 2014/Winter 2015 Terms and \$305.20 for Spring/Summer 2015 Terms. In addition, part-time thesis-based graduate students who are neither Canadian Citizens, Permanent Residents, or Convention Refugees or Protected Persons as defined by Citizenship and Immigration Canada are assessed an international differential fee; the annual amount for 2014-2015 is \$1,467.90 assessed as follows: \$489.30 for Fall 2014/Winter 2015 Terms and \$244.65 for Spring/Summer 2015 Terms.

b. **Thesis-based graduate students admitted before Fall 2011 and course-based graduate students:**

- Course Instruction Fees:** All thesis-based students admitted before Fall 2011 and all course-based graduate students are assessed individual course fees for all courses, projects, and thesis research. There is no maximum Instructional Fee. Fees for a course taken for credit are normally calculated according to the following formula: **fee index value x units of fee index (except THES 919; see below)**. The fee index value is a dollar amount that is approved annually by the Board of Governors. **The graduate fee index value for Fall 2014/Winter 2015 is \$104.02.** 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 Instructional Fee for a course with 6 fee index units taken for credit is \$624.12. The Instructional Fee for a course with 6 fee index units taken for audit is \$312.06. (Special Graduate Students may not audit courses.) The units of fee index are shown following the title of each course in \$231 Course Listings), and are indicated by *fi*.
- Reduced Thesis-Only Fee:** For 2014-2015, this Instructional Fee is assessed at a flat rate of \$1,167.96 per term. To be assessed the Reduced Thesis-Only Fee for a full-time thesis registration, students must have been admitted before Fall 2011 and meet the following eligibility criteria:

**Doctoral Students:** must be in a noncost-recovery program; must have been registered full-time (minimum of ★9 course/thesis per term) in at least four Fall or Winter Terms in their graduate program and have been assessed at least 18 fee index units in each of those terms; and must register in THES 919 instead of THES 909. (THES 919 and 909 are both equivalent to ★9 in a term.)

**Master's Students:** must be in a noncost-recovery program; must have been registered full-time (minimum of ★9 course/thesis per term) in at least two Fall or Winter Terms in their graduate program and have been assessed at least 18 fee index units in each of those terms; and must register in THES 919, instead of THES 909. (THES 919 and 909 are both equivalent to ★9 in a term.)

- Extra Course Fees:** For thesis-based graduate students admitted before Fall 2011 and course-based graduate students fees for courses extra to a degree program are calculated in the same way as fees for courses that are part of a degree program.
- Program Differential Fee:** In addition to Course Instructional Fees, students registered in the following program are assessed a Program Differential Fee:

**Master of Business Administration (MBA):** Students admitted to this program in Fall 2008 or thereafter are assessed an MBA Program Differential Fee on a course-by-course basis. The 2014-2015 MBA Program Differential Fee is \$597.84 per ★3 course. This fee is subject to yearly Instructional Fee increases. There is no maximum MBA Program Differential Fee amount.

- International Student Differential Fees:** Thesis-based graduate students admitted before Fall 2011 and course-based students who are neither Canadian Citizens, Permanent Residents, or Convention Refugees or Protected Persons as defined by Citizenship and Immigration Canada are assessed an International Student Differential Fee calculated on and equal to the value of all Instructional Fees and Program Differential Fees assessed (104.2% Differential). If you become a Permanent Resident, Convention Refugee or Protected Person as defined by Citizenship and Immigration Canada and present proof before the end of the term, the Differential Fee will not be assessed in that and subsequent terms. Please submit original proof of your change of immigration status to the Faculty of Graduate Studies and Research (Killam Centre for Advanced Studies, 2-29 Triffo Hall).

(2) **Fall 2014/Winter 2015 Graduate Student Non-Instructional Fee Schedule:** In addition to Instructional Fees, all graduate students are

assessed Non-Instructional Fees. The Non-Instructional 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. Non-Instructional Fees differ between Fall/Winter and Spring/Summer.

Students are assessed Non-Instructional Fees for each term in which they register. The Fall/Winter 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	\$76.28	\$38.14
Student Services	\$57.08	\$28.54
Common Student Space, Sustainability and Services <sup>1</sup>	\$153.08	\$76.54
Athletics and Recreation <sup>2</sup>	\$82	\$41
PAW Centre <sup>2</sup>	\$26	\$26
Health Services <sup>2</sup>	\$27.06	\$13.53
GSA Dental Plan <sup>3</sup>	\$170.89	N/A
GSA Health Plan <sup>3</sup>	\$226.01	N/A
Graduate Students' Association	\$77.37	\$58.03
GSA Dedicated Fees	\$1.50	\$1.50
U-Pass Fee <sup>2</sup>	\$129.17	\$129.17
Graduate Students' Assistance Program Fee <sup>4</sup>	\$4/\$8	\$4/\$8
Maintaining Registration <sup>5</sup>	N/A	\$624.12
Readmission <sup>6</sup>	\$1,373.06	\$1,373.06

<sup>1</sup> Off-campus students are assessed the part-time Common Student Space, Sustainability and Services fees.

<sup>2</sup> Off-campus students are not assessed these fees.

<sup>3</sup> **GSA Dental Plan Fee and GSA Health Plan Fee:** these fees are assessed in Fall Term to all full-time graduate students, both on-campus and off-campus.

<sup>4</sup> **Graduate Student Assistance Program Fee:** assessed at \$4 in Fall Term and \$8 in Winter Term for both full-time and part-time and on-campus and off-campus graduate students. The higher Winter Term amount covers access to services provided by this fee for the subsequent Spring and Summer Terms.

<sup>5</sup> **Maintaining Registration Fee:** Part-time Graduate 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 off-campus part-time Non-Instructional fees.

<sup>6</sup> **Readmission Fee:** Graduate students who do not keep their programs active as described in §203.3 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 Instructional and Non-Instructional fees.

Full-time graduate students are eligible to become members of the undergraduate Students' Union by paying the applicable fee.

### (3) Sample Fee Assessment 2014–2015 Rates:

#### a. Thesis-based students admitted before Fall 2011 and course-based students with 18 fee index units per term (full-time on-campus)

Fee	Fall Term	Winter Term	Total
Instruction	\$1,872.36	\$1,872.36	\$3,744.72
Registration and Transcript	\$76.28	\$76.28	\$152.56
Student Services	\$57.08	\$57.08	\$114.16
Common Student Space, Sustainability and Services	\$153.08	\$153.08	\$306.16
Athletics and Recreation	\$82	\$82	\$164
PAW Centre	\$0	\$26	\$26
Health Services	\$27.06	\$27.06	\$54.12
GSA Dental Plan	\$170.89	N/A	\$170.89
GSA Health Plan	\$226.01	N/A	\$226.01
Graduate Students' Association	\$77.36	\$77.37	\$154.73
GSA Dedicated Fees	\$1.50	\$1.50	\$3
Graduate Students' Assistance Program	\$4	\$8	\$12
U-Pass*	\$129.17	\$258.34*	\$387.51*
<b>Total</b>	<b>\$2,876.79</b>	<b>\$2,509.89*</b>	<b>\$5,386.68*</b>
International Student Differential	\$1,952.28	\$1,952.28	\$3,904.56
<b>Total</b>	<b>\$4,829.07</b>	<b>\$4,591.34*</b>	<b>\$9,420.41*</b>

\*Thesis based students pay an additional \$129.17 in Winter Term for the Spring/Summer U-Pass.

#### b. On-campus Full-time thesis-based students admitted Fall 2011 and thereafter

Fee	Fall Term	Winter Term	Total
Instruction <sup>1</sup>	\$1,220.80	\$1,220.80	\$3,662.40
Registration and Transcript	\$76.28	\$76.28	\$152.56
Student Services	\$57.08	\$57.08	\$114.16
Common Student Space, Sustainability and Services	\$153.08	\$153.08	\$306.16
Athletics and Recreation	\$82	\$82	\$164
PAW Centre	\$0	\$26	\$26
Health Services	\$27.06	\$27.06	\$54.12
GSA Dental Plan	\$170.89	N/A	\$170.89
GSA Health Plan	\$226.01	N/A	\$226.01
Graduate Students' Association	\$77.36	\$77.37	\$154.73
GSA Dedicated Fees	\$1.50	\$1.50	\$3
Graduate Students' Assistance Program	\$4	\$8	\$12
U-Pass <sup>2</sup>	\$129.17	\$129.17	\$387.51
<b>Total<sup>1</sup></b>	<b>\$2,225.23</b>	<b>\$1,858.33</b>	<b>\$5,433.54</b>
International Student Differential <sup>3</sup>	\$978.60	\$978.60	\$2,935.80
<b>Total<sup>1</sup></b>	<b>\$3,203.83</b>	<b>\$2,836.93</b>	<b>\$8,369.34</b>

<sup>1</sup> Students are assessed \$610.40 in the Spring and Summer Terms. In addition, students are assessed Non-Instructional fees and instructional fees (based on the graduate level fee index value) if they register for courses other than THES in the Spring or Summer Terms.

<sup>2</sup> Students are assessed \$129.17 in the Spring Term.

<sup>3</sup> Students are assessed \$488.30 in the Spring and Summer Terms.

(4) **Assistantship and Department Fees Payment Inquiries:** Staff and Student Payments, Human Resources can assist with the following types of inquiries: payment of monthly stipends to holders of graduate assistantships, payroll deduction of fees from assistantships, and fees payment from department and trust accounts.

## 22.2.3 Student Instructional Support Fees 2014-2015

The University of Alberta complies with the Public Postsecondary Institutions' Tuition Fees Regulations released by the Government of Alberta, which states that postsecondary institutions may charge mandatory student fees further to fees for instruction to support the provision of supplies, equipment, materials and services to students.

The Student Instructional Support Fees policy is located on the University of Alberta Policies and Procedures Online (UAPPOL) website at: <https://policiesonline.ualberta.ca>

### Mandatory Instructional Support Fees that are reported on a student's fee assessment:

Course/Program	Fee for	Amount
ANTHR 396	Field School	\$600 - \$3,000*
AREC 410	Field Trip	\$100
AREC 423	Field Trip	\$100
AUART 215	Supplies	\$50
AUART 231	Supplies	\$50
AUART 232	Supplies	\$50
AUART 271	Studio Supplies	\$50
AUART 272	Studio Supplies	\$50
AUART 331	Supplies	\$50
AUART 371	Supplies	\$50
BIOL 432	Field Course	\$500-\$600*
DRAMA 407	Travel Cost	\$1,000-\$2,000*
DRAMA 507	Travel Cost	\$1,000-\$2,000*
Education/Field Experience	Practicum Placement	\$88.68
EDEL 302	Art Supplies	\$15
EDEL 496	Field Trip	\$100 - \$250*
EDES 301 (Red Deer Cohort)	Field Trip	\$50 - \$65*
EDES 361	Art Supplies	\$15
EDFX 490 (certain sections)	Field School	\$0 - \$2,000
EDPS 401 (Red Deer Cohort)	Field Trip	\$50 - \$65*
EDPY 521	Test Kits/Protocols	\$100
EDPY 522	Test Kits/Protocols	\$100
EDPY 545	Test Kits/Protocols	\$100
EDSE 401	Travel Cost	\$1,000-\$2,000*
EDSE 501	Travel Cost	\$1,000-\$2,000*
ENCS 201	Field Trip	\$10
ENCS 463	Field Trip	\$10
ENGG 404	Field Trip	\$60
ENGG 406	Field Trip	\$60
Faculté Saint-Jean	Practicum Placement	\$88.68

**Mandatory Instructional Support Fees that are reported on a student's fee assessment (cont'd):**

Course/Program	Fee for	Amount
FOR 210	Field Trip	\$10
FOR 372	Field Trip	\$80
FREN 333	Travel Costs	\$1,200 - \$1,500*
HECOL 250	Studio Supplies	\$10
HECOL 254	Lab Supplies	\$35
HECOL 270	Textile Lab Materials	\$40
HECOL 315	Interviewing Supplies	\$30
HECOL 333	Textile Lab Materials	\$30
HECOL 353	Textile Design Supplies	\$120
HECOL 354	Lab Supplies	\$30
HECOL 370	Lab Supplies	\$50
HECOL 409	Practicum Placement	\$88.68
HECOL 413	Interviewing Supplies	\$20
HECOL 453	Textile Design Supplies	\$120
HECOL 454	Lab Supplies	\$20
MATE 448	Field Trip	\$50
MEC E 364	Field Trip	\$150 - \$200
MUSIC 365 (certain sections only)	Field Trip	\$610 - \$880
MUSIC 565 (certain sections only)	Field Trip	\$610 - \$880
NS 403 (certain sections only)	Travel Costs	\$200 - \$400
NS 503 (certain sections only)	Travel Costs	\$200 - \$400
Faculty of Nursing Collaborative Program	Lab Kits and Supplies	\$116 - \$150
Faculty of Nursing Bilingual Program	Lab Kits and Supplies	\$143 - \$185
Faculty of Nursing After Degree Program	Lab Kits and Supplies	\$211 - \$275
NS 592	Travel Costs	\$200 - \$400
NUTR 466	Practicum Placement	\$300
NUTR 469	Practicum Placement	\$300
NUTR 470	Practicum Placement	\$300
NUTR 471	Practicum Placement	\$300
NUTR 472	Practicum Placement	\$300
REN R 101	Field School	\$325 - \$500*
REN R 120	Field Trip	\$30
REN R 215	Field Trip	\$10
REN R 322	Field Trip	\$15
REN R 323	Field Trip	\$40-\$100*
REN R 441	Field Trip	\$70*
REN R 474	Field Trip	\$20
REN R 482	Field Trip	\$45
REN R 721	Field Trip	\$15
REN R 722	Field Trip	\$40-\$100*
REN R 741	Field Trip	\$70
REN R 770	Field Trip	\$20
REN R 782	Field Trip	\$45
ZOOL 434	Field Trip	\$380
Transition Year Program	Program Fee	\$1,000

\* variable

**Mandatory Instructional Support Fees that are assessed and collected by the department directly from the student:**

Course/Program	Fee for	Amount
AUART 265/AUCLA 194/294	Study Tour	\$4,000 - \$5,000
AUBIO 110	Field Trip	\$20 - \$50*
AUBIO/AUENV/AUGEO 354	Field Trip	\$10 - \$50*
AUBIO/AUGEO 351	Field Trip	\$10 - \$50*
AUBIO 359	Field School	\$2,900 - \$4,000*
AUBIO 459	Field School	\$2,900 - \$4,000*
AUCSL 350/360	Field School	\$0-\$1,500*
AUDRA 101	Field Trip	\$25 - \$50*
AUDRA 123	Field Trip	\$25 - \$50*
AUDRA 350	Field Trip	\$25 - \$50*
AUDRA 395	Field Trip	\$1,500 - \$2,000*
AUDRA 430	Field Trip	\$25 - \$50*
AUDRA 433	Field Trip	\$25 - \$50*
AUDRA 437	Field Trip	\$25 - \$50*
AUECO 362/AUHIS 334	Tour Course	\$3,500 - \$5,500*
AUENV 252	Travel Costs	\$10 - \$50
AUENV 327	Travel Costs	\$10 - \$50
AUENV 335	Travel Costs	\$10 - \$50
AUENV 359	Field School	\$2,900 - \$4,000*
AUENV//AUGEO 233	Travel Costs	\$10 - \$50*
AUENV//AUGEO 324	Field Trip	\$0 - \$50*
AUENV//AUGEO 334	Travel Costs	\$500 - \$2,000*
AUENV//AUGEO 420	Travel Costs	\$10 - \$50*
AUENV//AUGEO 425	Field Trip	\$0 - \$50*
AUENV//AUPOL 356	Travel Costs	\$3,500 - \$5,500*
AUENV 459	Field school	\$2,900 - \$4,000*
AUFRE 308	Study Tour	\$2,000 - \$2,500*

**Mandatory Instructional Support Fees that are assessed and collected by the department directly from the student (cont'd):**

Course/Program	Fee for	Amount
AUGEO 230/231	Field Trip	\$0 - \$30*
AUGER 200/300/400	Program Fee	\$2,000 - \$2,500*
AUGER 415	Travel Costs	\$2,000 - \$2,500*
AUHIS 333	Study Tour	\$2,000 - \$2,500*
AUIDS 286/386	Travel Costs	\$0 - \$6,000*
AUMUS 091	Field Trip	\$80
AUMUS 140/240/340/440	Field Trip	\$0 - \$4,500*
AUMUS 141/241/341/441	Field Trip	\$80 - \$4,500*
AUMUS 142/242/342/442	Field Trip	\$25 - \$50*
AUMUS 143/243/343/443	Field Trip	\$25 - \$50*
AUMUS 540	Field Trip	\$0 - \$4,500
AUMUS 541	Field Trip	\$80 - \$4,500
AUMUS 542/543	Field Trip	\$20
AUPAC 191/192/193/291/292/293	Travel Costs	\$0 - \$1,500*
AUPAC 226/326	Field Trip	\$800 - \$1,500*
AUPAC 325	Field Trip	\$700 - \$850
AUPED 185	Field Trip	\$50 - \$150*
AUPED 281	Field Trip	\$2,000 - \$4,000*
AUPED 285	Field Trip	\$50 - \$150*
AUPED 286/AUPAC 226 or 326	Field Trip	\$1,000 - \$2,000*
AUPED 351	Lab Supplies	\$50 - \$100*
AUPED 370	Travel Costs	\$0 - \$1,500*
AUPED 385	Field Trip	\$0 - \$2,000*
AUPED 388/AUGEO 343	Field Trip	\$2,500 - \$5,000*
AUPOL 248/348	Field Trip	\$1,000 - \$3,000*
AUREL 266/AUECO 254	Travel Costs	\$3,500 - \$5,500
Augustana-in-Cuba	Program Fee	\$1,000 - \$3,500
Augustana Mexico Rural Development Exchange	Program Fee	\$2,000 - \$5,000*
Augustana-Telemark Exchange	Program Fee	\$250
BOT 314	Field Trip	\$90 - \$150*
BOT 322	Field Trip	\$340- \$440*
BOT 332	Field Trip	\$100 - \$150*
CLASS 475	Field School	\$600 - \$1,050*
CLASS 476	Field School	\$600 - \$1,050*
CLASS 601	Field School	\$600 - \$1,050*
CLASS 602	Field School	\$600 - \$1,050*
CMPE 401	Parts Kit	\$20
CSL 350/360	Travel Costs	\$0 - \$1,500
E E 280	Parts Kit	\$20
E E 340	Parts Kit	\$20
E E 350	Parts Kit	\$20
EAS 110	Field School	\$200 - \$500*
EAS 234	Field School	\$600 - \$1,950*
EAS 250	Field School	\$100 - \$150*
EAS 333	Field School	\$600 - \$1,950*
EAS 354	Field School	\$750 - \$1,950*
EAS 429	Field School	\$0 - \$400*
GEOPH 436	Field School	\$200 - \$600*
HECOL 493	Field Trip	\$3,000 - \$6,000*
HGP 499/599	Field School	\$25 - \$600*
INT D 225	Field School	\$2,000 - \$3,000*
INT D 421	Field Trip	\$50
LIS 536	Online Computer Search	\$50
PAC 145	Green and Range Fees	\$35
PAC 345	Fee for Balls	\$35
PALEO 400	Field School	\$0 - \$400*
PEDS 205	Field Trip	\$100 - \$150*
PEDS 240	Laboratory Supplies	\$40
PEDS 305	Equipment Use	\$30
PERLS 452	Field Trip	\$20
PER Outdoor Explorations	Equipment Fees	\$500 - \$2,000*
Physical Therapy (MScPT course based)	Materials/Supplies	\$150
(MScPT)	Bone Rental	\$50
(MScPT)	Bone Deposit	\$50
REN R 299	Field School	\$1,600 - \$2,400*
REN R 401	Field Trip	\$1,500 - \$5,750*
REN R 456	International Field Trip	\$2,500 - \$4,000*
REN R 465	Field Trip	\$300 - \$5,750*
REN R 523	Field Trip	\$1,00 - \$1,750*
REN R 729	International Field Trip	\$2,500 - \$4,000*
RLS 263	Field Trip	\$20
RLS 331	Art Supplies	\$30*
RLS 452	Field Trip	\$20*
RLS 462	Field Trip	\$20
RLS 463	Field Trip	\$20
R SOC 400	Field Trip	\$300 - \$5,000*
SCI 100	Field Trip	\$250 - \$400*
SOILS 520	Field Trip	\$300*

\* variable

Instructors, Departments and/or Faculties may also charge students Supplementary Incidental Fees as long as the student is not obligated to purchase the item. Students may register a concern about supplementary incidental fees by making 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.

## 22.2.4 Alternate Delivery Sections 2014-2015

Sections of certain approved courses, as noted below, may be offered in an Alternate Delivery format at an increased rate of fee assessment.

ANTHE 207 ★3 (fi 9)	M EDU 510 ★3 (fi 9)
ECLSS 367 ★3 (fi 9)	M EDU 511 ★3 (fi 9)
EDAE 390 ★3 (fi 9)	M EDU 512 ★3 (fi 9)
EDAE 460 ★3 (fi 9)	M EDU 520 ★3 (fi 9)
EDAE 461 ★3 (fi 9)	M EDU 521 ★3 (fi 9)
EDAE 475 ★3 (fi 9)	M EDU 530 ★3 (fi 9)
EDAE 485 ★3 (fi 9)	M EDU 531 ★3 (fi 9)
EDIT 202 ★3 (fi 9)	M EDU 532 ★3 (fi 9)
EDIT 486 ★3 (fi 9)	M EDU 533 ★3 (fi 9)
EDPS 410 ★3 (fi 9)	M EDU 534 ★3 (fi 9)
EDPS 511 ★3 (fi 9)	M EDU 535 ★3 (fi 9)
EDPS 512 ★3 (fi 9)	M EDU 540 ★3 (fi 9)
EDPS 531 ★3 (fi 9)	M EDU 541 ★3 (fi 9)
EDPS 551 ★3 (fi 9)	M EDU 560 ★3 (fi 9)
EDPS 553 ★3 (fi 9)	M EDU 561 ★3 (fi 9)
EDPS 580 ★3 (fi 9)	M EDU 580 ★3 (fi 9)
EDPS 581 ★3 (fi 9)	M EDU 581 ★3 (fi 9)
EDPS 594 ★3 (fi 9)	M EDU 582 ★3 (fi 9)
EDPS 595 ★3 (fi 9)	M EDU 583 ★3 (fi 9)
EDPS 900 ★3 (fi 9)	M EDU 589 ★3 (fi 9)
EDPY 301 ★3 (fi 9)	M EDU 596 ★3 (fi 9)
EDPY 302 ★3 (fi 9)	M EDU 597 ★3 (fi 9)
EDPY 303 ★3 (fi 9)	M EDU 598 ★3 (fi 9)
EDPY 304 ★3 (fi 9)	NU FS 377 ★3 (fi 9)
EDPY 305 ★3 (fi 9)	NU FS 461 ★3 (fi 9)
EDPY 500 ★3 (fi 9)	NUTR 100 ★3 (fi 9)
EDSE 495 ★3 (fi 9)	NUTR 468 ★3 (fi 9)
EDSE 501 ★3 (fi 9)	NUTR 476 ★3 (fi 9)
EDSE 503 ★3 (fi 9)	PERLS 541 ★3 (fi 9)
EDSE 504 ★3 (fi 9)	PSYCE 104 ★3 (fi 9)
EDSE 510 ★3 (fi 9)	PSYCE 105 ★3 (fi 9)
EDSE 512 ★3 (fi 9)	REHAB 551 ★3 (fi 9)
EDSE 601 ★3 (fi 9)	REHAB 552 ★3 (fi 9)
EDU 210 ★3 (fi 9)	REHAB 554 ★3 (fi 9)
EDU 593 ★3 (fi 9)	SOCIE 225 ★3 (fi 9)
EDSE 601 ★3 (fi 9)	SPH 500 ★3 (fi 9)
ETCAN 500 ★3 (fi 9)	SPH 501 ★3 (fi 9)
ETCAN 501 ★3 (fi 9)	SPH 504 ★3 (fi 9)
ETCAN 504 ★3 (fi 9)	SPH 510 ★3 (fi 9)
ETCAN 508 ★3 (fi 9)	SPH 514 ★3 (fi 9)
ETCAN 510 ★3 (fi 9)	SPH 515 ★3 (fi 9)
ETCAN 512 ★3 (fi 9)	SPH 517 ★3 (fi 9)
ETCAN 513 ★3 (fi 9)	SPH 518 ★3 (fi 9)
ETCAN 515 ★3 (fi 9)	SPH 528 ★3 (fi 9)
FR ED 101 ★3 (fi 9)	SPH 531 ★3 (fi 9)
FR ED 102 ★3 (fi 9)	SPH 566 ★3 (fi 9)
FR ED 103 ★3 (fi 9)	SPH 597 ★3 (fi 9)
FR ED 201 ★3 (fi 9)	SPH 606 ★3 (fi 9)
FR ED 210 ★3 (fi 9)	SPH 608 ★3 (fi 9)
FR ED 301 ★3 (fi 9)	SPH 618 ★3 (fi 9)
M EDU 500 ★3 (fi 9)	SPH 622 ★3 (fi 9)
M EDU 501 ★3 (fi 9)	SPH 623 ★3 (fi 9)

## 22.2.5 Cost Recovery Programs or Courses 2014-2015

Programs or sections of certain approved courses, as noted below, may be offered in a Cost Recovery format at an increased rate of fee assessment.

Aboriginal Governance & Partnership Certificate Program	\$931 (per course)
e3 Berlin Education Abroad Program	\$1,030.06 (per ★3)
e3 Brazil Education Abroad Program	\$1,142.34 (per ★3)
e3 Washington Education Abroad Program	\$1,600 (per ★3)
BSc in Environmental and	

Conservation Sciences (Yukon College)	\$532.08 (per ★3)
CSD 200	\$750
DDS 829	\$5,609.56
EAP 135	\$2,217
EAP 140	\$2,217
EAP 145	\$2,217
EAP 150	\$2,217
EAP 550	\$1,324.20
EDEL 495 (International Teaching and Learning Diploma)	\$1,144
EDEL 498 (International Teaching and Learning Diploma)	\$1,035.14 (per ★3)
EDEL 498 (International Teaching and Learning Diploma)	\$2,832.94 (per ★9)
EDPS 514 - Online	\$850
Executive Master of Business Administration (2 year Program) 2014 Cohort	\$62,000
Executive Master of Business Administration (2 year Program) 2015 Cohort	\$64,500
Executive Master of Business Administration (2 year Program) 2016 Cohort	\$67,000
EXT 531/532	\$1,000 (per course)
Faculty of Arts School in Cortona (three courses)	\$3,669.84
Faculty of Arts School in Lille – Undergraduate	\$1358.70 (per ★3)
Faculty of Arts School in Lille – Graduate	\$1381.12 (per ★3)
Faculty of Business (BCom) WKEXP 911, 912, 913, 914	\$798.12 (per course)
INT D 281	\$2,804.19
INT D 340/345	\$810
INT D 457: Global Health in China	\$1,400-2,000
LAW 599	\$3,000
LING 205	\$700
Master of Arts in Communications Technology (per year)	\$7,212
Master of Business Administration Fort McMurray (3 year program)	\$45,000
Master of Education in Curriculum and Pedagogy (online)	\$1,000 (per ★3)
Master of Education in Health Studies Education	\$1,600 (per course)
Master of Education in Educational Studies (Leadership and School Improvement) (2 year program)	\$1,600 (per course)
Master of Financial Management (China)	\$25,000
Master of Financial Management (Calgary)	\$29,900
Master of Financial Management (Shanghai)	\$60,000
Master of Financial Management (Xi'an)	\$40,000
Master of Library & Information Science (online)	\$1,000 (per ★3)
Master of Science in Internetworking (per course)	\$2,200 (per ★3)
Master of Science Specialization Program in Multimedia	\$2,000 (per ★3)
MEC E 464	\$1,425
Nursing Online PhD	\$20,000 (per year)
Orthodontics Graduate Program – Clinical Operations Fee	\$16,126.28 (per year)
PHARM 453	\$1,100-\$2,000
Post-Baccalaureate Certificate in Sexual Health	\$1,300 (per course)
Post Professional PharmD Program	\$425 (per credit)
PTHER 350, 351, 352 - Online	\$800
REHAB 500	\$963
REHAB 570	\$802.86
REHAB 535/536/537	\$1,200 (per course)
REHAB 540/541/542	\$1,200 (per course)
Southern African Field School (SAFS)	\$2,500 – 10,000
Visiting Student Certificate Program (per year)	\$2,481

## 22.2.6 Deadlines for Fee Payment

For details on the deadlines for payment of Instructional and Non-Instructional 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).

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 must be paid by the last day for paying Summer fees (the Summer Term Fee Payment Deadline).

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

## 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 e-mailed a notification to view their Fee Assessment in Bear Tracks (<https://www.beartracks.ualberta.ca>). E-mail notifications are sent in August/September for students registered in Fall/Winter. Notifications are sent in December/January for students registered in Winter only; in April for students registered in Spring only and in June for Summer only. If students make registration changes they should check their Fee Assessment in Bear Tracks to determine if the change has affected their fee assessment.

(2) **Obtaining a Current Account Balance:** It is a student's responsibility to find out the correct amount of fees owing and to pay this amount on or before the fee payment deadline. Refer to §22.2.6 Deadlines for Fee Payment. The account balance can be checked at <https://www.beartracks.ualberta.ca>. Payments after the fee payment deadline may incur financial penalties (§22.2.7); information on refunds is given in §22.2.9. Registration deadlines are listed in §11.

### (3) Tuition Payment Options

a. Internet Banking, Mobile Banking, Telephone Banking, or automated banking machine.

These options are available through the Royal Bank (RBC), Bank of Montreal (BMO), CIBC, Scotiabank, TD/Canada Trust, HSBC, ATB Financial, Canadian Western Bank, Servus Credit Union, and other credit unions.

To set up Internet, Mobile or Telephone banking, follow the procedures provided by your financial institution. The University of Alberta is set up in the same manner as all other bill payments. Your account number is the seven digit student ID number and the first four letters of the student's last name (e.g., ONEcard: 01 1234567 equals an account number of 1234567LAST).

b. Interac Online Payment (Debit Card)

Tuition and Non-Instructional fees can be paid by Interac online. To access select student tuition payment options go to [www.financial.ualberta.ca](http://www.financial.ualberta.ca). This service is available to clients of Royal Bank (RBC), TD/Canada Trust, Bank of Montreal (BMO), and Scotiabank.

**Note:** Please ensure that your debit card daily and transaction limits are sufficiently large enough to pay the tuition and Non-Instructional fees. Please contact your financial institution directly for any inquiries or changes to your daily and transaction limits.

**Important Note:** The University of Alberta accepts credit card for application fee, however credit cards are not accepted for tuition payments.

c. Credit Card Payment by Third Party Payment Processing Service (*Plastiq*)

*Plastiq* is a service provider that facilitates the use of credit cards for student tuition payments. Student's can access *Plastiq's* website at <https://www.plastiq.com/pay>, please note, there is a platform fee for this external service. Allow three to four business days for the University of Alberta account to receive funds from *Plastiq* and update the student tuition account. It is important to note payment deadlines still apply, see §11 Major Deadlines from the Academic Schedule.

To make a payment on the *Plastiq* website, the cardholder will need to input the student's first and last name and the seven digit student ID number. An e-mail address for confirmation of the payment will also be required. Print a copy of the receipt at the time of payment, the University of Alberta is unable to access or print this receipt.

For additional information see [www.financial.ualberta.ca/StudentTuitionPaymentOptions](http://www.financial.ualberta.ca/StudentTuitionPaymentOptions).

d. Payment In Person

Tuition and Non-Instructional fees may be paid at the Cashier's counter located on the third floor of the University of Alberta Administration Building; 114 Street and 89 Avenue; and at the Augustana Campus Cashier Office located on the second floor of the Forum. The cashiers accept the following methods of payment: cash,

cheque, or debit card. A dropbox/maillot 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).

### Notes

(1) Please ensure that your debit card daily and transaction limits are sufficiently large enough to pay the tuition and Non-Instructional fees. Please contact your financial institution directly for any inquiries or changes to your daily and transaction limits.

(2) The University accepts Credit Card Cheques for tuition payment. Please contact your credit card provider for further details on credit card cheque interest rates, as these cheques may be considered a cash advance.

e. Mail

Tuition and Non-Instructional fees may be paid by campus mail by depositing a cheque with the student ID number noted on it, in the special drop box, available one week before the payment deadline date, on the main floor of the Administration Building.

Payments 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

Tuition and Non-Instructional fees will be deducted from student loans at the time of institutional approval. See §22.2.8(7).

(4) **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 \$25 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.

(5) **Deposits:** Students who have paid a deposit to confirm their admission to a program should deduct this from their fee assessment total.

(6) **Student Loans:** Alberta students who need financial assistance apply online at Student Aid Alberta ([www.studentaid.alberta.ca](http://www.studentaid.alberta.ca)). Student Connect, the Office of the Registrar's student service centre, provides information, advising and assistance in government-issued student loans.

Undergraduate 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 must maintain full-time status for the duration of their student loan period to remain eligible for their full-time loan funding. For information on how to process your student loan refer to the Office of the Registrar website at [www.registrarsoffice.ualberta.ca](http://www.registrarsoffice.ualberta.ca).

(7) **How to Process a Loan from Another Provincial Government:** All out of province government student loans are available online to the staff in Student Receivables, Financial Services. When you receive notification from Financial Services, please bring your OneCard, SIN Card, and Notice of Assessment to have your loan confirmed. Students wishing to pay by term must present a Student Finance Board Notice of Assessment or Funding Summary Indicating further loan disbursements. **Without this document, the tuition and fees for the full year will be deducted.**

(8) **Scholarships, Bursaries and Other Financial Assistance:** Students with tuition and/or fees being paid for by scholarships, bursaries or other University-processed financial assistance will typically have funds applied to their tuition account balance prior to the tuition deadline. To avoid payment penalties, students' full installment of fees must be paid by the tuition deadline.

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

(9) **Receipts:** The Tuition and Education Amounts Certificate (Form T2202A) is the students' official receipt for income tax purposes. This form can be accessed on Bear Tracks (<https://www.beartracks.ualberta.ca>). Students who make payments after the production of the certificate will have a revised certificate posted on Bear Tracks. Please note that students are no longer required to present a printed copy of the tax form when filing their tax returns.

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 counter 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

- (1) Refer to §11 for deadline details.
- (2) The Tuition Deposit is nonrefundable, except in cases where a student has paid the deposit and is subsequently denied admission.
- (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 (e.g., from full-time to part-time), Non-Instructional Fees will also be reassessed accordingly. Course drops can only be processed on Bear Tracks (<https://www.beartracks.ualberta.ca>) until the registration deadline for the term.
- (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 for that course. If the course change results in a registration status change, Non-Instructional Fees will also be reassessed.
- (5) Students who withdraw **after the Refund Deadline** will not receive any reduction in Instructional and Non-Instructional fees assessed.
- (6) Where students have a credit balance as a result of reassessment, Financial Services will issue a refund.
- (7) For course withdrawals after the Registration Deadline the effective date of the withdrawal is the day the Faculty receives the withdrawal form. **Students who register and then cease to attend, or never attend, without formally 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 and any fee assessment changes, by reviewing their Class Timetable and Fee Assessment on Bear Tracks (<https://www.beartracks.ualberta.ca>).
- (10) **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.
- (11) **Partially Paid Accounts:** If the full fee assessment for the term has not been paid upon withdrawal or a change from credit to audit, money may still be owed to the University. Account balances can be checked online at <https://www.beartracks.ualberta.ca> or Financial Services can be contacted at (780) 492-3000 for an up-to-date Statement of Account.
- (12) **Refund Cheques:** Financial Services normally issues refunds up to six weeks after the Refund Deadline. Refunds are issued either by cheque or directly to the student bank account if the student provides this information on Bear Tracks. If the student account is overpaid, the student will receive the refund if the registration status remains at full-time. Registration status changes from full-time to part-time will result in student loan refunds being refunded to the National Student Loan Centre. Undergraduate Scholarships are applied directly to the student tuition account, and once paid in full the excess is refunded following the 50% deadline each term.

## 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 Instructional, Athletics and Recreation fees, PAW Centre fee, and University Health Services 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 all other assessed fees 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 §§22.2.6, 22.2.7, 22.2.8 and 22.2.9, 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 of sponsorship should be forwarded to Student Receivables, Financial Services, well in advance of the Registration deadline. 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 2014-2015 Schedule of Fees for Special Services

The following are fees for special services; the rates for 2015-2016 were not known at the time of publication and are subject to change without notice. Refer to [www.registrarsoffice.ualberta.ca/Costs-Tuition-Fees.aspx](http://www.registrarsoffice.ualberta.ca/Costs-Tuition-Fees.aspx) for 2015-2016 fees.

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

Reappraisal	\$99.82
Reexamination (§23.5.5)	\$149.74/paper
Examination conducted at an established centre other than Edmonton:	
In Canada	\$131 (additional)/paper
Outside Canada	\$156 (additional)/paper
Final examination reappraisal (§23.5.4)	\$99.82/paper
Credit by special assessment (§14.2.4)	\$266.04/course

### Other fees (payable in advance):

Application for Undergraduate Admission (§12)	\$125/form
Application for Undergraduate Readmission or Transfer (§12)	\$75/form
Augustana Student Insurance Policy Fee	\$8
Cooperative Education Program (Arts and Business)	
Application Fee	\$50
Program Administration Fee	\$150
Graduate Application for Admission	\$100
Graduate Readmission (§22.2.2)	\$1,373.06
Graduate thesis microfilming	\$44.10
Health Care Coverage for International Students (UAHIP)	\$38/month
Language Other Than English Proficiency Exam <sup>1</sup>	\$50/exam
Parchment Off-Cycle Printing Fee	\$60
Postgraduate Dental Residency Program Application Fee	\$75
Replacement parchment	\$60
Replacement Student ONEcard	\$20
Respiratory Fit-Testing <sup>2</sup>	\$30-\$40/test
Security Clearance Check <sup>3</sup>	\$30 - 50/check (variable)

<sup>1</sup>For students in the Faculty of Arts to meet the second language requirement.

<sup>2</sup>Applies to students who are commencing a placement in a facility under Alberta Health Services administration in one of the designated patient care areas and/or in one of the identified disciplines.

<sup>3</sup>Students across various Faculties (health science Faculties, Arts, Business and Education) may require a security clearance check as part of their placement or practicum experience with external agencies.

## 22.2.13 Privileges Conferred by Payment of Non-Instructional Fees

Additional information and 2014-2015 rates for these fees are given in §§22.2.1 and 22.2.2.

- (1) **Registration and Transcript Fee:** supports the provision of services for admission, student records management, academic certification including official transcripts, convocation, and related services from the Office of the Registrar, Financial Services, and Faculty offices. This fee is assessed to all on-campus and off-campus, graduate and undergraduate students, full-time and part-time. See §23.9.2.
- (2) **Student Services Fee:** supports the provision of ongoing services from the Office of the Dean of Students and associated offices such as Aboriginal Student Services Centre, Academic Support Centre, Augustana Student Services, CaPS: Your U of A Career Centre, Math and Applied Sciences Centre, Specialized Support and Disability Services, University Wellness Centre which includes the Sexual Assault Centre and the Mental Health Centre, Student Success Centre, Student OmbudService, University Bursaries and Emergency Funding. The fee also entitles students to services from the International Centre. This fee is assessed to all on-campus and off-campus, graduate and undergraduate students, full-time and part-time.

- (3) **Students' Union Membership Fees:** confers membership in the Students' Union to all undergraduate students. Membership entitles a student to use all Students' Union facilities and services. These funds are used by the organization to operate various student services (see \$24.13), run annual elections, undertake political advocacy initiatives and run a host of programming activities for the students at the University of Alberta. Part of this fee is used to purchase capital equipment for upgrades to the Students' Union Building and the various businesses operated by the Students' Union.
- (4) **Students' Union Dedicated Fees:** composed of individual fees created through student votes in campus-wide referenda; each of which is designated for a specific purpose. Some of these are administered internally by the Students' Union, whereas the majority are controlled by independent groups on campus. For further information on all SU fees, contact the Vice President (Operations and Finance), 2-900 SUB (780) 492-4236.
- (5) **Students' Union Health Plan:** covers the cost of enrolment in the Students' Union Health plan for a 12 month period from September 1 to August 31 of the following year. More information, including how to change coverage including opting out of the plan by the Fall Term deadline, or how to enrol if you are a new Winter Term student, is available at [www.ihaveaplan.ca](http://www.ihaveaplan.ca) or call the Member's Services Centre at 1-866-795-4430. Or in-person at the Students' Union Health and Dental Plan Office (0-26 SUB)
- (6) **Students' Union Dental Plan:** covers the cost of enrolment in the Students' Union Dental plan for a 12 month period from September 1 to August 31 of the following year. More information, including how to change coverage including opting out of the plan by the Fall Term deadline, or how to enrol if you are a new Winter Term student, is available at [www.ihaveaplan.ca](http://www.ihaveaplan.ca) or call the Member's Services Centre at 1-866-795-4430. Or in-person at the Students' Union Health and Dental Plan Office (0-26 SUB)
- (7) **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.
- (8) **Graduate Students' Association Dental Plan Fee:** covers the cost of enrolment in the GSA Dental Plan for a 12-month period from September 1 through August 31 of the following year. More information, including how to opt in or out of the Plan by the Fall Term registration deadline, or how to enrol if you are a new Winter Term student, is available at [www.studentcare.net](http://www.studentcare.net).
- (9) **Graduate Students' Association Health Plan Fee:** covers the cost of enrolment in the GSA Health Plan for a 12-month period from September 1 through August 31 of the following year. More information, including how to opt in or out of the Plan by the Fall Term registration deadline, or how to enrol if you are a new Winter Term student, is available at [www.studentcare.net](http://www.studentcare.net).
- (10) **Graduate Students' Assistance Program Fee:** confers to graduate students the privilege of receiving advice and counselling from Human Solutions in such areas as mental health, finances, nutrition, legal and immigration services/counselling, and other issues relevant to student life. This fee is assessed to all graduate students—full-time and part-time, and on-campus and off-campus. Further information is available on the Graduate Students' Association website at [www.gsa.ualberta.ca](http://www.gsa.ualberta.ca).
- (11) **Athletics and Recreation Fee:** supports the provision of recreation, sport and wellness services, access to recreation and sport facilities and the administrative support for these services that benefit students, including varsity athletics, recreation facility access, group exercise, intramural sports, aquatics, instructional recreation, special events, sport clubs, personal training, and sport development. This fee is assessed to all on-campus graduate and undergraduate students, full-time and part-time. See also \$24.11.
- (12) **Health Services Fee:** supports the provision of health and wellness services available to students, including medical clinic services, mental health counselling, an on-site pharmacy, sexual assault services and health promotion initiatives. This fee is assessed to all on-campus graduate and undergraduate students, full-time and part-time and all students completing English as a second language programs. See also \$24.16.
- (13) **Universal Transit Pass (U-Pass) Fee:** provides eligible students unlimited access to regular Edmonton, St Albert and Strathcona County

Transit services for Fall (September–December) and Winter (January–April) academic terms. This fee is assessed to all students registered in on-campus courses in the Fall and Winter Terms (with the exception of Augustana Faculty). More information is available at [www.gsa.ualberta.ca](http://www.gsa.ualberta.ca)

- (14) **Common Student Space, Sustainability and Services (CoSSS) Fee:** sustains and supports the provision of an extensive range of non-instructional services of direct benefit to students including such services as Bear Tracks, administrative support for information technology, risk management programs such as Protective Services and the University's emergency notification systems and a broad range of services provided through the Registrar's Office and Dean of Students. This fee is assessed to all on-campus graduate and undergraduate students, full-time and part-time.
- (15) **PAW Centre Fee:** supports the provision of services within Physical Activity and Wellness (PAW) Centre. Access includes: a climbing wall, fitness centre, space for studying, student lounge, gymnasium and a new expanded Steadward Centre. This fee is assessed to all on-campus graduate and undergraduate students, full-time and part-time.

### 22.2.14 Estimates of Future Fees

At the time of publication there are proposed 2015-2016 fee increases calculated in compliance with the Public Postsecondary Institutions' Tuition Fees Regulations released by the Government of Alberta. The proposed fees, shown below, have not yet been approved by the University's Board of Governors. As per the Public Postsecondary Institutions' Tuition Fees Regulations released by the Government of Alberta, future increases to tuition fees will be indexed to the Annual Average Alberta Consumer Price Index (July to June).

#### 2015–2016 Proposed Fee Estimate

Increase in instructional fee	2.20%
Undergraduate fee index value	\$90.62
Cost of ★3 courses in Arts or Science <sup>1</sup>	\$543.72

<sup>1</sup>Undergraduate International student fees include an International Student Differential Fee.

The Student Services, Registration and Transcript, Athletics and Recreation, CoSSS, PAW Centre Fee, and Health Services fees are indexed to the Annual Average Alberta Consumer Price Index (September to August).

Other Non-Instructional 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.

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

The University of Alberta reserves the right to increase student fees over and above the estimates noted above provided such increases comply with the Public Postsecondary Institutions' Tuition Fees Regulations released by the Government of Alberta. Also note that International student fees may be subject to increases throughout the duration of a student's program.

## 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.

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.

#### 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.

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 §14.2.4 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 §14.2.2. 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 C- (or its equivalent) is achieved. Credit for such courses will be considered on a credit/no credit 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 review the following sections.

The University recognizes that occasionally life events occur that require a student to miss term work, term examinations, or final examinations. However, excused absences are not granted automatically and will be considered only for acceptable reasons such as incapacitating mental and/or physical illness, severe domestic affliction, or for circumstances as described in the University's Discrimination, Harassment and Duty to Accommodate Policy (including religious belief). This policy is available on the University of Alberta Policies and Procedures Online (UAPPOL) website at <https://policiesonline.ualberta.ca>. A multi-faith calendar is available at [www.registrarsoffice.ualberta.ca/Calendar/Academic-Schedule.aspx](http://www.registrarsoffice.ualberta.ca/Calendar/Academic-Schedule.aspx).

Unacceptable reasons include, but are not limited to personal events such as vacations, weddings, or travel arrangements. When a student is absent without acceptable excuse, a final grade will be computed using a raw score of zero for the work missed. Any student who applies for or obtains an excused absence by making false statements will be liable under the Code of Student Behaviour. Students should consult their Faculty for detailed information and requirements.

Failure to follow the policies outlined below may result in denial of a student's request. Students with concerns should see §23.4(3) Procedures for Registering Complaints about Marking, Grading, and Related Issues. Students should also review individual Faculty appeal policies posted on Faculty websites.

### (1) Absence from Term Work

Approval for an excused absence from term work (e.g., classes, labs, assignments, quizzes, term papers, reports, or term examinations) is at the discretion of the instructor.

- a. To apply for an excused absence where the cause is incapacitating mental and/or physical illness and most other cases including severe domestic affliction, a student must inform the instructor(s) within two working days following the scheduled date of the term work or term exam missed, or as soon as the student is able, having regard to the circumstances underlying the absence.
- b. For an excused absence where the cause is religious belief, a student must contact the instructor(s) within two weeks of the start of Fall or Winter classes; and within three days of the start of Spring or Summer classes.
- c. All other accommodation requests covered by the Duty to Accommodate Procedure should be discussed with the instructor(s) as soon as the student is able, having regard to the underlying circumstance.

In all cases, instructors may request adequate documentation to substantiate the reason for the absence at their discretion such as a form from the student's Faculty or a statutory declaration. Although a medical note cannot be required, if a student chooses to provide a medical note, the *University of Alberta Medical Statement* Form may be downloaded from the Online Services section of [www.registrarsoffice.ualberta.ca](http://www.registrarsoffice.ualberta.ca)

### (2) Absence from Final Exams: A student who has missed a final exam because of incapacitating mental and/or physical illness, severe domestic affliction or for circumstances as described in the University's Discrimination, Harassment and Duty to Accommodate Policy (including religious belief) may apply for a deferred exam.

- a. To apply for a deferred exam where the cause is incapacitating mental and/or physical illness and most other cases including severe domestic affliction, a student must present supporting documentation pertaining to the absence to their Faculty office 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.
- b. To apply for a deferred exam where the cause is religious belief, students must inform their Faculty office within two weeks of the start of Fall or Winter classes; and within three days of the start of Spring or Summer classes.
- c. All other accommodation requests covered by the Discrimination, Harassment and Duty to Accommodate Policy should be discussed with the student's 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.
- d. In all cases, Faculties may request adequate documentation to substantiate the reason for the absence at their discretion such as a Faculty specific form or a statutory declaration. Although a medical note cannot be required, if a student chooses to provide a medical note, the *University of Alberta Medical Statement* Form may be downloaded from the Online Services section of [www.registrarsoffice.ualberta.ca](http://www.registrarsoffice.ualberta.ca)
- e. A deferred exam will not be approved if a student
  - i. has not been in regular attendance where attendance and/or participation are required, and/or,
  - ii. excluding the final exam, has completed less than half of the assigned work.
- f. 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.
- g. The student must seek the approval of the dean or designate of the student's Faculty on the application for a deferred final exam. If approved, students should refer to §23.5.6 for details on writing deferred exams.
- h. 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.

## 23.4 Evaluation Procedures and Grading System

- (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 policies set out below are intended to provide instructors and their students with general course information. GFC, in approving these guidelines, expected that there would be a common sense approach to their application and understood that circumstances might develop, during a term, where a change to the course outline, as set out in §23.4(2)a., made sense to all concerned. Such changes shall only occur with fair warning or general class consent.

Students concerned about the application of these guidelines should consult, in turn, the instructor, the chair of the department by which the course is offered, and the dean of the faculty in which the course is offered.

- a. At the beginning of each course, instructors are required by GFC to provide a course outline to students and their Department (or Faculty in non-Departmentalized Faculties) that includes the following:
  - i. a statement of the course objectives and general content
  - ii. a list of the required textbooks and other major course materials
  - iii. a list of any other course fees as described in the 'Student Instructional Support Fees Policy' and their associated costs
  - iv. an indication of how and when students have access to the instructor
  - v. the distribution of weight between term work and final examination
  - vi. the relative weight of all term work contributing to the course grade
  - vii. whether marks are given for class participation and other in-class activities as well as the weight of such participation
  - viii. dates of any examination and course assignments with a weight of 10% or more of the overall course grade
  - ix. the process by which the term marks will be translated into a final letter grade for the course. The process must be consistent with the University of Alberta Assessment Policy and accompanying Grading Procedure, found at the University of Alberta Policies and Principles Online (UAPPOL) website at <https://policiesonline.ualberta.ca>.
  - x. an indication of how students will be given access to past or representative evaluative course material, consistent with the Access to Evaluative Material Procedure of the Assessment Policy, found at the University of Alberta Policies and Procedures Online (UAPPOL) website at <https://policiesonline.ualberta.ca>.
  - xi. the statement: "Policy about course outlines can be found in §23.4(2) of the University Calendar".
  - xii. the statement: "The University of Alberta is committed to the highest standards of academic integrity and honesty. Students are expected to be familiar with these standards regarding academic honesty and to uphold the policies of the University in this respect. Students are particularly urged to familiarize themselves with the provisions of the Code of Student Behaviour (online at [www.governance.ualberta.ca](http://www.governance.ualberta.ca)) and avoid any behaviour which could potentially result in suspicions of cheating, plagiarism, misrepresentation of facts and/or participation in an offence. Academic dishonesty is a serious offence and can result in suspension or expulsion from the University."
- b. Nothing in any course outline, syllabus or course website can override or contravene any Calendar regulation or University policy. In resolving any discrepancy, University policy and Calendar regulations take precedence.
- c. 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.
- d. At the beginning of a course, Instructors will discuss with their class the expectations with respect to academic integrity and outline both permitted and prohibited behaviour.
- e. Every course outline must contain the following statement: "Audio or video recording, digital or otherwise, of lectures, labs, seminars or any other teaching environment by students is allowed only with the prior written consent of the instructor or as a part of an approved accommodation plan. Student or instructor content, digital or otherwise, created and/or used within the context of the course is to be used solely for personal study, and is not to be used or distributed for any other purpose without prior written consent from the content author(s).

- f. Each assessment is linked to the stated course objectives and/or learning outcomes. Students should be provided with the criteria for these assessments early in and, if necessary, throughout the course.
- g. Instructors will allow students a reasonable time in which to complete an assignment, bearing in mind its weight.
- h. Instructors will mark, provide appropriate feedback, and return to students all term work in a timely manner. Substantive feedback should be provided prior to the course withdrawal deadline. See the University of Alberta Assessment and Grading Policy at <https://policiesonline.ualberta.ca>.
- i. Normally term work will be returned on or by the last day of classes in the course, with the exception of a final major assignment (which may be due on the last day of classes), which will be returned by the date of the scheduled final examination or, in non-examination courses, by the last day of the examination period. All exceptions must be authorized by the Faculty Council (or delegate) in the Faculty offering the course.
- j. Upon request, instructors are required to provide the process used to generate the final grade.

(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 marking and grading, the student should make the concern known to the appropriate individual in the following sequence:
  - i. Instructor
  - ii. Chair of the department in which the course is taught
  - iii. 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 an advisor in the Student OmbudService.
- 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) **Assigning Grades:** Grades reflect judgements of student achievement made by instructors and must correspond to the associated descriptor. These judgements are based on a combination of absolute achievement and relative performance in a class. Faculties may define acceptable grading practices in their disciplines. Such grading practices must align with the University of Alberta Assessment and Grading Policy and its procedures, which are available online at the University of Alberta Policies and Procedures Online (UAPPOL) website (<https://policiesonline.ualberta.ca>).

**Course Grades Obtained by Undergraduate Students:**

Descriptor	Letter Grade	Grade Point Value
Excellent	A+	4.0
	A	4.0
	A-	3.7
Good	B+	3.3
	B	3.0
	B-	2.7
Satisfactory	C+	2.3
	C	2.0
	C-	1.7
Poor	D+	1.3
Minimal Pass	D	1.0
Failure	F or F4	0.0

**Note:** F4 denotes eligibility of a student to apply for a reexamination of a course.

**Course Grades Obtained by Graduate Students:**

Descriptor	Letter Grade	Grade Point Value
Excellent	A+	4.0
	A	4.0
	A-	3.7
Good	B+	3.3
	B	3.0
	B-	2.7
Satisfactory	C+	2.3
	C	2.0
	C-	1.7
Failure	D+	1.3
	D	1.0
	F	0.0
	F4	0.0

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

## Final Grades

- AE aegrotat standing
- AU registered as an auditor
- AW registered as an auditor and withdrew
- CR completed requirements, no grade point value assigned
- EX exempt
- IN incomplete
- IP course in progress
- IP\* withdrew from or failed course in progress
- NC failure, no grade point value assigned
- W withdrew with permission

## Remarks

- 1 grade includes a mark of '0' for final examination missed, or for term work missed, or both
  - 2 grade includes a mark of '0' for final examination missed, or for term work missed, or both, and deferred final examination granted
  - 3 credit withheld
  - 4 reexamination granted
  - 5 failure (assigned to failing Graduate Student grades only)
  - 6 failure, grade includes a mark of '0' for final examination missed, or for term work missed, or both (assigned to failing Graduate Student grades only)
  - 7 failure, grade includes a mark of '0' for final examination missed, or for term work missed, or both, and deferred final examination granted (assigned to failing Graduate Student grades only)
  - 8 disciplinary sanction for serious instances of inappropriate academic behavior
  - 9 failure, disciplinary sanction for serious instances of inappropriate academic behavior (assigned in the same circumstances as the remark of 8 but to failing Graduate Student grades only)
- (6) Courses may be graded on a pass/fail or credit/no credit basis upon specific approval of the appropriate Faculty Council.

- (7) **Grade Point Average (GPA):** All courses have been assigned an appropriate weighting factor, which along with a student's grade point values, 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

- a. The GPA for any period is based on the final grades, including failing grades in all courses taken during a specified period.
- b. GPAs are calculated according to the following formula:  $GPA = \frac{\text{sum of [grade point value} \times \text{units of course weight]}}{\text{sum of units of course weight}}$
- c. 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.
- d. When a student has a deferred, incomplete or a missing grade, the GPA is not computed until a final grade is reported.
- e. Grades of IN5 are counted as numeric grades of 0.00 in the computation of any GPA.
- f. Grades of W (withdrew) are excluded from the computation of the GPA.
- g. Grades of CR and NC are not included in the computation of any GPA.
- h. Any GPA is rounded to the nearest decimal place using standard rounding rules - that is it is rounded up with a value of 5 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.

- a. **Admission Grade Point Averages (AGPA)** see §14.2.1.
- b. **Fall/Winter and/or Spring/Summer Grade Point Averages** are reported on transcripts and is used by most Faculties to determine academic standing.

- c. **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).
- d. **Promotion and Graduation Grade Point Averages** are Faculty specific and are defined in the Faculty sections of the Calendar.
- e. **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

- i. The rules related to calculation of GPA [see §23.4(7)] also apply to the calculation of FGPA.
- ii. 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.
- iii. 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.
- iv. 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.
- v. Students continuing in a Faculty following a restarted FGPA as described above must thereafter maintain a minimum FGPA of 2.0.

- (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.

- (10) **Official Grades:** Student grades are unofficial until they have been approved by the appropriate Faculty Council or delegate 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. Students obtain their Statement of Results on Bear Tracks (<https://www.beartracks.ualberta.ca>) 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 Behaviour. Amendments to the Code of Student Behaviour occur throughout the year. The official version of the Code of Student Behaviour, as amended from time to time is housed on the University Governance website at [www.governance.ualberta.ca](http://www.governance.ualberta.ca).

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.
- (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 may go directly to the University Health Centre or other medical practitioner so that any subsequent application for a deferred exam may be supported by a medical note. If a student chooses to provide a medical note, the University of Alberta *Medical Statement* Form may be downloaded from the Online Services section of [www.registrarsoffice.ualberta.ca](http://www.registrarsoffice.ualberta.ca). Medical notes cannot be required. Alternatively, students may provide supporting documentation by way of a form from the student's Faculty or a statutory declaration. In cases other than illness, adequate documentation must be provided.
  - a. 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 or as soon as the student is able, having regard to the circumstances underlying the cancellation. Students should consult their Faculty for detailed information on requirements. Also see §23.3(2) for details.
  - b. For other exams, instructors may use their discretion to request supporting documentation. The student must contact the instructor within two working days of the exam or as soon as the student is able, having regard to the circumstances underlying the cancellation and present supporting documentation to the instructor if requested.
 

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. Any student who requests a cancellation of their paper and subsequently applies for or obtains an excused absence by making false statements will be liable under the Code of Student Behaviour.
- (8) **End of Exam:** When the signal is given to end the exam, students must promptly cease writing. If a student does not stop at the signal, the instructor has the discretion either not to grade the exam paper or to lower the grade on the examination.

## 23.5.2 Term Examinations

- (1) **Term Examinations Optional:** The holding of term examinations is optional within each department.
- (2) Instructors may schedule term examinations during any regularly scheduled class period. In certain cases an instructor may schedule a term examination outside or beyond the regularly scheduled class period. Instructors should be aware that by doing so, conflicts may result for some students that have another class at the time of the scheduled term examinations. Students have the right to attend regularly scheduled class activities. Therefore, if a student has a conflict between a regularly scheduled class and a scheduled term

examination, the instructor of the class in which there was a scheduled term examination will be required to make an accommodation for the student.

## 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, excluding Augustana Faculty. Final examinations in Augustana Faculty evening courses are to be held in the evening during the regular examination 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 basic University timetable.

Where possible, the final examination schedule for Augustana Faculty courses shall be related directly to the basic University timetable. Some dates may vary. Students should also see §55.4.

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.

**Note:** Permission to depart from the Final Examination Schedule may be authorized by the Dean in Faculties where the Faculty Council has delegated this responsibility to the Dean.

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 barred from writing that final examination.
- (4) **Marking of Examinations:** Departments and instructors shall be informed that the marking of examinations be given first priority in order to expedite the submission of grades 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 marked 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.

In the case where the student has missed the final examination, the instructor shall compute and record the course grade for that student with a score of zero for the final examination. The instructor must enter the remark "1" to indicate that the student was absent from the final examination.

- (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 "NC" or a grade of "F" plus a remark of "1", as appropriate. Before finalizing the student's grade the Office of the Registrar 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 available on Bear Tracks (<https://www.beartracks.ualberta.ca>). Official statements are provided at the following times:

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

Departments shall approve grades 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 courses with consolidated examinations, Departments shall approve grades within ten working days of the final exam. (For the Faculty of Law grades should be approved 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.)

**Unofficial** final course grades are available to students on *Bear Tracks* (<https://www.beartracks.ualberta.ca>). Grades for courses that are completed in the first half of the term are available mid-term.

Students should consult the Registrar's website at [www.registrarsoffice.ualberta.ca](http://www.registrarsoffice.ualberta.ca) for information on how to obtain their grades on *Bear Tracks*.

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 22 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 §113.2 and the Faculty Office for these regulations. Students in Business should consult §63.5(8). Students in Science should consult §192.5.3. 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 2.0 inclusive of the failed course. For Winter Term and Fall/Winter courses, a Fall/Winter GPA of 2.0 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 and all Faculty of Pharmacy and Pharmaceutical Sciences students 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 §23.3(2) 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: For students repeating courses at the undergraduate level.
- Faculty of Graduate Studies and Research.
- Medical Students: For students repeating a year.
- Faculty of Pharmacy and Pharmaceutical Sciences: A student on probation is not allowed reexamination privileges.
- Faculty of Medicine and Dentistry: Bachelor of Science in Radiation Therapy: for students who fail any clinical course in the Radiation Therapy program (§113.2.6.)

- (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\*

\*Exam to be held by October 20 for students taking 13-week classes in Engineering programs.

d. **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.

Pharmacy and Pharmaceutical Sciences: See §143.3.1(2)e.

(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).
- Have the application for reexamination approved by the Faculty or Department offering the course.
- 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 by August 15. 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 §113.2.1(6) and 113.2.2(6) or the Chair, Dentistry, 5-478 ECHA, for regulations concerning reexaminations.

**Dental Hygiene Students:** Students in the Dental Hygiene program should consult §113.2.3(7) or the Chair, Dentistry, 5-478 ECHA, for regulations concerning reexaminations.

(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 2.0, calculated on the basis of final grades obtained in Fall Term. The deadline for application is February 2. The rules governing the times for setting of deferred examinations in §23.5.6(1) shall apply to reexaminations written in accordance with this section.

## 23.5.6 Deferred Final Exams

The following information is for students who have received approval for deferred final examination(s) in accordance with §23.3(2).

(1) **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:

- 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.
- Otherwise, mutually agreeable arrangements must be made with all students eligible for the deferred exam if it is to be held prior to January 19.
- 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 12. 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 19 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:

- 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 29.
- Otherwise, mutually agreeable arrangements must be made with all students eligible for deferred exam if it is to be held prior to May 18.
- 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 8 (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.

(2) **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 held within two weeks of the date of the final examination missed and not later than August 31. In the case of 13-week classes in Engineering programs, the exam must be scheduled by September 14 and held prior to October 21.

(3) **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.

(4) **Fall/Winter Deferred Exams Not Written:** Students who have applied for a deferred final exam in accordance with §23.3(2), but who have, for justifiable cause, not written the deferred exam on the scheduled date must reapply for a second and final opportunity to write the deferred exam. Application deadlines are noted below. Students must apply at their Faculty Undergraduate (Graduate) Office. The department will determine the date, time and place of the second deferred final exam and will notify the student. The date scheduled must be no later than the end of July. Once set, the date for a second deferral is final and applications for further deferrals will not be considered or accepted.

**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, the privilege will be withdrawn and a final grade in the course will be recorded by the Office of the Registrar 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 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 3.5 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 2.0 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 1.7 to 1.9. 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 1.6 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)

### 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:
    - i. may be required to discontinue their studies for a year, after which they may apply for readmission to the Faculty; or
    - ii. if their GPA is between 1.3 and 1.6 and they have less than ★60 in participating Faculties (see §220.5) 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 2.7 or ★24 with a GPA of 2.0 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
    - iii. subsequent to having been required to withdraw, may be required to successfully complete ★18 transferable to the University with an AGPA of 2.7 or ★24 transferable to the University with an AGPA of 2.0 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 2.0.
- (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 3.5 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 apply for graduation on Bear Tracks (<https://www.beartracks.ualberta.ca>) 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 must also apply for graduation on Bear Tracks (<https://www.beartracks.ualberta.ca>) by the deadline dates specified in the Academic Schedule and should consult §203.10 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 a *Graduation Readmission* 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, a *Graduation Readmission* 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

General Faculties Council (GFC) has established an Academic Appeals Committee (GFC AAC). GFC has delegated to GFC AAC the authority to hear appeals from students against Faculty decisions which affect their academic standing.

Students are required to exhaust the provisions for appeal at the Faculty level before taking an appeal to GFC AAC.

The GFC AAC is not authorized to hear an academic standing appeal arising from a Practicum Intervention. There are other instances where GFC AAC is not authorized to hear an appeal; these instances are articulated in the Academic Appeals Policy, *Jurisdiction of the Committee*.

The GFC Academic Appeals Policy is available electronically on the University Governance website at [www.governance.ualberta.ca](http://www.governance.ualberta.ca).

Students who wish to appeal to the GFC AAC should consult with the Appeals Coordinator in order to learn procedures to be followed and deadlines to be met.

### 23.8.2 Practicum Intervention Policy

The University has an obligation to protect the public interest, public safety, and public health by ensuring that students in practicums conform to accepted standards of professional, competent and safe practice in their work with patients, clients, and co-workers. The Practicum Intervention Policy provides Deans with the authority to intervene in the practicum of a student and/or an associated professional program because of such concerns. The Dean's authority is balanced by the granting of appeal rights to a Student who is the subject of a Practicum Intervention.

The Practicum Intervention Policy is available electronically on the University Governance website at [www.governance.ualberta.ca](http://www.governance.ualberta.ca).

Students who wish to appeal to the GFC Practice Review Board (PRB) should consult with the Appeals Coordinator in order to learn procedures to be followed and deadlines to be met.

### 23.8.3 Requirement for Police Information Checks

*The Protection for Persons in Care Act* includes a requirement that persons working or volunteering in designated agencies (hospitals, nursing homes, lodges, group homes, social service agencies, etc.) must provide results of a current Police Information Check (also known as a Criminal Record Check, Security Clearance Check, or Police Clearance), which must include a Vulnerable Sector Check. Accordingly, students serving work experience placements in the form of internships, clinical practica, academic practica, cooperative program work placements, etc., in any of these designated agencies must obtain a Police Information Check from the appropriate law enforcement agency and/or the Solicitor General's office. A fee may be charged by the law enforcement agency to obtain the Police Information Check (see §22.2.3 Miscellaneous Fees). The amount of the fee will be determined by the law enforcement agency or Solicitor General's office and is the responsibility of the student. Details on whether or not a Police Information Check is needed and the process to obtain this check 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 Police Information Check should consult with their Faculty or department program office immediately upon being admitted to the program. Students who fail to provide a clear Police Information Check may be required to withdraw from their 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 Ombudservice.

## 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, University of Alberta Protective Services, 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 convocats, 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 Financial Services) or service functions (e.g., University 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 33(c) of the *Freedom of Information and Protection of Privacy Act (FOIPPA)*. 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.

Information about the personal information that is shared pursuant to these FOIPPA Information Sharing Agreements, and the purposes for which it is shared, can be found at [www.ipa.ualberta.ca/FOIPPA-Act/Information-Sharing.aspx](http://www.ipa.ualberta.ca/FOIPPA-Act/Information-Sharing.aspx).

### 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 unofficial transcript on Bear Tracks (<https://www.beartracks.ualberta.ca>). 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 only upon the request of the student. They are issued to the student personally or to whomever the student designates. An official transcript is endorsed by the Registrar and is printed on security paper or alternatively transmitted securely by mutual agreement.

Students and alumni may request transcripts in person at the Office of the Registrar, main floor Administration Building. Requests via mail, fax or designate can be completed using the Official Transcript Request form located on the Office of the Registrar website ([www.registraroffice.ualberta.ca](http://www.registraroffice.ualberta.ca)) or by signed letter. Students or alumni with Bear Tracks access can request their official transcript online at <https://www.beartracks.ualberta.ca>.

- (4) The University of Alberta transcript includes the following information for each student record:
- student name
  - student previous name(s)
  - student ID number
  - student’s birth month and day
  - date of issue of transcript
  - degrees and awards granted
  - admission status
  - credit granted from other institutions or programs
  - Faculty and degree program of registration
  - course information, including for each course: term, course name, number, title, grade, units of course weight, grade points, class average and class enrolment
  - total units of course weight and grade points used to calculate GPA
  - grade point average calculation
  - comments pertaining to academic standing in the program
  - withdrawal date, if appropriate
  - 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 point value 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 or alternatively transmitted securely by mutual agreement. 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;
  - Student’s unofficial transcript available on Bear Tracks (<https://www.beartracks.ualberta.ca>);
  - 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, the

Scholarship Office of the Faculty of Graduate Studies and Research, and the Student Financial Aid Information Centre.

### 23.9.3 Registration Deadlines Implication for Records

- In Fall/Winter students have ten class days following the commencement of that term’s classes 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.
- 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 NC (fail) being assigned for the course(s) by the student’s Faculty. Grades of NC 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: A student shall have access to records maintained by any University Unit which bears the student name or other personal identifier in accordance with the policies and protocols of the University or as provided for by the Alberta *Freedom of Information and Protection of Privacy Act*.
- Access by University of Alberta Employees: Employees may access only that personal information in students’ records if access to the information is necessary to fulfill their employment duties.
- Access by Others:
  - Except as noted in §23.9.4(3)b. below, personal information will not be disclosed to others without the express consent of the student unless in accordance with the provisions of the Alberta *Freedom of Information and Protection of Privacy Act* or an Information Sharing agreement or Research agreement or Common Program or Service Agreement of the University.
  - In accordance to the *Freedom of Information and Protection of Privacy Act*, the University can confirm to a third party that a student is registered in a program at the University unless the student has requested in writing that this information not be disclosed. The University can also disclose to an inquiry information that has been made publicly available such as name, date of convocation, and degree, diploma or certificate awarded unless the student has requested that this information not be disclosed.

### 23.9.5 Records of Disciplinary Action

See §30.2.16 of the Code of Student Behaviour. Amendments to the Code of Student Behaviour occur throughout the year. The official version of the Code of Student Behaviour, as amended from time to time is housed on the University Governance website at [www.governance.ualberta.ca](http://www.governance.ualberta.ca).

### 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

Information on use of student records for research can be found in the *Access to Personal Information for Research/Studies Procedure*, located on the University of Alberta Policy and Procedures Online (UAPPOL) website at <https://policiesonline.ualberta.ca>

### 23.9.8 Letters of Reference and Assessments of Students

#### (1) 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 *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 *FOIPP Act* and in accordance with professional ethics or codes of behaviour.

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 behaviour of the consultant's profession, or as otherwise required by law and will be protected by the *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 *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 *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 their official transcript and/or degree parchment, until the student has settled the account with the University or has made arrangements satisfactory to the University to do so. For example, the degree parchment, or official transcript, 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 Student Services

### 24.1 Affiliated Childcare Facilities

There are six University affiliated day care centres:

- University Infant Toddler Centre
- Hospitals and Community Day Care Centre
- Students' Union and Community Early Learning Centre
- University and Community Day Care Centre
- Garneau/University Early Learning Centre
- McKernan Child Development Centre

These quality, nonprofit day care centres are accredited by the Alberta Association for the Accreditation of Early Learning and Care Services and are governed by individual volunteer Board of Directors comprised of parents and community members. For more information, see [www.asinfo.ualberta.ca/AffiliatedChildCare](http://www.asinfo.ualberta.ca/AffiliatedChildCare).

### 24.2 Augustana Campus Student Services

The following student services are offered on the Augustana Campus in Camrose. For detailed information, see [www.augustana.ualberta.ca/services/student-services/](http://www.augustana.ualberta.ca/services/student-services/) or contact the office below.

#### Student and Residence Services Office

Room F2-336, Faith and Life Centre; phone: (780) 679-1163;  
e-mail: [studentservices@augustana.ca](mailto:studentservices@augustana.ca)

This office also coordinates with University Student Services located in Edmonton to provide resources such as Career and Placement Services (CaPS) and Specialized Support and Disability Services (SSDS) at Augustana.

#### Aboriginal Students' Office

[www.augustana.ualberta.ca/offices/aso/](http://www.augustana.ualberta.ca/offices/aso/)

Located in room F2-328 of the Faith and Life Centre, the Aboriginal Students' Office provides Augustana's First Nation, Métis and Inuit students with access to a variety of culturally-sensitive services.

#### Campus Chaplaincy

The campus chaplaincy is an integral part of the Augustana community. Rooted in the Lutheran tradition, it is ecumenical in scope as it accompanies the community on a pilgrimage of educating the whole community - body, mind and spirit.

#### Health Service

- Offered by the staff of a medical clinic and St Mary's Hospital, both near campus.

#### Pastoral Counselling

- The Campus Chaplain is available to all students, faculty and staff to provide emotional, spiritual and relational direction and counsel.
- Campus Chaplain's Office: second floor, Faith and Life Centre, Room F2-335.

**Personal Counselling**

Room L1-300, Faith and Life Centre

The Personal Counselling Centre services include:

- Individual and group counselling to work through issues;
- Support through difficult experiences and transitions;
- Help integrating intellect, emotions and spirit.

**Specialized Support and Disability Services**

Room 2-329, Faith and Life Centre

Augustana's SSDS Program provides assistance to qualified students in several areas including exam accommodation and academic strategies. Working closely with colleagues on the Edmonton Campus, students are able to access a wide variety of services.

**Augustana Students' Association**

Room L1-010 Augustana Forum

- Provides social and educational events through its programming;
- Represents and advocates on behalf of students to the Augustana Faculty administration;
- Ensures a wide range of value-based services, including used books.

**Augustana Athletics**

Augustana Vikings teams comprise student athletes from many disciplines, and compete in:

- The Alberta Colleges Athletic Conference (ACAC) in Basketball (M/W), Cross-Country Running (M/W), Curling (M/W/Mixed), Ice Hockey (M), Golf (M/W), Soccer (M/W) and Volleyball (M/W).
- Numerous provincial and national competitions in Biathlon (M/W) and Cross-Country Skiing (M/W).

## 24.3 Bookstores

The University maintains a large Bookstore in the Students' Union Building. The Bookstore offers new and used textbooks, course materials and supplies. It has a comprehensive selection of current best sellers, reference books and nonfiction books, including one of the largest medical and technical book selections in Western Canada. The Bookstore also offers an extensive selection of crested clothing, gifts, and home accessories. See [www.bookstore.ualberta.ca](http://www.bookstore.ualberta.ca) or phone (780) 492-4215 or toll free 1-888-933-9133.

There is a full service Bookstore for the Augustana Faculty, located on the Camrose Campus, (780) 679-1139. We also offer a full service Bookstore at the Campus Saint-Jean, Librairie LeCarrefour, 8627-91e Rue, Edmonton, Alberta, T6C 3N1, (780) 466-1556.

**SUBtitles**

142A, Main Floor SUB

SUBtitles offers a variety of services to students, staff and the general public including the sale of used textbooks, year-round consignment and buyback of textbooks, U of A crested merchandise (clothing, giftware etc.), custom screen printing and embroidery as well as picture, poster, degree framing.

SUBtitles is open Monday to Friday from 9:00 am to 5:00 pm and Saturdays from 11:00 am to 4:00 pm.

May to August 9:00 am to 4:30 pm Monday to Friday.

## 24.4 Bursary Information

Student Connect (780) 492-3113; 1-855-492-3113

Administration Building

[www.registrarsoffice.ualberta.ca/Student-Connect](http://www.registrarsoffice.ualberta.ca/Student-Connect)

Bursaries are nonrepayable monetary awards given to University of Alberta students who demonstrate financial need in the current academic year. The Office of the Registrar assists other Faculties and Departments at the University of Alberta to assess financial need and/or distribute bursary funds to students. Bursaries are generally issued after a student has exhausted all other funding options. For further information please visit Student Connect, the Office the Registrar's student service centre, [www.registrarsoffice.ualberta.ca/Financial-Support/Bursaries](http://www.registrarsoffice.ualberta.ca/Financial-Support/Bursaries).

**The Supplementary Bursary Program**

Supplementary Bursaries are intended to provide financial aid to students who are experiencing a financial shortfall in the current academic year. They are designed to supplement students' existing funds, and are not intended to fully fund students' educations. For further information please visit Student Connect, the Office of the Registrar's student service centre, or [www.registrarsoffice.ualberta.ca/Financial-Support/Bursaries](http://www.registrarsoffice.ualberta.ca/Financial-Support/Bursaries).

**The Access Fund**

The Students' Union Access Fund offers non-repayable financial assistance for undergraduate students at the University of Alberta. The Access Fund

is part of the Supplementary Bursary Program, delivered through the Office of the Registrar. For application and eligibility information please visit [www.registrarsoffice.ualberta.ca/Financial-Support/Bursaries/Supplementary-Bursary-Program](http://www.registrarsoffice.ualberta.ca/Financial-Support/Bursaries/Supplementary-Bursary-Program).

**Graduate Students' Association Emergency Bursaries**

GSA Emergency Bursaries are available for graduate students. Applications are available year round with appointments made through Ask Student Connect at <http://ualberta.intelliresponse.com>. Applications are available at [www.gsa.ualberta.ca/10GrantsandBursaries/EmergencyBursary](http://www.gsa.ualberta.ca/10GrantsandBursaries/EmergencyBursary).

**International Student Emergency Bursary Funds**

International Student Emergency Bursary Funds are available for international undergraduate and graduate students. Applications are available year-round at [www.iss.ualberta.ca](http://www.iss.ualberta.ca) (navigate to Help While You are Here – Money and Taxes – Emergency Loans and Bursaries Fund).

**International Undergraduate Student Bursary (IUSB)**

IUSB is available for international undergraduate students. The applications deadline occurs in mid-August each year. Applications can be accessed at [www.iss.ualberta.ca](http://www.iss.ualberta.ca) (navigate to Help While You are Here – Money and Taxes – Emergency Loans and Bursaries Fund).

**Differential Fee Bursaries**

Differential Fee Bursaries are available to undergraduate students in the Faculty of Law, Faculty of Medicine and Dentistry and to graduate students in the MBA program. For more information, visit <http://registrarsoffice.ualberta.ca/financial-support.aspx>.

**Bursaries through Faculties and Departments**

Additional bursaries may be available through Faculties and Departments. Contact the respective administrative offices for more information.

## 24.5 Information and Privacy Office

Ring House 4; phone (780) 492-9419; [www.ipo.ualberta.ca](http://www.ipo.ualberta.ca)

The Information and Privacy Office (IPO) ensures compliance with provincial privacy legislation, primarily the *Freedom of Information and Protection of Privacy Act* (the *Act*) at the University of Alberta. The IPO handles formal requests under the *Act* for recorded information that is under the custody and control and of the university. The IPO also implements systems to protect the personal privacy of all individuals associated with the university. The IPO will:

- Assist people who are looking for information about access or privacy;
- Respond to formal requests for information;
- Ensure the safeguarding of personal information records; and,
- Ensure the collection, use and disclosure of personal information according to the provisions in the *Act*.

## 24.6 Information Services and Technology

We are IST (Information Services and Technology), your central point of contact for localized, custom support and services. Whether you're a student, faculty, or staff on campus at the university, we are here to help you. We specialize in connecting you with knowledge experts who offer assistance in large format printing, digital support, resetting your CCID, and UWS (campus wireless). For more information about our services, please visit our website at [ualberta.ca/ist](http://ualberta.ca/ist).

If you experience technical difficulties on campus, you can visit IST at our second floor location in the General Services Building (GSB) for walk-up support. You may also reach us by phone at (780) 492-9400.

## 24.7 Library Services

For detailed information on the University of Alberta Library Services see [www.library.ualberta.ca/services/](http://www.library.ualberta.ca/services/).

## 24.8 Office of the Dean of Students

5-02 SUB; phone (780) 492-4145

[www.deanofstudents.ualberta.ca](http://www.deanofstudents.ualberta.ca)

The Vice-Provost and Dean of Students plays an important role in defining and maintaining a supportive and respectful environment for students at the University of Alberta. In fulfilling this mandate, the Office of the Dean of Students:

- Provides campus leadership in the development, delivery, and assessment of support services and co-curricular experiences for students

- Provides overall support and administration for University Student Services (see §24.16)
- Assists students who are experiencing challenges with university life
- Supplies information on appeals, grievances, and university policies regarding students
- registers and regulates student groups and associations on campus in conjunction with the Students' Union Student Group Services

## 24.9 Office of Safe Disclosure & Human Rights

300 Campus Tower; phone (780) 492-7325; [www.disclosure.ualberta.ca](http://www.disclosure.ualberta.ca)

The Office of Safe Disclosure & Human Rights (OSDHR) is available to students, staff and faculty of the University of Alberta who wish to disclose or have questions regarding how University policies, procedures or ethical standards are being applied. Individuals who disclose information to the OSDHR can expect a safe, neutral and confidential process. The OSDHR refers individuals to the most appropriate service provider at the University for issue resolution. OSDHR also provides intake and advice on matters pertaining to the Public Interest Disclosure Act. The Office is also responsible for Human Rights advice, education, awareness, and reporting activities for the University of Alberta. The OSDHR is committed to honoring the principles of confidentiality, due process and privacy legislation.

## 24.10 Printing and Duplicating Services

### McCallum Printing Group Inc.

McCallum Printing operates a printing and duplicating service for the University community. Students may access McCallum's services, including duplicating, printing, and binding. The McCallum Printing Group office on campus is at B-31 Cameron Library. For information on printing, duplicating, and thesis binding, call (780) 492-9491.

### Student's Union Print Centre

0-21 SUB; phone (780) 492-9113  
[www.su.ualberta.ca/businesses/subprint/](http://www.su.ualberta.ca/businesses/subprint/)

The Students' Union Print Centre offers a full range of printing and 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 course packs.

Print Centre is open from 9:00 am to 5:00 pm, Monday to Friday.

## 24.11 Recreation Services and Athletics

### 24.11.1 Recreation Services

Students and staff in the University of Alberta community have the opportunity to access recreation facilities and participate in a diverse offering of recreational, fitness and sport activities.

These include intramural sports (recreational, competitive, individual and team) group exercise (aerobics, Pilates, yoga, etc.); personal training and nutrition counselling; instructional recreation classes (sport, martial arts, first aid, dance, curling, tennis, etc.); indoor climbing (instructional and recreational); sport clubs (recreational and competitive) and aquatics (instructional and recreational).

The Faculty of Physical Education and Recreation offers access to the Van Vliet Centre for recreational, fitness and sport activities for all students with a valid ONEcard. Saville Community Sports Centre offers memberships to students and staff. The Van Vliet Centre includes two swimming pools, a fitness centre, indoor track and pavillion, gymnasiums, racquetball and squash courts, an indoor climbing wall, ice arenas and dance studios. South Campus - home to Foote Field and the Saville Community Sports Centre includes basketball and volleyball courts, curling facilities, tennis courts and outdoor fields. Visit [www.recservices.ualberta.ca](http://www.recservices.ualberta.ca) to be active for life.

### 24.11.2 Varsity Athletics Program

The interuniversity athletic program at the University of Alberta provides diversified competitive opportunities, skilled and qualified coaching, financial support via athletic scholarships and awards, and outstanding facilities for students with superior athletic abilities. The program develops and uses these talents in high-calibre organized competition with student-athletes of similar ability across Canada and internationally.

Varsity athletic programs include: basketball (M/W), cross-country (M/W), curling (M/W), football (M), golf (M/W), ice hockey (M/W), rugby (W), soccer (M/W), swimming (M/W), tennis (M/W), track and field (M/W), volleyball (M/W), wrestling (M/W). For more information on the Golden Bears and Pandas Athletics Program, see [www.bears.ualberta.ca](http://www.bears.ualberta.ca) or [www.pandas.ualberta.ca](http://www.pandas.ualberta.ca).

## 24.12 Residence Services

Residence Services at the University of Alberta provides both academic and personal support and strives to create and maintain a sense of community in each residence. Residence Services offers a variety of residence options for different student types and preferences. Lister Centre, Augustana Campus residences, Résidence Saint-Jean and International House are furnished, dormitory style residences. Michener Park, HUB, Newton Place, Graduate Residence and East Campus Village feature unfurnished and furnished apartments, townhouses and houses. For complete information on residences, including new residence construction, rates, and to apply online to live in residence, see [www.residence.ualberta.ca](http://www.residence.ualberta.ca) or e-mail [housing@ualberta.ca](mailto:housing@ualberta.ca).

## 24.13 Students' Union Student Services

### Campus Food Bank

1-81 SUB; phone (780) 492-8677

**Note:** The Students' Union Building is undergoing major renovations to the lower level (0) and a number of services will be moving once the renovations are completed. These services are marked with an asterisk (\*) so please check their website for the most up to date location details.

<http://campusfoodbank.com/>

The Campus Food Bank is a registered charity that distributes food hampers, toiletries and poverty reduction/advocacy referrals to any member of the University of Alberta community in financial distress. The Campus Food Bank is governed by a Board of Directors representing our community and is funded in large by the SU and GSA. 80% or more of monetary donations go directly to food relief.

### Centre for Student Development\*

0-22 SUB; phone (780) 492-9149

[www.su.ualberta.ca](http://www.su.ualberta.ca)

The Centre for Student Development offers a number of programs designed to provide students with the tools they require to be successful in their transition to, through, and beyond the University of Alberta. These include:

Orientation, Family and Parent Orientation, After U & the Co-Curricular Record

### Gender Based Violence Prevention Project\*

0-22 SUB, (587) 926-6162

[www.su.ualberta.ca/gbvp](http://www.su.ualberta.ca/gbvp)

The Gender Based Violence Prevention Project is a project of the Students' Union that promotes a campus free of gender based violence. Gender Based Violence exists in both visible and invisible ways on our campus and affects the lives of many university students, staff, faculty and community members. Through education, awareness and institutional change, we are striving to create a campus free of gender based violence where everyone can feel safe and supported.

### InfoLink: Your Campus Connection\*

0-22 SUB; phone (780) 492-4212

[www.su.ualberta.ca/infolink](http://www.su.ualberta.ca/infolink)

InfoLink is your connection to the U of A! Conveniently located across the U of A campus in SUB, CAB, the Administration Building, and HUB Mall, the service offers access to academic and student life resources, as well as general campus information. InfoLink Peer Advisor can help anyone with questions and referrals. InfoLink also offers a number of online services, including an Exam Registry, Volunteer Registry, and Tutor Registry. The SU Tutors training program is also administered by InfoLink.

### Peer Support Centre

2-707 SUB; phone (780) 492-4357

[www.su.ualberta.ca/psc](http://www.su.ualberta.ca/psc)

The Peer Support Centre provides supportive listening, information, and referral services to students. Peer support is provided in a confidential and non-judgmental manner, and no problem is too big or too small. PSC volunteers are trained on a wide variety of issues, from suicide and mental health concerns to relationship issues and exam stress.

### Postal Outlet

142C, Main Floor SUB

The Postal Outlet operates in concert with Canada Post and offers a variety of services to students, staff and the general public including Stamp Sales,

Faxing, Postal Box Rentals, Priority Courier, Xpress Post, Money Orders and Moneygram money transfers. The Postal Outlet is open from Monday-Friday from 9:00 am-5:00 pm.

#### **Safewalk\***

0-22 SUB; phone (780) 492-5563

www.su.ualberta.ca/safewalk

Safewalk provides a safe and reliable alternate to walking home alone at night. Call 780 4WALK ME for a free walk from a pair of trained volunteers. When not walking clients, Safewalk volunteers patrol campus as a way to prevent crime. We are open 7:00 pm to 12:30 am Monday to Friday and 7:00 pm to 11:00 pm Sunday. We will escort you any-where on campus, south to 72 Avenue, east to 91 Street, and take the LRT and walk five blocks from any train station.

#### **Student Group Services\***

0-22 SUB; phone (780) 492-9789

www.su.ualberta.ca/services/studentgroups/

Student Group Services exists to actively support and develop the members of the 400+ University of Alberta student groups. Whether you're looking for something academically focussed or just for fun, joining a student group can enrich your university experience. Being a part of a registered student group means having access to granting opportunities, award-winning leadership events, and guidance on event planning, social media and recruitment.

#### **Student OmbudService**

5-02 SUB; phone (780) 492-4689

www.ombudservice.ualberta.ca

The goal of the Student OmbudService is to promote fairness in academic and non-academic processes within the University of Alberta. These include academic appeals, discipline appeals as well as interpersonal conflict resolution, including discrimination and harassment, etc.

#### **Students' Union Access Fund**

1-80 SUB; phone (780) 492-3483

www.su.ualberta.ca/accessfund

The Access Fund is a nonrepayable bursary available to University of Alberta undergraduate students in financial need. This program is run through the Student Financial Aid Information Centre and is funded through student fees. Students can receive up to \$3,000/year and \$6,000/lifetime.

#### **Sustain SU: The Student Sustainability Service\***

0-22 SUB; phone (780) 492-7134

www.su.ualberta.ca/sustain

Sustain SU is a service of the Students' Union that provides peer-to-peer learning and support for all undergraduate students to incorporate sustainability into every aspect of their university experience. This includes providing sustainability-based services to the entire campus community, as well as opportunities to facilitate change on a larger scale. Sustain SU defines sustainability as a decision-making process and lifestyle that balances economic, social and environmental responsibility in a just and equitable manner.

## 24.14 Transportation and Parking

A limited amount of space is available for student parking, which is sold online reserved on a first come first served basis. Due to limited parking availability on campus and in the surrounding residential areas, and to increasing environmental concerns, all members of the University community are encouraged to use public transit wherever possible.

#### **Transportation**

The University of Alberta is served by three public transit providers:

- Edmonton Transit System: phone (780) 496-1600; www.takeets.com
- St Albert Transit: phone (780) 418-6060; www.stalbert.ca
- Strathcona County Transit: phone (780) 464-7433; www.strathcona.ab.ca

#### **Student Parking**

See the Parking Services website for detailed information about parking regulations and availability at [www.uofaweb.ualberta.ca/parking](http://www.uofaweb.ualberta.ca/parking)

Additional information may be obtained from Parking Services by phone 492-PARK (7275) or in person at 1-051 Lister Centre (116 St and 87 Ave).

## 24.15 University of Alberta ONEcard

InfoLink ONEcard Service Centre 9104 HUB Mall; phone (780) 492-7924

www.onecard.ualberta.ca

The University of Alberta ONEcard is the official personal identification card of the University of Alberta, and is used to identify individuals, manage access to University services and facilities, and to make purchases on campus. Official personal identification is required by the University for students and employees

for a variety of reasons including (but not limited to) writing exams, accessing library materials, obtaining personal documents, and gaining access to University services and facilities. The ONEcard is also the student Universal Transit Pass (U-Pass) when a validation sticker is applied to the card for the corresponding term. U-Pass stickers can be obtained at InfoLink locations across campus. The ONEcard office is open Monday to Friday 8:30 am – 4:30 pm; closed on statutory holidays and University Furlough days. For more information or to make a deposit contact the office or visit the website.

## 24.16 University Student Services

5-02 SUB, Phone (780) 492-4145, [www.studentservices.ualberta.ca](http://www.studentservices.ualberta.ca)

At University Student Services our goal is to provide students with the resources to achieve their full potential, both within the university community and in society as a whole. We are dedicated to supporting the academic and personal endeavours of every student through advocacy, leadership, and partnership. Our services include:

#### **Aboriginal Student Services Centre**

2-400 SUB; phone (780) 492-5677

www.aboriginalservices.ualberta.ca

- Academic advising, mentoring, tutoring and retention services
- Support network, Aboriginal housing opportunities, computer lab, and advocacy
- Transition Year Program

#### **Augustana Student and Residence Services**

Augustana Campus, 4901-46 avenue, Camrose, Alberta; Room F2-336 Faith and Life Centre; phone (780) 679-1163

www.augustana.ualberta.ca/services/studentsservices

- Manages and delivers student services at Augustana Campus

#### **CaPS: Your U of A Career Centre**

2-100 SUB; phone (780) 492-4291

HUB Career Centre, 8917A HUB Mall; phone (780) 248-1483

CCIS 1-031; phone (780) 492-3975

www.caps.ualberta.ca

- Comprehensive programs, services and resources for career exploration and engagement, opportunities to connect with employers, work search guidance, resume/curriculum vitae and cover letter writing and job interview preparation
- Job opportunities for part-time, summer and graduate employment

#### **Community Social Worker Team**

209 HUB Mall; (780) 492-3342

www.community.ualberta.ca

- Connects students with university and community resources
- Provides support for students
- Offers programming and education for the university community

#### **Learning Resources**

2-300 SUB; phone (780) 492-2682

www.studentsuccess.ualberta.ca/LearningResources

- Noncredit courses, workshops, tutorials and consultations on effective writing, learning, studying and exam strategies for improving grades for graduate and undergraduate students
- Transition services for students entering university

#### **Math and Applied Sciences Centre**

2-89 CAB; phone (780) 492-6272

www.masc.ualberta.ca

- Mathematics, physics, and statistics support for all students
- Exam preparation in a variety of courses

#### **Mental Health Centre**

2-600 SUB; phone (780) 492-5205

www.mentalhealth.ualberta.ca

- Free and confidential psychological and psychiatric services, including individual and group therapy

#### **Residence Services**

1-044 Lister Centre; phone (780) 492-4242

www.residence.ualberta.ca

- Provides a wide assortment of student housing options in a living/learning environment
- Offers programming and support for students living in residence

#### **Sexual Assault Centre**

2-705 SUB; phone (780) 492-9771

www.sac.ualberta.ca

- Support for all genders of survivors of sexual harassment, sexual assault or stalking, and their supporters
- Sexual assault education programs, boundaries and assertiveness workshops and volunteer opportunities

#### Social Worker Services

209 HUB Mall; phone (780) 492-3342

[www.community.ualberta.ca](http://www.community.ualberta.ca)

- Connects students with university and community resources
- Provides support for students
- Offers programming and education for the university community

#### Specialized Support and Disability Services

1-80 SUB; phone (780) 492-3381 (voice), (780) 492-7269 (TTY).

[www.ssds.ualberta.ca](http://www.ssds.ualberta.ca)

- Assistance for students, as well as faculty and staff, with conditions affecting mobility, vision, hearing, learning and physical or mental health
- Support services including exam accommodations, provision of course materials in alternate formats, note-taking assistance, and training in adaptive technology

#### Student Connect

Administration Building; phone (780) 492-3113; 1-855-492-3113

[www.registrarsoffice.ualberta.ca/Student-Connect.aspx](http://www.registrarsoffice.ualberta.ca/Student-Connect.aspx)

Student Connect is the Office of the Registrar's student service centre, located on the main floor of the Administration Building. All student inquiries, requests and interactions for registrarial services are directed to Student Connect for in-person services, or directed to the online contact form or phone number.

Services available through Student Connect include:

- Student records and registration
- Admissions questions
- Enrolment verification
- Transcripts
- Convocation
- Campus Visits
- Forms and updates
- Fee inquiries
- Connections or referrals to other services on campus
- Financial support:
  - Financial aid
  - Student loans
  - Bursaries
  - Emergency funding
  - Money management workshops
  - Undergraduate scholarships and awards

#### Office Hours

Monday - Tuesday: 8:15 am - 4:15 pm

Wednesday: 10:00 am - 4:15 pm

Thursday - Friday: 8:15 am - 4:15 pm

#### Student Financial Support Services

Student financial support services are offered by Student Connect, the Office of the Registrar's student service centre. Student Connect's financial support services include: financial aid, student loans, bursaries, emergency student loans and undergraduate scholarships and awards. For more information Student Connect's financial support services, please visit [www.registrarsoffice.ualberta.ca/Financial-Support](http://www.registrarsoffice.ualberta.ca/Financial-Support).

#### Student OmbudService

(a collaborative service with the University, the Students' Union, and the Graduate Students' Association)

5-02 SUB; phone (780) 492-4689

[www.ombudservice.ualberta.ca](http://www.ombudservice.ualberta.ca)

- Mediation and assistance with grade, academic standing, disciplinary and Practice Review Board appeals, discrimination and harassment complaints
- Information and referrals on University policies affecting students

#### Student Success Centre

2-300 SUB; phone (780) 492-5641

[www.studentsuccess.ualberta.ca](http://www.studentsuccess.ualberta.ca)

- Assistance for students facing challenges in their university experiences, requiring specialized supports, or simply wanting to improve their learning and academic capacity
- Coordinates Fresh Start Program, Learning Resources, Math and Applied Sciences Centre, Specialized Support and Disabilities Services, University Bursaries and Emergency Funding, and Writing Resources

#### University Health Centre

2-200 SUB; phone (780) 492-2612

[www.uhc.ualberta.ca](http://www.uhc.ualberta.ca)

**Note:** Patients are required to present their ONEcard and health care card

- A walk-in health care facility available to students, their immediate family and University staff
- Comprehensive medical services including full general practitioner services, pregnancy and STI testing, obstetrics and gynecology, immunizations and dietary counselling

#### University Wellness Services-Mental Health Centre

2-600 SUB; phone (780) 492-5205

[www.mentalhealth.ualberta.ca](http://www.mentalhealth.ualberta.ca)

- Free and confidential psychological and psychiatric services, including individual and group therapy

#### Writing Resources

2-300 SUB; phone (780) 492-2682

[www.studentsuccess.ualberta.ca/WritingResources](http://www.studentsuccess.ualberta.ca/WritingResources)

- Professional support for writers at the preuniversity, undergraduate and graduate levels

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## 25 Code of Student Behaviour

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

The term Student is defined in the Code of Student Behaviour. Students who have committed offence(s) as defined in the Code of Student Behaviour will be charged under the Code of Student Behaviour.

Amendments to the Code of Student Behaviour occur throughout the year. The official version of the Code of Student Behaviour, as amended from time to time, is housed on the University Governance website at [www.governance.ualberta.ca](http://www.governance.ualberta.ca).

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## 26 Code of Applicant Behaviour

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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 Alberta's Code of Applicant Behaviour.

The term Applicant is defined in the Code of Applicant Behaviour. Applicants who have committed offence(s) as defined in the Code of Applicant Behaviour will be charged under the Code of Applicant Behaviour.

Amendments to the Code of Applicant Behaviour occur throughout the year. The official version of the Code of Applicant Behaviour, as amended from time to time is housed on the University Governance website at [www.governance.ualberta.ca](http://www.governance.ualberta.ca).