

SERVICE AND PROGRAM POLICY: DECEMBER 2023



- Students are encouraged to book appointments in advance through the [online booking portal](#).
 - Students will be required to use their @uregina.ca login
 - Students must be currently registered and enrolled in classes at the U of R
- Students should attend their scheduled appointment on time. Staff and volunteers will also ensure to attend appointments in a punctual manner.
- Students are encouraged to submit any necessary files or assignments to the staff or volunteer to review.
 - Ex: Assignment outline, notes, essay draft, etc. For assistance with submitting documents, please contact Global.Learning.Centre@uregina.ca.
 - Assignments categorized as exams (midterms, finals, final projects/presentations, etc.) are not permitted and will be treated the same as in-class exams.
- Students can book a maximum of 2 appointments per week for each service offered.
- Students are not permitted to book back-to-back appointments.
- Students may be redirected to the appropriate staff or volunteer at the discretion of the staff or volunteer the appointment has been booked with.
- Students are asked to respect the services offered (i.e., English Skills Tutoring appointments will be utilized for English language or writing support. Tutoring will be utilized for subject-based support, etc.)
- Tutoring services are offered to help build foundational skills in their respective areas. Students are asked to understand that Global Learning Centre staff will not provide editing services or complete the work on behalf of the student who booked the appointment.
- Students are responsible for cancelling their appointments 5 hours in advance, or communicate their cancellation request to Global.Learning.Centre@uregina.ca.
- Students who fail to attend their scheduled appointments 3 times will have their account locked until they meet with a Global Learning Centre staff member.
 - Students with missed appointments may request the opportunity to provide proof of a valid reason for arriving late to, or missing, their appointment.
- Staff and volunteers reserve the right to make a scheduled appointment available if the student does not attend after 15 minutes.
 - Students will be noted as "Missed" after the 15 minute window ends
 - Students will respect the decision of the staff or volunteer, but may appeal this decision upon consultation with a Global Learning Centre staff member.
- Staff and volunteers reserve the right to extend appointments if deemed necessary and if it does not impact a future appointment.
- Workshop and session topics are designed by Global Learning Centre staff.
 - Students are welcome to offer feedback about Global Learning Centre programming
- Students are required to register for workshops and sessions as necessary.
- Schedules are subject to change without notice.
- Students have the right to express complaints or concerns in a professional manner to Global Learning Centre staff.
- Harassment, racism, and/or discrimination of any kind will not be tolerated.
 - If students, staff, or volunteers experience harassment, racism, and/or discrimination, please contact UR International Student Services or the Global Learning Centre immediately.