Global Learning Centre programs and services are only available for currently registered and enrolled University of Regina students. All services are currently being offered remotely via online platforms until further notice.

- Students are encouraged to book appointments in advance through the WC Online portal
  - First time users will be required to create an account
  - Only students’ @uregina.ca email will be permitted
- Students should log in to their appointment 5-10 minutes before their appointment start time. Staff and volunteers will also join appointments at the specified appointment time.
- Students are encouraged to attach any necessary files to their appointment for the staff or volunteer to review
  - Ex: Assignment outline, notes, essay draft, etc.
  - Assignments categorized as exams (midterms, finals, final projects/presentations, etc.) are not permitted. These must and will be treated as in-class exams.
- Students can book a maximum of 2 appointments per week per service offered
  - Ex. A student can book 2 English Coaching appointments and 2 Tutoring appointments
  - Appointments are tracked automatically through WC Online
- Conversation 1-on-1 is not an academic service. This service is offered to assist in English language skill development and establishing social connections
- Tutoring/Study Assistance appointments are designated to the subjects for which the appointment is booked
  - i.e. Statistics Tutoring appointments are not to be used as additional English Coaching appointments
- Students are responsible for canceling their appointments 12 hours in advance, or communicate their need to cancel their appointment to UR International Student Services
- If a student fails to attend their scheduled appointment 3 times, the student's account will be locked until the student meets with a UR International Student Services staff member
  - Students with appointments marked "Missed" 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
  - Staff and volunteers will mark an appointment as "Missed" after the 15 minute window ends
  - Students will respect the decision of the staff or volunteer
- 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 UR International Student Services 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
- Harassment and discrimination of any kind will not be tolerated
  - If students, staff, or volunteers experience harassment or discrimination, please contact UR International Student Services immediately