



International 

Global Learning Centre

Student Policy

Global Learning Centre services and programs are only available for currently registered University of Regina Students.

Section 1: English Coaching Appointments

- a. Students are encouraged to book a session in advance by visiting: <https://uregina.mywconline.net/>.
 - i. First time users will be required to create an account.
 - ii. Only students' **@uregina.com** email will be permitted.
- b. Students should arrive on time and start the session with the Coach punctually.
- c. Students are encouraged to bring all assignment materials to the appointment.
 - i. Assignment outline, drafts, notes, etc.
 - a) NOTE: Assignments categorized as exams (midterms, finals, etc.) are not permitted.
- d. Students can book a maximum of two (2) coaching sessions per week, and maximum sixteen (16) sessions per semester.
 - i. Tracking appointments will be done through the WC Online program.
- e. If the student does not show up to the scheduled session three (3) times, the student's account will be blocked until a meeting with a UR International – Student Services staff member is booked and attended.
- f. If the student does not arrive within 15 minutes of the scheduled session start time, the remainder of the session may be given to another student.
 - i. Students should respect the decision of the Coach.
 - ii. Coaches may mark students as a “No-Show” after this 15 minute opportunity ends.
- g. Students who have appointments marked as “No-Show” can request the opportunity to provide proof of a valid reason for arriving late to, or missing, their appointment. If the reason is deemed valid, UR International – Student Services staff will remove the “No-Show” status.
- h. In the event that a Coach does not have any scheduled appointments during a specific time, students can respectfully, and without interrupting in-progress coaching sessions, ask the Coach if he/she would be able to assist them.
 - i. Students are encouraged to respect the decision of the Coach.
 - ii. These openings must be treated as appointments.
 - a) Maximum 30 minutes
 - b) Only 1 appointment time slot can be used
- i. Students have the right to express complaints and other concerns in an appropriate manner.
 - i. Please notify UR International – Student Services staff regarding any questions or concerns.
- j. Students are responsible for cancelling the sessions if needed. Cancellation should be made 24 hours in advance with valid reasons.
 - i. If cancellation is not available on WC Online, students should contact UR International – Student Services for assistance.
- k. Students are encouraged to respect all aspects of the Global Learning Centre.
 - i. Students should avoid interrupting on-going coaching appointments.
 - ii. Students should avoid disrupting other students or Global Learning Centre users.
 - iii. Students should maintain appropriate behaviour while in the Global Learning Centre.

Section 2: Walk-In Hour

- a) Daily Walk-In Hour is offered for 1-2 hours per day throughout a regular work week.
- b) The English Coach will take students by sequence (Number 1 – 4) during the hour.
 - a. Students are required to sign an attendance sheet at the beginning of their appointment.
- c) Maximum of 4 students can be served within the hour, which is divided into four (4) 15 minute sessions.

- d) The entirety of Walk-In Hour will not exceed one hour, and is on a drop-in basis.
- e) Students should take a number in order to be served during the Walk-In Hour to ensure that they will be attended to.
- f) Students need to bring in their own questions and/or assignment to be worked on.
 - a. Students can bring any, or all, necessary materials.
 - i. NOTE: Assignments categorized as exams (midterms, finals, etc.) are not permitted.
- g) Students are encouraged to respect the decisions and assessments made by the Coach.
- h) Coaches reserve the right to end or extend assistance to a student based on his/her assessment, while keeping in mind the time frame of Walk-In Hour.
- i) Students who are scheduled for an English Coaching appointment are not eligible to participate in the Walk-in Hour, unless there are no other students waiting to be assisted.

Section 3: Conversation 1-on-1

- a) Please refer to Section 1: English Coaching Appointments for procedures and guidelines.
- b) Conversation 1-on-1 appointments are not for English Coaching.
 - a. Students are encouraged to practice English conversation.

Section 4: Conversation Club

- a) Registration is not required for these sessions. Walk-ins are welcome.
- b) The Leader is responsible for the topics and content of each session.
- c) Students will respect the topics and content provided during the session.
- d) Students can suggest other topics to be used in later sessions.

Section 5: Lunch & Learn/Workshops

- a) Registration is not required for these sessions.
 - a) Students are required to sign an attendance sheet at the beginning of each Lunch & Learn or Workshop.
- b) Please check out our schedule online for topics and times: <http://www.uregina.ca/international/global-learning-centre/schedule.html>
- c) All workshops will start five minutes after the scheduled time at the latest.
- d) Workshop time(s) are subject to change. For the most updated information, please refer to the GLC board.

Section 6: Miscellaneous

- a) Internet is limited to educational-appropriate sites.
- b) If consuming food or beverages, be mindful of students who may have allergies and clean up any spills made.
- c) Every user has the responsibility to respect the GLC and keep it clean. Wipes and cleaning materials can be provided by GLC staff if necessary. Washrooms are also nearby if water and paper towel are needed.
- d) Call Campus Security immediately – **(306) 585-4999** if there is an emergency.
- e) Harassment of any kind will not be tolerated in the Global Learning Centre
 - a. If you, regardless of if you are a student, coach, or staff member, are concerned with any issue, or feel as though you are the subject of harassment of any kind, do not hesitate to contact UR International – Student Services

***Any other questions or comments can be directed to:
Associate Director of UR International – Student Services.***