

Guide to Student Rights and Responsibilities University of British Columbia

Edited by:
AMS Ombuds Office

Last updated: June 2008

Disclaimer

The information provided in this Guide does not create any policies or regulations which bind the University of British Columbia (UBC). Students should look to primary sources such as the UBC Calendar or Faculty handbooks for further information on UBC's policies and regulations. Students are encouraged to contact UBC to ensure that the information provided in this Guide is still current. In the event of a discrepancy between this document and UBC Policy, the UBC Calendar, or other procedures approved by the Board of Governors or the University Senate, the official University document shall prevail.

This updated Guide is based on a document prepared by Maya Scott and Sameer Wahid in August 2003. It has been edited by Alexis Paton and Krista Riley.

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Section 1: Introduction

Welcome to the Guide to Student Rights and Responsibilities! As a UBC student, you already know that this is one of the largest universities in Canada and as a result of this, UBC has many administrative processes in place that can be difficult to navigate. This Guide will serve as a comprehensive account of the different rules and regulations that effect students. Our hope is that being aware of these rules and regulations and how to deal with them efficiently and correctly will enhance your overall academic experience.

While this Guide provides an overview of several UBC policies and procedures, it is not your only source of information and guidance. The Alma Mater Society (AMS) and UBC provide several services intended to help you with administrative processes or to assist students who find themselves in conflict with UBC. A quick guide to these services is found at the back of the Guide. Also for quick references please see our Little Guide, which will help direct you to the sections of this Guide that may be useful to you.

Sincerely,

The AMS Ombuds Office

Section 2: Academic Standing Issues

Section 2.1—Change of Registration for Undergraduate Programs: Add/Drop Procedures

Different deadlines exist for withdrawing from a course with or without a withdrawal notation (“W”) appearing on your transcript. You can add or drop courses without academic or financial penalties within the first two weeks of classes for one-term courses, and within the first three weeks of classes for two-term courses. You will receive a full refund of tuition fees for dropped courses and no record of your registration in those courses will appear on your transcripts if you withdraw before the add/drop deadline. The procedure for adding or dropping a course within these deadlines is straightforward. Simply access the Student Service Centre online (www.students.ubc.ca/ssc) and add or drop your course through online Registration.

After the initial deadline for adding and dropping courses passes, you may still withdraw from courses up to the end of the first six weeks for a one-term course or the first twelve weeks for a two-term course, but you will receive a standing of “W” as a consequence. Additionally, you will receive only a partial refund of your course fees, as indicated below. A “W” standing on your transcript indicates that you were in a course and then withdrew, but it will not adversely affect your academic record or your grade point average.

Refunds for one-term courses are as follows:

- a. Withdrawal in first 2 weeks = 100% refund of fees paid
- b. Withdrawal in week 3 = 50% refund of fees paid
- c. Withdrawal in week 4 = 25% refund of fees paid
- d. Withdrawal after week 4 = No refund of fees paid

Refunds for two-term courses are as follows:

- e. Withdrawal in first 3 weeks of Term 1 = 100% refund of fees paid for term 1
- f. Withdrawal in week 4 of Term 1 = 50% refund of fees paid for term 1
- g. Withdrawal in week 5 of Term 1 = 25% refund of fees paid for term 1
- h. Withdrawal after week 5 of Term 1 = No refund of fees paid for term 1
- i. Withdrawal in first 2 weeks of Term 2 (must obtain permission to withdraw from your Dean) = 100% refund of fees paid for term 2
- j. Withdrawal after week 2 of Term 2 (must obtain permission to withdraw from your Dean) = No refund of fees paid for term 2

To withdraw from a course after the initial deadline, you need to get a Registration / Change of Registration form from either the Registrar’s Office or an academic advising office, or online at

http://www.students.ubc.ca/current/download/registration_change.pdf. You must obtain the required signatures from your course instructor and the Faculty advising office to officially withdraw from a course. Submit the Registration / Change of Registration form to appropriate office (as indicated on the form) once it is complete. This should be done as close to your last date of attendance as possible. Withdrawal requests that are not made in a timely manner may be refused.

Please note that the above deadlines apply to both undergraduate students and students auditing courses at UBC, but do not apply to students enrolled in distance education (refer to <http://det.cstudies.ubc.ca> for distance education withdrawal deadlines and procedures). The withdrawal deadlines for Summer Session courses are specific to each new academic year and consequently you will need to consult the Student Service Centre (<http://www.students.ubc.ca/ssc>) or the Registrar's Office for the official deadlines. Further, UBC may automatically withdraw you from a course for which you do not have the necessary prerequisites.

As an academic concession, a faculty may approve your withdrawal from a course after the official add/drop and withdrawal deadlines have passed. A faculty may also remove a "W" standing from your transcript retroactively if extenuating circumstances caused you to miss the initial deadlines for dropping a course (please refer to the *Academic Concession* section of this Guide.) You may withdraw from a course while it is ongoing, but not after you write the final exam for the course. The AMS Ombuds Office, the Disability Resource Centre, or an academic advising office can assist you to address these types of situations.

Section 2.2—Review of Assigned Standing

Review of assigned standing is an option available to you when you believe that your academic work merits a higher grade than you received. Before requesting a review of assigned standing, you should attempt to contact your course instructor to see whether you can resolve the matter informally.

A review of your assigned standing may result in an increase or a decrease of your assigned grade, or your grade may simply stay the same. You must request a review of assigned standing within four weeks of the date on which you received your final grade. Applications for Review of Assigned Standing are available at the Registrar's Office in Brock Hall. In your request for a review of assigned standing, you must clearly state the reasons why you believe your academic work merits a higher grade.

You should submit the following items to the Registrar’s Office when you are making a request for a review of assigned standing:

- a. Application for Review of Assigned Standing (available at the Registrar’s Office on the second floor of Brock Hall)
- b. \$50 payment (refunded if your grade is raised)
- c. The academic work intended for review

Typically, you will be in possession of academic work such as term papers or mid-term examinations and be able to submit these materials to the Registrar’s Office. However, final examinations will likely be in the possession of the course instructor and, consequently, you do not need to include a copy of your final examination along with your Application for Review of Assigned Standing.

A review of assigned standing is not available for supplemental exams. Further, you should prepare to write supplemental exams while waiting for the result of a review of assigned standing as you cannot predict the outcome of the review or when the result will be available. You may not request reviews of assigned standing in more than two courses within the regular Winter Session or in more than one course for a partial program (18 credits or less) or for Summer Session courses.

It is important to note that a review of assigned standing does not take into consideration extenuating circumstances which may have caused your academic work to suffer. If you believe that extenuating circumstances adversely affected your academic work, you should seek an academic concession rather than seeking a review of assigned standing.

Section 2.3—Academic Concession

Academic concession may take many forms. For example, you may receive an extension of a due date, permission to drop or withdraw from a course after the deadlines, permission to continue studies in a program, an exemption from required course work, or accommodation through some form of remedial course work. Faculties will usually grant academic concessions when extenuating circumstances beyond your control directly affect your ability to meet your academic obligations. Such circumstances include:

- a. Family or personal relationship problems, including the death of a loved one
- b. Severe depression
- c. Physical and mental exhaustion
- d. A medical condition

Accommodation of religious beliefs is also a valid reason for seeking academic concession. For example, you may seek an academic concession if a class or exam is scheduled on a day that is a religious holiday for you. You must seek academic concession for the accommodation of religious beliefs at least two weeks in advance.

You should seek academic concession as soon as you realize that extenuating circumstances will interfere or are interfering with your ability to complete assignments or to study for examinations. Do not wait to seek an academic concession until after you have already completed an assignment or an examination. Available resources for assistance with academic concession requests include the AMS Ombuds Office, the Disability Resource Centre, and academic advising offices.

Initially you should make a written request for academic concession to your course instructor and then arrange to meet with your course instructor to discuss the matter. However, you must request an academic concession from the office of your Dean or Director if you are going to be absent for a final examination.

If your course instructor denies your request for academic concession, you may appeal this decision to the appropriate Faculty official, Faculty advising office, or Faculty appeal committee. This should be done in writing. An appeal letter to a Faculty should state the issue / decision you are appealing, your reasons for the appeal, and the type of resolution you seek. It will be important to detail relevant extenuating circumstances which adversely affected your studies. If you lose your appeal at the Faculty level, you may appeal to the Senate Committee on Appeals on Academic Standing.

Please refer to the section on *Change of Registration* for information about fee refunds where a grant of academic concession results in the Faculty retroactively dropping a course for you or withdrawing you from a course.

Section 2.4—Deferrals

A deferral is a form of academic concession which allows you to submit course work after the scheduled deadline. UBC normally grants deferrals of course work when you are unable to finish the course work within the scheduled time-line because of extenuating circumstances which were reasonably beyond your control (please refer to the *Academic Concession* section). You may request deferrals of course work such as assignments, mid-terms and final exams. The completion of the majority of your course work on time is often a condition of receiving a deferral date; some faculties will automatically reject a request for a final exam deferral if the student is not in good academic standing.

You should approach your course instructor when seeking a deferral date for *interim* course work. Interim course work includes assignments, papers, and midterm exams, but does not include final exams. Course instructors have the ability to informally negotiate new time-lines with you for interim course work. However,

you may need to provide your instructor with documentation which substantiates your extenuating circumstances.

You must complete deferred Winter Session course work by the following August 23rd and Summer Session course work by the following December 25th unless you and your instructor agree upon another time-line. While some instructors may informally negotiate a specific deferral date with you, others may ask you to contact the Dean's Office for your Faculty and follow the formal Faculty process.

If your Faculty grants you a deferral date for your final exam, your standing in that course will appear as a Standing Deferred (SD); no grade will appear on your transcript until the deferred exam is completed. If you obtain a SD in a course, Enrolment Services will mail you an Application for Supplemental, Deferred or Higher Standing Examinations. You should complete the Application for Supplemental, Deferred or Higher Standing Examinations only when you and your instructor do not negotiate an alternate time in which to write your final exam.

Enrolment Services will notify you by mail of the date, time, and location of your exam which will usually take place during the Deferred / Supplemental Examination Period (normally late July or early August for Winter Session courses and during the December exam period for Summer Session courses). Under special circumstances, UBC may permit you to write a deferred exam at a location other than UBC provided that adequate arrangements can be made. If you receive permission to write a final exam at a location other than UBC, you will have to pay a fee of \$60.00.

Failure to complete deferred course work by the specified date will result in the replacement of your SD with a grade or standing based on the course work you did complete.

Section 2.5—Examinations

Section 2.5.1—Examination Clashes and Hardships

UBC defines two exams scheduled at the same time as an examination clash and three exams scheduled within a twenty-four hour period as an examination hardship. If you have an examination clash or hardship, you should contact the appropriate people to remove the conflict.

Winter Session Daytime Exam Clashes

If you have two exams scheduled at the same time during a daytime exam slot you should contact both of your instructors as soon as possible to determine if an alternate writing time is available for either exam.

If there are no alternate writing times available, you will need to complete a *Daytime Exam Clash* form, available from Enrolment Services (located on the 2nd floor of Brock Hall). You must submit the *Daytime Exam Clash* form to the Enrolment Services one month prior to the date of your exam clash. The Registrar's Office

will then arrange for you to write both exams back-to-back on the original exam date at the same location. Invigilators will supervise you during both your exams and during the time between the two exams.

Evening and Summer Session Exam Clashes

If you have two exams scheduled at the same time during an evening exam slot or during a summer session exam slot you are responsible for notifying both instructors of the exam clash as soon as possible. Your instructors are then responsible for determining an alternate time for you to write one of the exams. After you initially contact your instructors about an exam clash, you may want to continue contacting them periodically to ensure that an alternate writing time is arranged.

Examination Hardships

If you have three exams scheduled within a 24-hour period, you are facing an examination hardship and you are entitled to an alternate exam date for the second exam. The Examination Hardship procedure is simple: you need to inform the instructor for your second exam that you are facing an examination hardship and arrange to write the exam at an alternate time. You must notify the instructor at least one month prior to the exam.

It is important to be aware of how UBC defines the 24-hour hardship period. All three exams must begin and end within a 24 hour period to qualify as an examination hardship. For example, if you have two exams scheduled on Tuesday, one at noon and the other at 7 pm, and another exam the next day at 8:30 am, you have three exams within a 24-hour period. (If the third exam had been at noon, this would not qualify under the definition of exam hardship.)

Although you do not have any official recourse when you have a difficult exam schedule but do not qualify for a hardship, you may still ask your instructors for alternate writing times. UBC instructors will often accommodate you where possible.

Section 2.5.2 —Viewing Final Examinations

A final exam is the property of the University. However, you are entitled to view marked exams. To view your marked exams, you must make a written application to the department head, director or dean no later than one month after you receive your end of session results. After receiving your application, the head, director, or dean will make every effort to arrange for you to view your marked final exam paper. This viewing is not an opportunity for a re-mark of any part of your exam. If you believe that an error was made in marking your exam or in tabulating your mark, or if you disagree with the marker’s evaluation of your exam, please refer to the *Appeals of Faculty Decisions* section of this Guide.

Section 2.5.3—Supplemental Examinations

A supplemental exam is a 'second chance' for you to pass a course which you attempted but failed. Regulations regarding supplemental exams vary among Faculties; for example, Arts and Science do not offer supplemental exams.

Your Faculty automatically reviews your academic record at the end of each session. In the event that you have failed a course and you qualify for a supplemental exam under the Faculty's regulations, Enrolment Services (located on the second floor of Brock Hall) will send you an application form. You should note that under this process, you will not be granted a supplemental exam for a first-term course until the end of the Winter Session in April.

Before writing the supplemental exam, you must complete the application form sent by Enrolment Services and pay a supplemental exam fee. The fee is \$30 if you write the exam at UBC and \$60 if you write the exam at another institution (for example, if you are not in Vancouver during the supplemental exam period). The supplemental exam must be written before the end of the next regular supplemental exam period for that session (as stated on the application form). In the event that extenuating circumstances prohibit you from writing the exam in the required time, your Faculty may permit you to postpone the supplemental exam to a later date. For more information regarding your specific supplemental exam, contact your Faculty advising office.

Section 2.6—Issues Pertaining to Graduate Students in Thesis-based Programs

Graduate students in thesis-based programs have to keep in mind some special considerations in regard to their academic rights and responsibilities. The Handbook of Graduate Supervision, published by the Faculty of Graduate Studies (FOGS), is an excellent resource for graduate students. The Handbook provides additional information with respect to the topics discussed here.

Section 2.6.1—Addressing Supervisor – Student Conflict

The relationship between student and supervisor is an integral part of a thesis-based program. If a conflict with your supervisor occurs, the first step towards resolving the conflict is to discuss the matter with your supervisor. Problems between graduate students and their supervisors often stem from miscommunication or misunderstanding. You may wish to consult a resource such as the Graduate Student Society Advocacy Office in order to ensure clear and effective communication with your supervisor. Open lines of communication are vital to maintaining your relationship with your supervisor. Using e-mail or another written medium to communicate with your supervisor ensures that both parties have a clear record of events and allows you to carefully articulate yourself.

If the final decision of your supervisor does not satisfy you, the UBC Calendar provides guidelines on how to appeal the decision (refer to the section on the Senate Committee on Appeals on Academic Standing in the UBC Calendar). While the exact process for appealing your supervisor's decision varies among departments, in general you should first inform your departmental graduate advisor of your situation and provide written documentation of your supervisor's decision. Your graduate advisor will likely contact your supervisor and attempt to find an amiable solution. In the event that the outcome does not satisfy you, you may continue the appeal process with the Head of your department, followed by the Dean of the Faculty of Graduate Studies. Your final court of appeal is the Senate Committee on Appeals on Academic Standing. The AMS Advocacy Office may be able to assist you with your appeal preparations.

Section 2.6.2—Registration

Students in thesis-based graduate programs should remember to register. Registration is a means by which you inform UBC, the Graduate Student Society (GSS), and the Alma Mater Society (AMS) that you are enrolled at UBC. Failure to register may prohibit you from obtaining student discounts, utilizing campus recreational resources, or voting in student elections. Registration is online at <http://students.ubc.ca/ssc/>.

Section 2.7—General Information regarding Appeals

To appeal a UBC decision, you first need to determine the appropriate person to whom you should submit your appeal. Often the way to determine this is to ask the person whose decision you are appealing. Next you need to contact the appropriate person to determine:

- a. The deadline for submitting your appeal
- b. The types of information that will be taken into consideration on appeal

The AMS Advocacy Office is experienced in supporting students with a variety of appeal processes. They are available to provide advice and assistance in preparing your appeal documents.

Section 2.8—Faculty Appeals

Faculty appeals tend to deal with academic standing issues such as grades or promotion to the next year of study. Unlike Senate Committee appeals, you typically do not have the opportunity to present your case personally at a Faculty level appeal. Rather, you write an appeal letter and supply the appropriate documentation to the appropriate individual or committee for review. If you want the opportunity to present your appeal personally, you should ask the appropriate appeal authority whether they will grant such privileges.

Section 2.9—Tuition Appeals

Faculty appeals often involve issues with respect to the refund of tuition fees. Attempts to obtain a refund for tuition fees should first occur at the Faculty level. The Senate Committee on Appeals on Academic Standing has no authority to decide appeals in which the sole issue is whether UBC should refund your tuition fees. However, you may submit an appeal requesting the refund of tuition fees to the Registrar's Office if negotiations with the Faculty are unsuccessful. An appeal to the Registrar should take the same form as a Faculty appeal, as you will not have the opportunity to present your case personally. An appeal letter to the Registrar should state the issue / decision you are appealing, your reasons for the appeal, and the type of resolution you seek.

Section 2.10—Senate Committee on Appeals on Academic Standing

Jurisdiction

The Senate Committee on Appeals on Academic Standing is the final appeal body on academic matters at the University of British Columbia; it is your last official recourse within the University. Before going to the Senate Committee, you should seek to resolve the matter at hand within your department and faculty. You should begin by arranging a meeting with your course instructor or graduate supervisor and then, if the matter remains unresolved, proceed to the head of the department. Your next step would be an appeal at the Faculty level. Faculties tend to have more flexibility and discretion than the Senate Committee regarding your academic standing and, as a result, it is in your best interests to attempt to resolve the issue at the Faculty level. The AMS Ombuds Office provides support and assistance to students when negotiations with the Faculty are still possible.

There are strict terms of reference for the Senate Committee on Appeals on Academic Standing and consequently this Committee has little flexibility in its review process. A detailed description of this process exists in the UBC Calendar in the Policies and Regulations section, and online at <http://www.students.ubc.ca/calendar/index.cfm?tree=3,53,0,0>.

The Committee may only allow an appeal where a procedural error occurred. It cannot grant an appeal because it disagrees with the academic judgment of a Faculty. The following are examples of procedural errors that may result in the Senate Committee granting an appeal:

- a. Failure to consider relevant information or the consideration of irrelevant information
- b. Failure to comply with UBC policy, e.g. a Faculty exceeds its authority to act or does not follow its rules and regulations
- c. Failure to comply with the principles of procedural fairness, e.g. the initial decision maker hears the appeal of his or her own decision

The Senate does not have the power to compel witnesses to attend an appeal hearing. Thus you will need to ensure that your witnesses are able to attend your hearing and provide their names to Senate & Curriculum Services at the time you submit your statement of appeal.

Deadlines

The UBC Calendar sets out the various deadlines associated with appeals on academic standing, and students considering submitting an appeal should read that section of the Calendar carefully. It may be found at <http://students.ubc.ca/calendar/index.cfm?tree=3,53,0,0>. Please note in particular that you have 10 business days from the day you receive the final decision from the Faculty in which to submit a notice of intent to appeal to the Senate Committee on Appeals on Academic Standing. Address your notice of intent to appeal as follows:

Attn: Senate & Curriculum Services Liaison Officer

2016-1874 East Mall, Brock Hall, Vancouver, BC V6T 1Z1

Your notice of intent does not need to be lengthy. You should clearly state the name of the Faculty and the specific decision you are appealing, and remember to include your student number, your full name, and all relevant contact information. Senate & Curriculum Services receives submissions, schedules appeal hearings, and responds to procedural questions for both the Academic Discipline and Academic Standing Committees.

If ten (10) working days from the date you received the Faculty's final decision has elapsed and you still wish to file a statement of appeal, you will require an extension granted by the Assistant Registrar, Senate & Curriculum Services. You should forward a written request for an extension, explaining the reason for the delay, to the Assistant Registrar at the address above. If the Assistant Registrar refuses your request for an extension, you may appeal that decision to the Senate Committee on Appeals on Academic Standing.

What Happens Next?

Approximately one to two weeks after you submit your notice of intent to appeal, you will receive, either by email or postal mail, a copy of the terms of reference for the Senate Committee on Appeals on Academic Standing. You have 15 business days from the day you receive the terms of reference for the Senate Committee in which to submit your full statement of appeal. A statement of appeal must contain everything you wish the Senate Committee to consider in hearing your case, including:

- a.** Statement of the decision you are appealing
- b.** Statement of the remedy you are seeking
- c.** Brief chronological statement of relevant circumstances related to the appeal

- d. Copies of any documents which you intend to rely on at the hearing; be sure that this is an exhaustive list as you will not be allowed to introduce new documents at the hearing
- e. Names of any witnesses you intend to call at the hearing
- f. Name of your legal counsel, should you choose to engage a lawyer

You may wish to seek advice from an advocate at the AMS Student Advocacy Office or from legal counsel in preparing your appeal statement.

Should you wish to amend or add documents to your statement after submitting it, you should forward this information as soon as possible to the Assistant Registrar, Senate & Curriculum Services. Please note that amendments and additions to your appeal statement may delay your hearing date.

The average waiting period between submitting a statement of appeal and appearing before the Senate is two to three months, but it may take up to six months before you receive an appeal date. Shortly after the Senate schedules a date for your appeal, Senate & Curriculum Services should send you, and everyone else who will attend the hearing, a file containing your appeal statement, the names of the attending Senate Committee members, the Faculty's response to your statement of appeal, and a copy of your student transcript. This is the file that all participants are expected to have in front of them at the hearing.

Process

The duration of a Senate appeal may range between one and four hours. The Senate Committee must consist of five voting members unless you and the Faculty agree to fewer voting members. It is important to note that if you agree to an even number of voting members and there is a deadlock in the vote, the Senate will dismiss the appeal.

You are entitled to have someone accompany you to the appeal hearing, including a friend, family member, advocate, or lawyer. A member of the Faculty such as an associate dean or a department head will defend the Faculty's decision at the appeal hearing.

At the appeal hearing the Chair of the Senate Committee will briefly outline the process for you. You are not expected to know all the rules and regulations associated with a judicial hearing, so feel free to ask questions when you are uncertain. Next you will have the opportunity to present your opening statement as outlined in your statement of appeal. You will need to ask the Chair of the Senate Committee for permission to advance arguments not outlined in your statement of appeal or to introduce information not submitted with your statement of appeal as this is normally not permitted.

After you complete your opening statement the Senate Committee will ask you any questions it may have and provide the Faculty representative with the opportunity to ask questions. You may then call and question your witnesses, whom the Senate Committee and the Faculty representative may also question. The Faculty representative will also have the opportunity to make an opening statement and to call and question witnesses. You may question any of the Faculty's witnesses.

At the end of the appeal hearing, both sides will have the opportunity to make closing statements. Additionally, you will have the opportunity to respond to any new issues which arose as a result of the Faculty's statements. The Chair of the Senate Committee will then inform you when you might expect news of the decision, which is usually by the end of the day of the hearing. The Chair of the Senate Committee will contact you by telephone or e-mail with the result of your appeal once a decision is made. You will receive the written reasons for the Senate Committee's decision two to three weeks after your appeal hearing.

Section 2.11—Accessing Your File

Under the *Freedom of Information and Protection of Privacy Act* (the *Act*), you have the right to access any records containing personal information about you unless otherwise stated in the *Act*. To request a copy you must send a signed letter stating what material you are requesting and where UBC should send the requested material. Send your request for information to:

Attention: Freedom of Information Coordinator
President's Office
Old Admin Bldg, 6328 Memorial Rd.
University of British Columbia
Vancouver, B.C. V6T 1Z2

The Freedom of Information Coordinator must provide copies of your personal file to you when you make a formal request to review your file. However, the Freedom of Information Coordinator may edit elements of your personal file as allowed by the *Act*. UBC has 30 business days to supply you with a copy of the requested information from your personal file after receipt of your formal request.

Section 3: Student Discipline

Section 3.1—UBC Policy

Academic Misconduct

UBC takes any infraction of its academic policies seriously. Common academic offences include cheating, plagiarism, academic dovetailing, and inappropriate collaboration. Although UBC bears some responsibility for ensuring that you are aware of its academic policies, you are ultimately responsible for informing yourself

about what conduct is acceptable within the university setting. UBC does not perceive a lack of initiative to inform yourself about UBC's policies and regulations as an excuse for academic misconduct.

In many instances, students can easily avoid the commission of academic offences and the subsequent disciplines by consulting with their course instructors or their academic advisors. If you are under stress and feel you need additional time to complete assignments or to study for exams, you should consult with your instructor or an academic advisor (please refer to the *Academic Concession* section).

Types of Academic Misconduct

Please note that the following list of types of academic misconduct is not exhaustive. Other forms of academic misconduct exist of which you should make yourself aware. You can find additional information about what UBC considers academic misconduct in the UBC Calendar (<http://www.students.ubc.ca/calendar/>.)

a. Cheating

Cheating occurs where you use unauthorized means to write an exam or falsify material for which you will receive academic credit. Examples of cheating include the possession of unauthorized material while writing an exam or the alteration of a previously marked exam before submitting it for review.

b. Plagiarism

Plagiarism is a broad concept; here are the two recognized contexts in which it may occur:

Intentional plagiarism occurs when you deliberately use another person's wording or ideas without acknowledging that person as the author. *Reckless plagiarism* occurs where you do not properly cite academic sources due to your own neglect or ignorance. You are responsible for informing yourself about what plagiarism is. A useful resource is *Plagiarism Avoided: Taking Responsibility for Your Work* (available at the UBC bookstore or online: <http://www.arts.ubc.ca/FOA/students/plagiarism.htm>).

c. Academic Dovetailing

Academic dovetailing occurs when you hand in the same paper for credit in two separate courses without permission from your professors.

d. Inappropriate Collaboration

Inappropriate collaboration occurs when students work together beyond what the course policy permits. You are responsible for knowing the course policy.

e. Other

Impersonation of another student or having another person impersonate you, improper research practices such as having another person do all or part of your research, submitting false records or

information, and obstruction of academic activities are also forms of academic misconduct that may warrant some form of discipline.

Non-academic Offences

Presently the President's Advisory Committee on Student Discipline hears allegations of both academic and non-academic misconduct. UBC deals with non-academic offences where the offence adversely affects the UBC campus environment. Non-academic offences include, but are not limited to, on-campus incidents of stalking, vandalism, assault, and trespassing. UBC may begin disciplinary proceedings for non-academic misconduct while legal proceedings are also taking place. For more information please see the UBC Calendar under Academic Regulations.

Section 3.2—Faculty Level

Allegations of academic misconduct are usually dealt with first by the instructor and then within the department and faculty. An instructor who suspects you of an academic offence will usually arrange an informal meeting with you to hear your explanation. The instructor may decide to report the incident to the head of the department or to an associate dean of the Faculty. At this stage there are two possibilities: the Faculty or department will deal with the matter internally or they will forward the matter to the President's Advisory Committee on Student Discipline (PACSD). Currently UBC Policy #69 gives UBC Faculties the ability either to assign a zero for a paper which contains plagiarism or for an exam where cheating occurred. UBC Faculties do not have the authority to assign a zero in a course as a penalty for academic misconduct.

A staff or Faculty member must notify you of the intention to report an allegation of academic misconduct to the department head, dean, or other appropriate person, as stated in the UBC Calendar. If the incident is reported to PACSD you are also entitled to have the opportunity to request a meeting with the department head, dean, or other appropriate person before your meeting with the PACSD. This meeting gives you the chance to fully present your side of the story. Such a request needs to be made within a reasonable period of time. You may want to contact the AMS Ombuds Office to assist you to communicate with your department or Faculty. You can also approach the AMS Advocacy Office for assistance with preparing your case for the PACSD.

Confidentiality

Student discipline cases are strictly confidential. Faculty members and decision makers must not discuss with third parties facts associated with a student discipline case which may identify involved parties. You may give written authorization releasing your personal information to a third party, but such a release cannot compromise the privacy of other involved parties. A breach of confidentiality may be cause for action under the *Freedom of Information and Protection of Privacy Act*.

Section 3.3—The President’s Advisory Committee on Student Discipline (PACSD)

The Role of the PACSD

Section 61 of the *University Act* gives the President of UBC the power to discipline students. The President established the PACSD to hear allegations of academic misconduct and to make recommendations about appropriate student disciplines. After a student discipline hearing, the Chair of the PACSD drafts a memorandum for the President which details the facts of the case as presented at your hearing, the deliberations of the PACSD, and the PACSD’s recommended discipline. The President considers the information forwarded by the Chair of the PACSD and makes the final decision.

Initial Procedure

If a Department, Faculty, or other on-campus group forwards your case to the PACSD, you will receive a package from the PACSD prior to scheduling a meeting date.

You are entitled to have adequate notice of the allegations against you to ensure that you have a fair opportunity to respond. The PACSD package you will receive should contain a cover letter from the Chair of the PACSD that states the allegations against you, informs you about the services provided by the AMS Student Advocacy Office, and directs you to arrange a meeting date. Additionally, the package contains a copy of UBC’s Academic Regulations related to student discipline and all the information about your case which the department, Faculty, or other on-campus group forwarded to the PACSD.

If you want to submit additional documents or a list of witnesses for the PACSD meeting, you need to do so 10 business days prior to your meeting with the PACSD. However, the Chair of the PACSD has the discretion to exempt you from this deadline.

Student Preparation

PACSD meetings are an opportunity for you to tell and show the PACSD your perspective of how events transpired. The following types of information may be factors which the PACSD will consider when deciding upon the appropriate discipline in your case:

- a.** Extenuating circumstances which contributed to your state of mind when the misconduct occurred, e.g. bouts of chronic depression
- b.** Nature of the misconduct, e.g. reckless plagiarism as opposed to intentional plagiarism
- c.** Your year of study
- d.** Prior incidents of misconduct
- e.** Indirect consequences of a harsh penalty e.g. you will lose your study visa and will not be able to complete your degree

It is important that the PACSD has a clear understanding of your perspective at the end of the hearing. The PACSD will often be most concerned about inconsistencies or weak areas in your account. To this end, the preparation of a written statement will assist you to organize your thoughts and will be helpful to the PACSD when considering your case. You should attempt to submit your written statement as early as possible.

The Meeting

The PACSD process is informal and does not strictly follow the same format at every meeting. A PACSD meeting normally lasts between 30 to 45 minutes. The Chair and three other members compose the PACSD. You are entitled to have someone accompany you to the meeting, including a friend, family member, advocate or lawyer. If you decide to obtain legal representation, you must inform the PACSD well in advance in order for the University Legal Counsel to have the opportunity to appear.

At the meeting, the Chair of the PACSD will state the allegation against you and ask whether you admit/deny the allegation. Next the Chair will provide you with the opportunity to present an oral or written statement to the Committee. You may make an oral presentation regardless of whether you submit a written statement. After your oral statement, the Committee will question you about your account of the events. If there are witnesses, the Chair may call them before or after you have the opportunity to make an oral statement. Witnesses are called individually to answer the PACSD's questions. You will have the opportunity to question witnesses and may want to prepare a list of questions in advance. If you are unsure whether there will be witnesses at your PACSD meeting, the office for the PACSD will be able to tell you. At the end of the meeting, you will have the opportunity to make final submissions. The PACSD will then inform you that you will receive a letter stating the President's final decision within three to four weeks.

Disciplinary Action

The President can issue penalties ranging from a letter of reprimand to expulsion from UBC. An example of a common disciplinary action for misconduct is a twelve month suspension, a zero in the course in which the offence occurred, and a record of academic discipline permanently noted on your transcript. You may apply to the University President and request them to exercise their discretion to remove it two years after your graduation. Courses taken at other academic institutions during any suspension may not be transferred to UBC for credit. Each year the University Counsel Office releases a Student Discipline Report detailing the disciplinary action taken by the President in the previous year; these can be found at <http://www.universitycounsel.ubc.ca/discipline/index.html>.

Section 3.4—Re-admission Procedure

If you are suspended from the University, you may have to apply for re-admission. Contact the Admissions Office for your program to determine what steps you need to take to be eligible to register for courses. You cannot register for courses until the day that your suspension ends.

Section 3.5—Removal of a Notation from your Transcript

In order to have a notation removed you must make a formal request to the President. This formal request should include a request letter and any necessary substantiating documentation. The PACSD will request the student come in for a meeting that is about fifteen minutes long to discuss their request. Additionally, the President's Office asks that you submit two character reference letters. A request can be made after two years have passed since your graduation from UBC or in situations of compelling extenuating circumstances before two years have passed.

Section 3.6—Senate Committee on Student Appeals on Academic Discipline

You have the right to appeal the decision of the President to the Senate Committee on Student Appeals on Academic Discipline. The Senate Committee has the power to either grant or dismiss your appeal. Successful appeals may be granted in full or in part.

Please note that this Committee only hears appeals against decisions made by the University President. You may appeal disciplinary decisions made by a Faculty to the Senate Committee on Appeals on Academic Standing (please refer to the *Academic Standing* section.)

Accessing Information

If you are uncertain as to how the PACSD arrived at its recommendations to the President, you may make a *Freedom of Information and Protection of Privacy* request for copies of pertinent documents, including records of the PACSD's deliberations. This information will assist you in assessing the merits of your case and in preparing your statement of appeal.

Deadlines

Although the Senate Committee on Student Appeals on Student Discipline does not require you to submit a notice of intent to appeal, it is advised as this will alert the Senate that they need to schedule an appeal date. You have 45 business days (9 weeks) from the date on the letter stating the University President's final decision in which to submit a statement of appeal. Address your statement of appeal as follows:

Attn: Senate & Curriculum Services Liaison Officer
2016-1874 East Mall, Brock Hall
Vancouver, BC V6T 1Z1

If the 45 working days from the date of the University President's letter has elapsed you will require an extension granted by the Assistant Registrar, Senate & Curriculum Services. Forward a written request for an extension, explaining the reason for the delay, to the Assistant Registrar at the address above. Requests for extensions are not always granted, so you are advised to submit your request for extension within the 45 working days, if at all possible.

The documents required, jurisdiction and process are the same for all Senate appeals. Please section 2.10 for more information.

Section 4: Student Finances

At UBC, several financial obligations may arise, such as tuition fees or parking fines. As a student, you must meet these financial obligations, and there are consequences for any failure to meet these obligations. The following subsections provide a general overview of the different fees and charges levied by UBC, as well as relevant payment deadlines and the consequences of late payment or non-payment.

Section 4.1—Tuition

At UBC, tuition includes per-credit or program fees and student fees. Most undergraduate programs on-campus use per-credit fees while program fees are a cumulative fee for enrolment in programs such as Medicine, Law, Dentistry and most graduate programs. Both per-credit and program fees have different levels for Canadian and international students as government funding subsidizes the tuition fees of Canadian students.

Student fees include all fees not directly related to coursework, comprising both mandatory fees and fees with opt-out provisions. The mandatory fees include the Athletics and Recreation Fee, Undergraduate Society and Graduate Student Society Fees, the Graduating Class Fee (payable in the final year of an undergraduate, M.D, or D.M.D. program), and the mandatory portion of the Alma Mater Society Fee. Certain fees have opt-out provisions, such as fees for the Student Aid Bursary Fund, Student Legal Fund, AMS Services, Ubyyssey Publication Fee, and the Extended Health and Dental Plan Fee. Please note that you must have equivalent coverage to opt out of the Extended Health and Dental Plan Fee.

Tuition Deadlines

Fees for first term courses, the first half of fees for full session courses, and all student fees are due on the Wednesday of the first week of classes in September in the Winter Session. Fees for second term courses and the second half of full Winter Session courses are due on the Tuesday of the first week of classes in January.

Similarly, the due date for Term 1 Summer Session course fees is in early May, while the due date for Term 2 Summer Session course fees is in early July (the actual dates vary from year to year.)

Tuition Deferral

Deferring tuition allows students with extenuating circumstances or with student loans to extend their payment deadlines. For the Winter Session, UBC automatically grants tuition fee deferments until October 7th in Term 1 and February 7th in Term 2 to students who submitted BC Student Assistance Program (BCSAP) forms to the B.C. Ministry of Advanced Education by the last working day in June and qualify for sufficient loan funds to pay their Winter Session fees. The deferred payment deadline will automatically appear on your financial record in the Student Service Centre. Out-of-Province students, BC students who did not apply for loans before June 30th, and others who cannot meet the tuition deadline can request a one month deferral of tuition fees by contacting Student Financial Assistance & Awards (604-822-5111). You can also initiate loan deferral requests for the Summer Session at Student Financial Assistance & Awards.

If you are a graduate student and will be paying your fees from an external award or as part of your funding, you may also qualify for a tuition fee deferral. Your department may be able to organize this type of deferral, but you should contact Student Financial Assistance & Awards if the deferrals are not arranged.

Section 4.2—Late Payment or Non-Payment of Fees

If UBC takes reasonable steps to notify you of a fee or a fine and you do not pay that fee or fine, UBC may act accordingly. For instance, UBC may withhold its services, notify credit agencies, or commence a legal action against you. UBC may also charge you interest as in the case of unpaid tuition or a late payment fee as in the case of parking fines.

UBC will first attempt to use internal processes to resolve any outstanding debts prior to commencing legal action. Following are some examples of internal processes that UBC may use:

- a. Enrolment Services has the authority to deny registration or withhold academic transcripts and grade information from students who have outstanding fees
- b. Parking and Access Control Services may revoke parking permits and tow vehicles for unpaid parking violations
- c. Housing and Conferences may refuse admission to residences, withdraw residence and meal plan privileges, requiring a resident to vacate

- d. The Library may withdraw borrowing privileges and access to online resources

While there is no official means by which to appeal the withholding of university services, you may have the opportunity to appeal the source of the fee or fine which resulted in your indebtedness.

Section 4.3—Library Fines Appeals

If you feel that the Library levied the fines in error or that there were extenuating circumstances that caused the fine, you do have recourse through the library’s appeal process. If the Library suspended your account for some other reason, you can also appeal to have the suspension lifted. It is important to note that groundless appeals are generally refused (e.g. if you simply forgot to return the book on time).

UBC may suspend your account for one of the following reasons:

- a. Owing fines or charges over \$200
- b. Owing fines or charges from a previous academic year
- c. Failing to return an overdue item requested by another borrower
- d. Submitting an NSF cheque to the Library
- e. Failing to maintain a current and correct address
- f. Causing disruption in the Library through inappropriate behaviour

In the event that you have unpaid debts to the Library, UBC may withhold your academic transcripts or registration eligibility for the coming year. Unpaid debts may also be referred to a credit agency. Furthermore, repeated violations of Library loan regulations may result in a student discipline hearing.

Appeals Process

The first step is to file an appeal directly at the library branch from which you received your fine or suspension. Each library has an appeal form that you can obtain from the circulation counter. Fill out the appeal form with as much detail as possible, ensuring that you explain the extenuating circumstances which show why the library should lift the fine or suspension. A person in the overdue department of that library branch will then decide the appeal. If the outcome of this appeal is unsatisfactory, you may appeal the decision to the head of that branch. Be sure to include all the documentation from your previous appeal as well as the result of your first appeal. If the decision of the head of the branch is not in your favour, you may appeal the decision to the Appeals Subcommittee of the Senate Library Committee that will render the final decision on your appeal.

Section 4.4—Parking Fine Appeals

You may appeal the parking ticket or the impoundment of your car if extenuating circumstances existed or you feel that Parking Services made an error.

Appeal Process

If your car has been towed, you will need to pay all outstanding fines before Parking Services will release your car. However, you may still appeal the tickets despite your payment of outstanding fines. If you received a Traffic Notice, you will need to pay the fine and all other outstanding fines in order to appeal the ticket. In either case, you will receive a refund of the fine if your appeal is successful.

Prepare a letter of appeal, which states your case and reasons for appeal, as well as any extenuating circumstances which may have been present at the time you received the Traffic Notice. You should ensure that you keep a copy of your appeal letter and all relevant Notices before you send your appeal package to the Assistant Director of Parking Services:

Parking and Access Control Services
General Services Administration Building
#204 - 2075 Wesbrook Mall
Vancouver, BC
V6T 1Z1

Parking Services will review your appeal and any other supporting information, and will inform you in writing of its decision. You may appeal the decision of Parking Services to the University Legal Counsel. Send copies of the Traffic Notice, your appeal, and the results of the Parking Services appeal to:

University Counsel
Office of the University Counsel
6328 Memorial Road
Vancouver, B.C.
V6T 1Z2

The AMS Student Advocacy Office can assist you to prepare your appeal.

Section 5: Other University Policies

Section 5.1—Religious Holidays

UBC Policy typically allows students to observe the holy days of their religions, provided that sufficient notice is supplied to the appropriate instructors and administrative personnel within the appropriate deadlines.

Currently, UBC closes on legal statutory holidays (or days 'in lieu' of holidays), such as Labour Day or Good Friday. If you wish to observe a holy day and this observation will result in your absence from classes or examinations, you must notify the instructor of the classes or examinations at least two weeks prior to the holy day. If you cannot contact your instructor, you will need to notify the Head or Director of your

department or school. Instructors will provide an opportunity for you to make up any missed work or examinations without penalty. You are responsible for getting the appropriate notes from another student should you miss a class.

Section 5.2—Academic Position of Students in the Event of a Strike

Although strikes do not occur often at a UBC, they can have far reaching effects for students. Consequently, the UBC Senate developed guidelines that outline your academic rights and responsibilities during a strike.

Choosing Not to Cross a Picket Line

a. Your Rights

If a strike occurs, you are entitled to refuse to cross a picket line as a matter of conscience. If you do choose to respect a picket line, you must notify the Dean of your Faculty if you are an undergraduate student or the Dean of the Faculty offering your program of study if you are a graduate student. You must notify the appropriate person within two working days of the commencement of a strike. This notification must be in person or in writing (letter, fax, and e-mail), and must include your name, student number, and all the courses in which you are registered at the time of the strike. If you take courses in different Faculties, you do not need to send multiple notices as one notice to the Dean of your Faculty will suffice.

b. Your Responsibilities:

If you choose not to cross a picket line, you are still responsible for fulfilling course requirements, including learning any material you may have missed. The only material that is not examinable or assessable is material uniquely available in a classroom or lab that is not covered in any make-up sessions. Your course instructor may evaluate you on work that you could have performed during the labour disruption and may require you to attend make-up sessions to complete other work missed as a result of the strike. In the event that you miss a scheduled examination, UBC expects you to write a make-up exam or write your exam during the supplementary examination period.

Classes or Other Course Components Cancelled Because of a Strike

Just like students, instructors may choose to respect a picket line under UBC policy. This may result in cancelled classes, as University policy prohibits the moving of classes to non-picketed locations. In the event of a cancellation, you are responsible for all material that you would be reasonably expected to complete (such as research or required reading). However, your course instructors cannot evaluate you on materials which could have only been covered in the cancelled classes. Furthermore, you must inform your instructor, the department head, or the dean of the Faculty for the course if a strike blocks access to certain resources such as the Library, specialized computer labs, or research equipment.

Concerns Regarding Your Academic Situation in a Strike

In the event that you have a concern with how a department or Faculty dealt with your individual academic situation, you should initially attempt to resolve the matter with the appropriate department head or Faculty dean. If you feel that the head or dean treated you unfairly, UBC appoints a Faculty member as an academic arbiter for academic issues arising out of an on-campus strike. UBC appoints this arbiter in advance of any strike action; the Vice-President Academic and Provost will announce who the arbiter is to be at <http://www.vpacademic.ubc.ca>.

Section 5.3—Academic Accommodation for Students with Disabilities

UBC strives to remove barriers and provide opportunities to students with disabilities. To this end, UBC provides academic accommodations to students with disabilities while maintaining academic standards at an equal level for all students.

At UBC, you have a disability (as defined in UBC Policy #73) if you meet **all** of the following criteria:

- a. You have a significant and persistent mobility, sensory, learning, or other physical or mental health impairment which may be permanent or temporary
- b. You experience functional restrictions or limitations of your ability to perform the range of life's activities
- c. You may experience attitudinal and/or environmental barriers that hamper your full and self-directed participation in life

You should note that UBC's definition includes the many forms of disability ranging from visible physical disabilities to non-visible disabilities (e.g. learning disability or mental health disability). These may include permanent or long-term conditions, or temporary disabilities due to injury or other causes.

UBC's Responsibility to Accommodate Students with Disabilities

UBC has obligations under the BC Human Rights Code, Canadian Charter of Rights and Freedoms, and under University Policy. These responsibilities include:

- a. Not denying persons admission on the basis of their disability
- b. Making courses and programs accessible to students with disabilities
- c. Providing reasonable accommodation to students with disabilities
- d. Ensuring that Faculty and staff are knowledgeable about University policies and regulations, as well as broader issues regarding persons with disabilities
- e. Treating all information obtained as confidential

UBC's Disability Resource Centre (DRC) ensures that UBC meets its obligations to accommodate students with disabilities. The DRC receives and addresses requests for academic accommodations from students. In addition to handling these requests, the DRC coordinates services such as mobility assistance, interpreting

and captioning, and note-taking personnel. Furthermore, the DRC has the authority to recommend non-academic accommodations to students with disabilities, such as housing or parking arrangements that minimize the functional impact of a disability.

Requesting an Academic Accommodation

To be eligible for an academic accommodation, you must self-identify and provide appropriate documentation of your disability to the Disability Resource Centre (DRC), located on the first floor of Brock Hall. You must obtain the documentation from a medical doctor, psychologist, or other health professional who has specific training and experience in the diagnosis of your disability as well as certification and/or licensing in their field. The documentation must outline both the nature of the disability and the functional impact the disability has on you. Important items to note with respect to your request:

- a. All new and returning students who will be requesting an accommodation are required to contact the DRC at the beginning of each term
- b. If your health status changes (i.e. you become disabled, or a disability worsens or improves), you must notify the DRC as soon as possible
- c. At the beginning of each term (or upon requesting an accommodation) you should discuss your situation with your instructors
- d. The DRC should receive your request for an exam or test accommodation at least one week prior to the test, or one week prior to the exam period for final exam accommodations
- e. The University does not provide or reimburse diagnostic services

Determining the Appropriate Accommodation for your Disability

Upon receiving your request, a DRC Advisor reviews the documentation you submitted and then consults with you about the range of appropriate accommodations in your case, which are based on the functional impact of your disability as well as your field of study. Next, the DRC provides an accommodation letter for you to give to your instructors and maintains contact with your Faculty and/or Departmental Disability Liaison Person. You are expected to meet with your instructors within 10 days of receipt of your accommodation letter to discuss your required accommodations. If you and your instructor(s) reach an agreement, accommodations will be implemented promptly. However, you may request the assistance of the Disability Liaison Person or a DRC Advisor to determine the appropriate accommodation if you and your instructor(s) are unable to reach an agreement.

Appealing the Decision of the DRC

If you disagree with the final recommendations of the DRC or if you are not able to reach an agreement with your instructor(s), you may appeal to the Disability Accommodation Appeal Committee. This Committee will select a Subcommittee consisting of one Faculty member, one student, and the Presidential appointee (who is

the Chair of the Subcommittee) to hear your appeal. They will meet with you, relevant instructors, and the DRC to consider all necessary information. Then the Committee will determine the appropriate accommodation based on your disability and the expected learning outcomes for the course or program. After the Committee decides your case, a decision will be given to you in writing. In the event that the outcome of the appeal does not satisfy you, you may make a final appeal to the Vice President Academic and Provost Office, located in the Old Administration Building near Koerner Library.

For further information, contact the DRC as follows:

Brock Hall Building, UBC
 Voice Phone 604.822.5844
 TTY Phone 604.822.9049
 Fax 604.822.6655
 E-mail disability.resource@ubc.ca
 Web <http://www.students.ubc.ca/drc>

Section 5.4—Discrimination and Harassment

UBC Policy #3 outlines the University’s commitment to prevent discrimination and harassment on campus and to provide procedures for handling complaints, remedying problems, and imposing discipline, when these problems do occur. UBC Policy # 3 outlines procedures for investigating claims of discrimination and harassment. These procedures fall under the auspices of the Equity Office, located in room 2306, 2nd floor, Brock Hall. You may contact the Equity Office at 604-822-6353 to arrange for a confidential appointment and consultation.

UBC recognizes your right to study and work in an environment free from discrimination and harassment. All members of the University community, including you, bear some responsibility for preventing discrimination and harassment and for maintaining a discrimination- and harassment-free environment. On-campus occurrences of harassment and discrimination constitute non-academic misconduct for which UBC may implement student disciplines.

The AMS has established several Resource Groups designed to combat discrimination and harassment. Located in SUB 245, these Resource Groups include Pride UBC, Colour Connected, and the Women’s Centre.

What is Discrimination and Harassment?

UBC policy defines discrimination as the intentional or unintentional treatment of an individual or a group in a manner that imposes burdens, obligations, or disadvantages on that individual or group without a *bona fide* and reasonable justification for doing so.

Harassment (including sexual harassment) is defined as conduct or comment that is intimidating, threatening, demeaning, or abusive and may be accompanied by direct or implied threats to grade(s), status, job, or physical safety. Harassment has the impact of creating a work, study, or living environment that is hostile and limits individuals in their pursuit of education, research, or work goals.

Age, race, colour, ancestry, place of origin, political belief, religion, marital status, family status, physical or mental disability, sex, sexual orientation, and unrelated criminal convictions are all characteristics that the law protects from discrimination and harassment. If you experience a form of discrimination or harassment which is not based on one of the human rights grounds listed above, you should contact the Equity Office to determine whether they can assist you.

Initiating a Complaint

As a student, you may file a complaint of discrimination or harassment against other member(s) of the University community such as faculty, staff, and other students or the University itself. Your complaint must pertain to your UBC employment, studies, or participation in campus life. To file a complaint, you should contact the UBC Equity Office in Room 2306 of Brock Hall. You may also contact the UBC Equity Office at 604-822-6353., or through email at equity@equity.ubc.ca.

The Equity Office will assign one of their Equity Advisors to listen to your concerns in confidence. If the Equity Advisor believes that your complaint falls under the University Policy on Discrimination and Harassment, and they have your permission to proceed, they will attempt to resolve your complaint. If you wish to remain anonymous, you or someone acting on your behalf may seek the advice and assistance of an Equity Advisor, and they will be happy to discuss the situation and provide advice. However, a formal complaint cannot proceed without your permission to disclose your identity as a complainant.

Informal Resolution

If the Equity Advisor has your permission to proceed, they will attempt to resolve your complaint informally. This process may involve some informal fact-finding but does not include a formal investigation. Examples of informal procedures include referral for counselling, informal problem solving with both parties, writing a letter to the person against whom the complaint is filed (the respondent), disciplining the respondent, or referral to other University Policies or Procedures that may apply.

Mediation

If attempts at an Informal Resolution are inappropriate or unsatisfactory, you may ask the Equity Office to attempt to resolve your complaint through non-binding mediation between yourself and the respondent. Both parties must consent for mediation to occur.

The mediator will attempt to help the two parties come to an agreement that is satisfactory to both. Any agreement reached during mediation is recorded in a written document and signed by both parties and the mediators. The mediation proceedings and the agreement remain confidential. If you and the respondent cannot reach an agreement through mediation, the case may remain unresolved. In some instances, the complainant may request the Formal Investigation and Recommendation process under the Policy.

Formal Investigation and Recommendation

Any time after you file a complaint, you may file a written request for a formal investigation. All requests for the formal process must first be approved by the Associate Vice President and the Equity Office before they can proceed. The AVP and the Equity Office then inform the respondent of your request. The respondent has ten business days to provide a response to your complaint. If you are not satisfied with the response, the Associate Vice-President Equity may appoint an independent investigator and a three-person panel. The investigator will interview you, the respondent, and any other involved parties, after which the investigator submits a written report to the panel. The panel will meet with you and the respondent, as well as any other parties it chooses, to examine the evidence in the investigator's report. The panel will then determine if a violation of UBC's policy occurred, and, if applicable, the panel will recommend a course of action to the appropriate administrative head. The administrative head then meets with you, the respondent, and Associate Vice-President Equity prior to deciding on disciplinary or remedial measures.

Appeal of the Administrative Head's Decision

Both you and the respondent may appeal the decision of an administrative head. Check with the Equity Office for more details. Outside of UBC, you may be able to file appeals with agencies such as the BC Ombuds Office or the BC Human Rights Tribunal. In addition, you may have the option to commence legal proceedings.

Section 6: Responsibilities as a UBC Student

Section 6.1—Responsible Consumption of Alcohol

UBC's Alcohol Policy permits reasonable consumption of alcohol at licensed events or establishments while also encouraging people to be responsible about their consumption of alcohol.

As a member of the University student body, you must ensure that you:

- a.** Consume alcohol only at licensed establishments and functions, or at your residence (or as a guest of a person living in residence)
- b.** Do not over-consume alcohol to the point where you can no longer act in a responsible manner
- c.** Do not encourage others to over-consume alcohol

In the event that you intend to serve alcohol at an organized on-campus function, you must abide by the procedure set out in UBC Policy #13. There is a copy of the policy online at <http://www.universitycounsel.ubc.ca/policies/policy13.pdf>. As the organizer of a licensed event, you are responsible for:

- a. The safety and well-being of patrons at your event
- b. Any damage to University property that occurs as a result of your event

Furthermore, you may bear responsibility for any injury or death caused by the over-consumption of alcohol at your event, both during and after your event.

A detailed outline of the procedure to follow to obtain a licence to serve alcohol can be found at <http://www.students.ubc.ca/facultystaff/bookings.cfm?page=liquor>. This information does not apply to the locations on campus that are permanently licensed (such as the Pit or Koerner's Pub), so you may want to check with the venue first to find out whether a licence will be needed.

Section 6.2—Responsible Use of Information Technology Facilities and Services

The University and various campus groups (e.g. the AMS) have made computers available for student use throughout the UBC campus. Nearly all of these computers have internet access, with some having additional capabilities such word processing and printing. Additionally there are various computer resources available for course-specific purposes. UBC also supplies internet access to students. Usage of the UBC's computer hardware and internet access is subject to the Policy on Responsible Use of Information Technology Facilities and Services, and violations of this Policy are subject to disciplinary action.

You should note that students are typically required to log in prior to using internet access or University computers. UBC may hold you responsible for any actions which occur while you are logged in to their computers or internet access. It is therefore important that you log out when you finish using an on-campus computer and that you do not to share your login information with others.

Appropriate Use of Internet Access

UBC provides a wide variety of internet access to students in the forms of ResNet, wireless access, internet ports, dial-up accounts, and connected computer hardware supplied by the UBC. Unless you have your own dial-up account, whenever you connect to the internet on campus, you are using UBC's services, and are subject to UBC policy. The policy allows for a wide range of internet use, both for personal and academic purposes. While UBC will not censor information (unless required by law), a number of uses of UBC's internet services are unacceptable. These unacceptable uses include:

- a. Actions that violate the law, such as copyright infringement
- b. Using University services for commercial purposes, such as promoting non-educational profit-driven products or services
- c. Sending harassing or discriminatory messages
- d. Misrepresenting your identity as the sender of messages or in content of messages
- e. Making or distributing unauthorized copies of proprietary software
- f. Seeking information on passwords or data that belongs to other users
- g. Intercepting, examining or copying someone else's private files, messages, communications or other information without their authorization
- h. Attempting to circumvent computer security software

Appropriate Use of Computer Hardware

Under UBC Policy, you should only use computers provided by UBC for authorized purposes. Notices in UBC computer labs typically state the authorized uses for a given computer, such as: searching the Internet, checking web-based e-mail, and executing programs installed by the administrator of the computer. UBC prohibits actions such as installing or executing programs other than those approved; copying files currently on the computer without authorization; circumventing security software; and any actions that are contrary to the authorized uses stated in a given computer lab.

Violations of the Policy

If you are found to have violated part of the Policy, you may be subject to disciplinary action (please refer to the *Student Discipline* section of this Guide.) In addition to the range of disciplinary actions that UBC may implement, UBC may also withdraw computer privileges and network access. This withdrawal may range from a requirement that you leave a computer lab to a suspension of your account.

Section 6.3—Regulations on Posting of Notices, Posters, and Signs

UBC provides a number of poster areas, both inside and outside of campus buildings, on which you are free to place posters.

Building Interiors (excluding the SUB and UBC Residences)

Inside UBC buildings, you may only post notices on designated poster boards. UBC prohibits posting on all other indoor surfaces (including doors, windows, etc.). Control over poster boards inside of buildings rests with the department or Faculty in charge of that building. Often the use of some poster boards in a building is prohibited for public/student use. Typically, you may locate posting guidelines near or on posting boards. If you are unsure about posting guidelines, you should contact the department or Faculty responsible for the notice board.

SUB Interior

The above regulations for posting in building interiors also apply to the interior of the SUB. Additionally, posters placed on poster boards in the SUB must be no larger than 11 inches by 17 inches and may not cover other posters. The AMS reserves certain poster boards in the SUB for specific purposes (e.g. Housing, Buy/Sell, etc.). You may not use these poster boards for general postings.

Residences

The above regulations for posting in building interiors also apply to the interior of UBC Residences. To post notices in UBC Residences, you must obtain an authorizing stamp of approval from the main office for the residence where you intend to post a notice. Further, you may only place one poster in each poster area. To obtain approval from to place posters in UBC Residences, you need to take your posters to the main office or commons-block of the residence.

Building Exteriors

UBC prohibits the posting of any signs, notices, or any other materials on the exterior of its buildings. In special circumstances and with the approval of Plant Operations, you may place banners on the exteriors of UBC buildings.

University Grounds

Various poster boards on the UBC campus grounds are available for students on which to place notices or posters. UBC permits posting on its grounds solely on those poster boards, and prohibits postings on trees, lamps, grounds furniture, signs, or any other fixtures on campus.

Flyers and Handbills

UBC permits the distribution of flyers and handbills so long as they are directly handed to the recipient. Examples of prohibited distribution of flyers and handbills include placing them on desks, in seating areas, or on vehicles parked on the campus. UBC will charge persons who distribute flyers or handbills in a prohibited manner with the costs of clean-up associated with the distribution.

Section 7: Related Resources

AMS Ombuds Office

SUB 249F

249F-6138 SUB Blvd

Vancouver, BC V6T 1Z1

604.822.4846

assist@ams.ubc.ca

http://www.ams.ubc.ca/index.php/student_government/category/ams_ombuds_office

AMS Resource Groups

SUB 245

245-6138 SUB Blvd

Vancouver, BC V6T 1Z1

http://www.ams.ubc.ca/index.php/campus_life/category/ams_resource_groups

AMS Speakeasy

SUB 249E

249E-6138 SUB Blvd

Vancouver, BC V6T 1Z1

604.822.3700 (crisis line)

604.822.3777 (information line)

speak@ams.ubc.ca

<http://www.ams.ubc.ca/index.php/services/category/speakeasy>

AMS Student Advocacy Office

SUB 249G

249G-6138 SUB Blvd

Vancouver, BC V6T 1Z1

604.822.9855

advocate@ams.ubc.ca

<http://www.ams.ubc.ca/index.php/services/category/advocacy>

Disability Resource Centre

Brock Hall 1040

1040-1874 East Mall

Vancouver, BC V6T 1Z1

604.822.5844

604.822.9049 (TTY)

disability.resource@ubc.ca

<http://www.students.ubc.ca/access/drc.cfm>

Enrolment Services

Second Floor Brock Hall

2016-1874 East Mall

Vancouver, BC V6T 1Z1

604.822.9836

student.information@ubc.ca

Undergraduate Admissions Office

604.822.3014

Records and Registration

604.822.2844

recordsinquiry@students.ubc.ca

Equity Office

Brock Hall 2306

2306-1874 East Mall

Vancouver, BC V6T 1Z1

604.822.6365

<http://www.equity.ubc.ca/>

Graduate Student Society

Rm. 225 – 6371 Crescent Road

Vancouver, BC V6T 1Z2

604.822.3203

<http://www.gss.ubc.ca>

International House

1783 West Mall

Vancouver, BC V6T 1Z2

604.822.5021

ihouse.frontcounter@ubc.ca

<http://www.students.ubc.ca/international/ihouse.cfm>

Office of the Vice-President Academic and Provost

6328 Memorial Road

Vancouver, BC V6T 1Z2

604.822.1261

<http://www.vpacademic.ubc.ca>

Office of the Vice-President Students

6328 Memorial Road

Vancouver, BC V6T 1Z2

604.822.3644

vpstudents@exchange.ubc.ca

<http://www.vpstudents.ubc.ca>

Parking and Access Control Services

204 - 2075 Wesbrook Mall

Vancouver, B.C.

604.822.6786

parking@interchange.ubc.ca

<http://www.parking.ubc.ca/>

Senate and Curriculum Services

2016-1874 East Mall

Vancouver, BC

ginette.vallee@ubc.ca
<http://www.senate.ubc.ca/vancouver/>

Student Financial Assistance

Main Floor Brock Hall
1874 East Mall
Vancouver, BC V6T 1Z1
604.822.5111
awards.inquiry@ubc.ca

Student Legal Fund Society

SUB 249L (Office)
Box 70, 6138 Student Union Blvd
Vancouver, BC V6T 1Z1
604.827.1208

UBC Counselling Services

Brock Hall 1040, 1874 East Mall
Vancouver, BC V6T 1Z1
604.822.3811
<http://www.students.ubc.ca/counselling/>

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