



## *Service and Program Policy | January 2025*

- **Students are encouraged to book appointments in advance through the [Appointment 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 are not permitted to book appointments on behalf of other students.
- **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;**
  - E.g., assignment outline, notes, essay draft, etc. For assistance with submitting documents, please contact [Global.Learning.Centre@uregina.ca](mailto:Global.Learning.Centre@uregina.ca).
  - Midterms, final exams, final projects/presentations, or other course work classified as such are not eligible for direct support. Instead, study strategies using prior assignments and exams will be developed.
- **Students may book appointments for multiple services offered, up to a maximum of two (2) appointments per week for each service;**
- **Students are not permitted to book back-to-back appointments. Failure to comply may result in the revocation of access to the [Appointment Booking Portal](#);**
- **Students will respect the boundaries of expertise provided by tutors and will accept referrals for services made at the discretion of the staff or volunteer the appointment has been booked with;**
- **Students are asked to book appointments for services relevant to the expertise required (e.g., Biology Skills Tutoring will not be accessed for Mathematics support, etc.);**
- **Tutoring services are offered to help build foundational skills in their respective areas of expertise. Students are asked to understand that Global Learning Centre staff will not provide editing services, complete the work on behalf of the student, or estimate grades;**
- **Students are responsible for cancelling their appointments at least one (1) hour in advance, or communicate their cancellation request to [Global.Learning.Centre@uregina.ca](mailto:Global.Learning.Centre@uregina.ca);**
- **Students who fail to attend their scheduled appointments three (3) times within a single academic term will have access to their account revoked 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 member 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 provided it does not impact a future appointment;**
- **Workshop and session topics are designed and developed by Global Learning Centre staff in consultation with several other University of Regina departments and units;**
  - 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 by sending an email to [Global.Learning.Centre@uregina.ca](mailto:Global.Learning.Centre@uregina.ca);**
- **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 [International Student Services](#) or the [Global Learning Centre](#) immediately.