

8 STUDENT SERVICES

8.1 Educational Equity

Through the Educational Equity Policy (<http://www.queensu.ca/secretariat/policies/senate/educational-equity-policy/>), Queen's University recognizes that the values of equity and diversity are vital to and in harmony with its educational mission and standards of excellence. It acknowledges that direct, indirect and systemic discrimination exist within our institutional structures, policies and practices and in our community. These take many forms and work to differentially advantage and disadvantage persons across social identities such as race, ethnicity, disability, gender identity, sexual orientation, faith and socioeconomic status, among other examples.

Queen's is committed to counteracting discrimination in this institution and developing a climate of educational equity that recognizes and respects the equal dignity and worth of all who seek to participate in the life, work and mission of the University. Such a climate is created and maintained by developing a university-wide commitment to and understanding of educational equity, supported by policies, programs, curricula, practices and traditions that facilitate individuals - and equity-seeking groups- free, safe, and full participation.

Students with concerns related to educational equity may contact an Academic Advisor, the Director of Student Services, the Associate Dean, Undergraduate, the University Ombudsperson (<http://www.queensu.ca/ombuds/>), Queen's Student Accessibility Services (QSAS) (<http://www.queensu.ca/studentwellness/accessibility-services/>), and/or the Human Rights and Equity Office (<https://www.queensu.ca/hreo/>).

8.2 Accommodation for Special Needs/ Disabilities

Queen's Policy Concerning Students with Disabilities states (<http://www.queensu.ca/secretariat/policies/senate/queens-policy-concerning-students-disabilities/>):

Queen's University is committed to facilitating the integration of students with disabilities into the University community. While all students must satisfy the essential requirements for courses and programs, the administration, faculty, staff, and students at Queen's are expected to provide reasonable accommodation to students with disabilities. Reasonable accommodation may require members of the University community to exercise creativity and flexibility in responding to the needs of students with disabilities while maintaining academic standards.

This policy acknowledges that fundamental to the academic and personal success of students is their responsibility both to demonstrate self-reliance and to identify needs requiring accommodation.

It is the responsibility of students in need of accommodation for a disability or other special need to contact Queen's Student Accessibility Services (<http://www.queensu.ca/studentwellness/accessibility-services/>) to register for formal accommodations. In partnership with Student Accessibility Services, the Commerce Program will work to ensure that appropriate modifications or accommodations are made in accordance with Queen's Policy on Academic Accommodations for Students with Disabilities (<https://www.queensu.ca/secretariat/policies/senate/academic-accommodations-students-disabilities-policy/>) and Queen's Academic Accommodations for Students with Disabilities Procedure (<https://www.queensu.ca/secretariat/academic-accommodations-students-disabilities-procedure/>).

Students can contact the Academic Accommodations and Consideration Coordinator, commerce.aacc@queensu.ca, for more information.

8.3 Academic Advising

A Commerce Academic Advisor can help with timetables, course selection, degree requirements, assistance with finding services on campus, leaves of absence (LOA), letters of permission (LOP), appeals, and special permission. Students are encouraged to reach out to an Academic Advisor with any questions about any regulations within this calendar. All academic advising appointments can be made directly on the Commerce Portal. Students who are not sure where to get help are encouraged to speak to an Advisor, who will either help or direct them to the right place.

Name	Title	Contact
Mandy Daniel	Director of Student Services	mandy.daniel@queensu.ca
Robin Bearse	Senior Academic Advisor	robin.bearse@queensu.ca
Michelle Bennett	Academic Advisor	mb153@queensu.ca
Emily Hartley	Academic Advisor	emily.hartley@queensu.ca
Amr Hosny	International Student Academic Advisor	amr.hosny@queensu.ca

8.4 Mental Health Counselling

Smith has two Mental Health Counsellors embedded within the Faculty. These counsellors are an extension of Queen's



University Student Wellness Services, and can assist students with private and confidential matters, including adjusting to university, academic concern, addiction, anxiety/stress, grief, relationship concerns, and sadness/low mood/depression. Appointments with embedded counsellors can be made via the Commerce portal.

Students can also access personal counselling services through Student Wellness Services (<http://www.queensu.ca/studentwellness/home/>). Student Wellness Services supports the personal, academic, and social development of students at Queen's University by providing a range of programs and services.

8.5 The University Ombudsperson

The key principles guiding the role of the Office of the Ombudsperson (<https://www.queensu.ca/ombuds/>) are independence, confidentiality, and impartiality.

The central role of the Ombudsperson is to help ensure procedural fairness in university decision-making. They are an important resource to the Queen's community in helping students, staff, faculty, parents, and alumni understand policies and procedures within the university.