

8 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 exists 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 may also contact the Associate Dean, Undergraduate, Director of Student Services, the University Ombudsperson, (<https://www.queensu.ca/ombuds/>) Queen's Student Accessibility Services (QSAS) (<http://www.queensu.ca/studentwellness/accessibility-services/>), and/or the Queen's University 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 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/policies/senate/academic-accommodations-students-disabilities-procedure/>).

Students should contact their home faculty academic advising office for more information on Academic Accommodation and Consideration.

8.3 Academic Consideration for Students in Extenuating Circumstances

Queen's University recognizes that students may have extenuating circumstances that temporarily affect their ability to fulfill their academic obligations and requirements. The institutional response to requests for academic consideration due to extenuating circumstances is based on the principle of good faith, wherein the university and instructors are requested to assume that student circumstances and documented requests are legitimate unless there is compelling evidence to suggest otherwise. Similarly, students are requested to assume that the university and instructors will provide academic considerations that are deemed to be in the best interest of the student, taking into account academic progress and essential academic requirements and standards.

For more information, see the full policy (<https://www.queensu.ca/secretariat/academic-consideration-students-extenuating-circumstances-policy-0/>).

Certificate in Business students are bound by the policies and procedures governing Academic Consideration for Students in Extenuating Circumstances in their home faculty.



8.4 Academic Advising

Students should contact the Program Manager, cib@queensu.ca, with questions about degree requirements, course load, or other academic matters as appropriate.

8.5 Mental Health Counselling

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

8.6 University Ombudsperson

The key principles guiding the role of the Office of the University 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.