

Situations where students might need information or support:

- Questions about MRU institutional policies & procedures
- Meetings with an Instructor & Department Chair or others at MRU
- Preparing to do a Final Grade appeal in a course
- Class Withdrawal decisions ('W' grade; withdrawal or 'WC' grade; withdrawal with cause)
- Concerns about course outlines, course policies & instructors
- Deferring a final exam; requirements, conditions, & timelines (policy & process information and support)
- Academic & Non-Academic Misconduct allegations; hearing preparation & support
- 'I' grade (incomplete) grades and when to ask for one related to course completion
- Requirement to withdraw from MRU & appeal preparation (RTW) and
- Requirement to withdraw from a program at MRU (RTWP)
- Information Management Concerns (Privacy & Confidentiality)
- Academic accommodation questions, policy, & process support
- Residence misconduct allegations & process questions
- Human rights process support, policy information, and human rights accommodation concerns
- Meeting tips, communication, active-listening, and conflict resolution skills development
- Self-advocacy coaching; how to become the best self-advocate in your situation
- Resource information; we connect students to places (both on and off campus) for help with a variety of needs like: food, transportation, clothing, emergency student loans, on-campus academic or non-academic referrals, or counselling referrals
- Correspondence review on appeal documents, grievance letters, misconduct narratives, etc.