Faculty Handbook of Student Policies and Procedures

(For Campus-Based Courses and Programs)

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Office of the Registrar
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Before classes start:

What do I put in my course outline?	
Attendance Policy: If the attendance policy in your class is different than the University policy, it must be clearly stated in the course outline. The last day for a student to withdraw is eight weeks into the semester and they must have received 20% of course evaluation prior to this date (marked and returned). Schedule of Grading Components: No single mid-term can exceed 30%, and they must be given in regular class time and space. No final can exceed 50% of the final grade. Only lab exams can be held in the last week before exams unless the exam/test/quiz is worth less than 15% of the final grade. Final exams/quizzes/tests worth more than 15% of the final grade are scheduled by the Registrar's Office over the two-week exam period.	ED 3-1 Student Attendance ED 8-3 Course Outlines ED 3-9 Examinations

What is the TRU grading scale?	
Available letter grades and their definitions are found in the Grading Systems Policy ED 3-5	ED 3-5 Grading Systems

Are there waitlists and how do they work?	
Once the capacity for a course has been reached, students can place themselves on a waitlist for that course. If any seats become available before the add/drop deadline, students will be notified and will be able to register for the course in the order of the waitlist. Students on the waitlist are expected to attend the first two meeting times of class. Students receive information about the waitlist process by email, myTRU.ca and the website: http://www.tru.ca/registration/register/waitlist.html . The waitlist for each section is available at myTRU.ca on the Faculty Resource tab under Summary Wait List.	ED 3-7 Waitlist See Faculty FAQ: Course Registration and Waitlists

How do I get a class list/roster?

Your class list (up-to-date in real time) is available at myTRU.ca on the Faculty Resource tab under Summary Class List. You will not see your class list unless you are listed as the instructor. Please contact your department if you are unable to access your class list.	

A student wants to repeat a course for the third or more time.

A student wishing to enrol in the same course for a third or subsequent time will be permitted to register only upon presentation of written approval from the Chair of the department offering the course. Department Chairs have access to approve the repeated course directly in Banner (SFASRPO form) or via the Third-Time Course Approval form: http://www.tru.ca/campus/current/forms-and-publications.html . It is strongly recommended that Chairs recommend students speak with an academic advisor or counsellor prior to obtaining approval to assist students with course selections and career planning.	ED 3.3 Course and Program Repeaters

What are reserved seats and how do they work?

Seats in some sections are reserved for a variety of purposes. They may be reserved for students in a particular program (identified by a letter after the section number), or for international students who will be registering late (identified by an "R" in front of the section number). These special sections are cross-listed with the regular section; therefore, the total enrolment for a class includes seats from all cross-listed sections. As soon as it is possible, and before the last day to register, any unused reserved seats will be released for other students to access.	

What are Cross-Listed Sections?

Cross-listed sections are unique CRN's (Course Reference Numbers) which are part of the primary section. The course capacity is a combination of all the seats in the primary sections and the cross-listed sections. Cross-listed sections are often used to set aside a certain number of seats in a course offering for a particular purpose.

It is possible for one course to have more than one cross-listed section each with differing capacities. Samples of the cross-listed section numbers are: "R…", "…A", "…B", etc. These section numbers are different from the standard section numbers used in Banner (01, 02, 03, etc.).

You may have students who state they are registered but do not appear on the roster for the primary section; check myTRU to ensure that you are viewing all cross-listed sections. You will not see any cross-listed sections through myTRU unless you are listed as the instructor.   Please contact your department to ensure that all appropriate sections are available for you to view.

What is meant by Confidentiality of Student Information?

Information of a personal nature that a student discloses to any TRU staff member is considered private and confidential. Employees should not discuss confidential student matters in such a way or location as to be overheard by other staff or students.

Student information may be released to TRU staff in cases where the staff member requires it to do her/his job.

Staff and Faculty will only be granted access to the information they need to perform the specific tasks of their position. Unauthorized release of student information is illegal.

ADM 2-2 Confidentiality of Student Information

ADM 2-0 FIPPA

BRD 16-1 Information Security

What is the record retention policy regarding student learning management systems?	
With respect to student information residing on learning management systems, Section 31 of the Freedom of Information and Protection of Privacy Act requires TRU to retain a person's personal information (PI) that is used by TRU to make a decision that directly affects that individual <u>for a period of one year</u>. This would include any course work that is not returned to the student, or copies of class discussions such as those on BB, Moodle, etc. as discussion posts are considered a student's PI (Personal Information) and these posts would affect their grade.	ADM 2-3 Record Retention Policy

I am offering a Directed Studies or Service Learning (SERV) course this semester.	
Programs offering directed studies or service learning (SERV) courses must have TRU educational approval to offer such courses. The approval process is outlined in policy ED 8-2. Special courses must also comply with policy ED 8-0.	ED 2-1 Special Courses ED 8-0 Educational Standards in Credit Courses and Programs ED 8-2 Undergraduate Course and Program Approvals

How do I make changes to my course or program?	
All TRU courses and programs are governed by Senate and in the case of OL, the Planning Council on Open Learning (PCOL). Changes to course descriptions, vectoring, course titles, credit values, and program requirements must all go through the Senate approval process. TRU uses CurricUNET to manage curriculum changes – for more information visit http://www.curricunet.com/TRU/ .	ED 8-2 Undergraduate Course and Program Approvals

During classes:

How do I get an updated class list/roster?

Your class list (up-to-date in real time) is available at myTRU.ca on the Faculty Resource tab under Summary Class List. We strongly recommend you run an updated list weekly during the first three weeks of classes, then monthly thereafter.

You will not see your class list unless you are listed as the instructor. Please contact your department if you are unable to access your class list.

A student on my class list has not attended the first two classes.

Students who do not attend the first two meetings may be removed from the class list or waitlist at the instructor's request for the purpose of accommodating waitlisted students. Please send the student name, T-ID, course title and CRN to registration@tru.ca and the Registrar's Office will remove the student within the add/drop period.

After the add/drop period, the student is responsible to officially withdraw by the deadline date. If the student does not withdraw by the deadline date and stops attending, then their final grade will be 'DNC' for 'Did Not Complete' (or "NCG" for competency-based courses).

ED 3-1 Student Attendance
ED 3-0 Withdrawals

ED 3-5 Grading Systems

I have a student in class but the student's name is not on the class list.

If you have a student who attends class but does not appear on the class list (including all cross-listed sections), the student is not officially registered. During the add/drop period: Please instruct the student to add themselves to the waitlist. You do not need to sign a course change form. Students who can register online can add a waitlisted class through their myTRU.ca account; students who can't register online (e.g. University Preparation, ESAL, and 1st and 2nd year International students, etc) can register by phone, email or in person at the Registrar's Office. Immediately, after the add/drop period: Faculty can approve a late registration when the student has demonstrated extenuating circumstances. The instructor needs to sign a course change forms at: http://www.tru.ca/campus/current/forms-and-publications.html	

How does a student add or drop a course?

Course changes can be made online through myTRU.ca or in-person through the Registrar's Office. Students can find detailed information at http://www.tru.ca/registration/register.html	ED 3-0 Withdrawals

What if a student says s/he has a course schedule conflict so has to miss my class?

Students are not permitted to schedule lecture sections of courses that conflict without written approval of the instructor of each course. Laboratory and seminar sections that conflict with other scheduled courses must be resolved by the last day to add a course. Should a student register with a conflict and that conflict cannot be accommodated, the instructor may require the student to withdraw from the course.	

A student is saying s/he has already learned everything on my course outline. Is Prior Learning and Assessment appropriate?

PLAR is coordinated through the PLAR Facilitator in Open Learning (OL). Student must apply and meet the eligibility criteria before PLAR can be assessed. If the student has previously attempted the course, PLAR is no longer an option.	ED 2-0 Prior Learning Assessment and Recognition

I have a student with a disability.

TRU expects students to be responsible for the achievement of educational outcomes consistent with program standards. Students with disabilities may request accommodations or support services by means of an Individual Educational Plan (IEP) to help achieve their educational goals. Please refer students to Disability Services. TRU expects all students to meet program/course requirements. Contact the Office of Disability Services for more information.	BRD 10-0 Academic Accommodation and Services for Students with Disabilities

A student is telling me that s/he is dropping my class.

To withdraw, a student must drop the course online through myTRU.ca or submit a written request to the Registrar's Office before the last day to withdraw. See Important Dates & Deadlines: http://www.tru.ca/campus/current/dates.html Students must have received 20% of the course evaluation prior to the last date to withdraw. No refund is available at this time and a grade of "W" is recorded on the transcript ("W" does not impact a student's GPA). The Course Change and Complete Program Withdrawal forms are available online at http://www.tru.ca/registration/forms-and-publications.html . Students can also email registration@tru.ca.	ED 3-0 Withdrawals

A student has been ill and has missed too much of my class to be successful.

Students who completely withdraw from all courses for medical reasons before the last day of class may be eligible for a medical withdrawal. The student must complete a program withdrawal form and submit it to the Registrar's Office. A medical certificate or other documentation from their doctor must be received at the time of the withdrawal for a medical withdrawal to be considered. Students who complete all course requirements, including writing the final examination for even one course, are not eligible for a medical withdrawal. See Tuition and Fees Details: http://www.tru.ca/campus/money/details.html	Fee Refund Policy in the Calendar
If a student can complete the course, however, requires an additional time, a six-week extension can be granted. Instructors record a "DEF" five days after the final exam to indicate that the student has been approved for an extension. If a grade is not recorded after the 6 week period it will be changed to a "DNC" for undergraduate programs and an "F" for courses under other grading systems.	ED 3-5 Grading Systems

I suspect that the assignment or paper is not this student's authentic work.

TRU expects all faculty members, staff, students and all other research personnel associated with TRU to adhere to the principles described in Policy. Misconduct in research and scholarship, depending on its severity, is subject to a range of disciplinary measures up to and including dismissal or expulsion.	ED15-2 Integrity in Research and Scholarship ED 5-0 Student Academic Integrity

A student missed the midterm exam or major assignment.

Missed midterm or assignments can be rescheduled or another mutually acceptable resolution can be made by the instructor if the student notifies the instructor as soon as possible. Generally domestic affliction, illness or exam conflicts would be acceptable reasons; however, instructors have latitude to accept other legitimate reasons.	ED 3-9 Examinations

I haven't seen this student in weeks.

Students who do not attend the first two meetings may be removed from the class list or waitlist at the instructor's request for the purpose of accommodating waitlisted students. Please send the student name, T-ID, course title and CRN to registration@tru.ca and the Registrar's Office will remove the student within the drop/add period.	ED 3-1 Student Attendance
After the add/drop period, the student is responsible to officially withdraw by the deadline date. If the student does not withdraw him/herself by the deadline date and stops attending, then their final grade will be 'DNC' for 'Did Not Complete' (or NCG for competency-based courses).	ED 3-5 Grading Systems

When do students need to drop the class to preserve their GPA?

To withdraw, a student must drop the course online through myTRU or submit a written request to the Registrar's Office before the last day to withdraw. Please see Important Dates & Deadlines: http://www.tru.ca/campus/current/dates.html	ED 3-0 Withdrawals
Students must have received 20% of course evaluation prior to the last date to withdraw. No refund is available at this time and a grade of "W" is recorded on the transcript ("W" does not impact a student's GPA).	
The Course Change form and Complete Program Withdraw forms are available online at http://www.tru.ca/registration/forms-and-publications.html . Students can also email registration@tru.ca.	

I have to cancel my class.

If an instructor must cancel any scheduled instructional activity (e.g. class, lecture, seminar, lab, etc.) specific steps must be followed in all cases. Check with the Department's Office and/or Chair for specific procedures.	BRD 14-0 Cancellation of Classes

I feel that one of my students is going through physical or emotional difficulties. What can I do?

There is a document that outlines procedures to be used when a student is observed as being "at risk" as a result of physical or emotional difficulties.	ADM 17-0 Suggested Procedures for Dealing with At-Risk Students

At the end of the semester:

When is the last date that a student can withdraw from all courses in the semester?

Students can withdraw from their entire semester on or before the last day of instruction for the semester. The Complete Program Withdrawal form is available online at: http://www.tru.ca/campus/current/forms-and-publications.html . Students can also email registration@tru.ca .	ED 3-0 Withdrawals

A student has missed the final exam.

In the event that a student has missed a final exam due to domestic affliction or illness, the student should inform the instructor within two working days from the date of the scheduled exam. Also, the student should immediately advise the Registrar by completing a Missed Final Examination form at the Registrar's Office or via email at registration@tru.ca .	ED 3-9 Examinations

A student has a final exam conflict.	
Students are responsible for checking the Final Exam Schedule and for advising the Registrar of any conflicts within the schedule by completing an Examination Conflict form at the Registrar's Office or via email at registration@tru.ca .	ED 3-9 Examinations

When do I have to submit my final grades?	
Faculty members are required to submit a final grade for each student through myTRU.ca as follows: • Scheduled Final Exam: within 5 business days from the date of the final exam. • No Scheduled Final Exam: within 10 business days after the last regular class meeting, but no later than 5 business days after the last day of the exam schedule. Exceptions must be submitted to the Registrar by the Dean.	ED 3-11 Submission of Final Grades

What grades can I use for final grades?	
Available letter grades and their definitions are found in the Grading System Policy. In addition, the pull down menu on the final grade form in myTRU.ca contains all of the legitimate grades for each class.	ED 3-5 Grading Systems

How do I submit final grades?

Final grades are submitted through myTRU.ca, you select your current grade roster and your grade for each student. If a student has stopped attending or never attended your class, the student is responsible to officially withdraw by the deadline date. If the student does not withdraw - by the deadline date, then their final grade will be 'DNC' for 'Did Not Complete' (or 'NCG' for competency-based courses). Final grade submission will be available at the beginning of each exam period for the whole of the official grading period.	ED 3-11 Submission of Final Grades

When do I use a "DNC" and when do I use and "F" as a final grade?

If the student attends past the last day to withdraw from a class but does not complete the course (less than 50% of course work completed or mandatory course components are not completed), a "DNC" grade would be appropriate and counts on the GPA like an "F." An "F" is an earned grade where the student completed the course, but the achievement in the class is unsatisfactory.	ED 3-5 Grading Systems

A student is on my grade roster but I have never seen him/her.

As per policy ED 3-1 Student Attendance, students who do not attend the first two meetings may be removed from the class list or waitlist at the instructor's request for the purpose of accommodating waitlisted students. Please send the student name, T-ID, course title and CRN to registration@tru.ca and the Registrar's Office will remove the student within the add/drop period. After the add/drop period, the student is responsible to officially withdraw by the deadline date. If the student does not withdraw him/herself by the deadline date and stops attending, then their final grade will be 'DNC' for 'Did Not Complete' (or NCG for competency-based courses).	ED 3-1 Student Attendance ED 3-0 Withdrawals ED 3-5 Grading Systems

The student has stopped attending classes and has not contacted me.

After the add/drop period, the student is responsible to officially withdraw by the deadline date. If the student does not completely withdraw for the semester by the last day of instruction and has stopped attending, then their final grade will be 'DNC' for 'Did Not Complete' (or 'NCG' for competency-based courses).	ED 3-0 Withdrawals ED 3-5 Grading Systems

A student has been in my class all semester but her name is not on my grade roster.

If you have a student who has attended class but does not appear on the class list (including all cross-listed sections), the student is not officially registered. Faculty are encouraged to review their class lists available at myTRU.ca on the Faculty Resource tab throughout the term. Faculty can request the Registrar's Office to accept a late registration for a student. This request should be submitted to registration@tru.ca with the Student's Name, T-ID, course name, section and CRN (Course Reference Number).	

A student has been removed from my roster and is attending class.

The student may have been deleted for non-payment. The students must request re-instatement prior to the re-instatement deadline. This can be done by sending an email to registration@tru.ca. Detailed information about re-instatements can be found at http://www.tru.ca/registration/money-matters/tuition.html .	

I have been asked to provide a reference for a former student.

Instructors, chairpersons, divisional directors, Deans or other administrators, may provide students with personal references upon written request. Officially, TRU limits its statements about students to those contained in the degrees, diplomas and certificates awarded by the institution, and to the official transcripts of the student's record.	ADM 2-1 Information Disclosure ADM 2-2 Confidentiality of Student

How do I change a student's grade once it's been submitted?

Access the Grade Change form through myTRU -> Faculty Tab. The form must be fully completed. Prior to submitting the form, you will be required to "cc" your Department Chair. The requested grade change will be made to the student's record after 48 hours.	

A student is dissatisfied with his/her final grade or would like to submit a formal appeal.

In general, a student should attempt to resolve a concern by discussing the situation with his/her instructor. If resolution is not achieved, then the student may file a formal appeal. The Student Academic Appeals policy outlines the steps to be taken and timelines.	ED 4-0 Student Academic Appeals