

Office of Academic Services 2015-2016



GLENDON





MINI GUIDE

FOR GLENDON FACULTY MEMBERS

OFFICE OF ACADEMIC SERVICES

FALL/WINTER 2015-2016

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OFFICE AND RESPONSIBILITIES

1. Office of the Associate Principal (Academic)

T: 416-736-2100 x 88319 | E: apar@glendon.yorku.ca

The Office of the Associate Principal Academic (GH 220) oversees all academic activities in the College, including new and continuing undergraduate and graduate program and course offerings. It is also responsible for faculty planning and management.

2. Office of Student Affairs (Student Services)

T: 416 487-6716 | E: studentaffairs@glendon.yorku.ca

<http://www.glendon.yorku.ca/student-affairs/>

The Office of Student Affairs deals with all aspects of student life, including Residence Life, the Code of Student Rights and Responsibilities, Academic Integrity, Peer Mentorship Program, Alumni Mentorship Program and the Exchange Program. It provides a variety of services to the Glendon student community:

- Student affairs (student life, student clubs and organizations, student leadership)
- Counselling and Disability Services
<http://www.glendon.yorku.ca/counselling/>
 - Personal and career counselling, academic skills workshops, support and accommodations for students with disabilities
- Glendon Athletic Club: <http://www.glendon.yorku.ca/gac/>
- Intramurals: <http://gcsu-aecg.ca/intramural-sports>

3. Office of Academic Services

P: 416-487-6715 | E: acadservices@glendon.yorku.ca

<http://www.glendon.yorku.ca/academic-services/>

Glendon's Office of Academic Services provides a range of registration and support services to students. This office is responsible for maintaining the integrity of student academic records and offers information on University and Faculty rules and regulations, courses and registration, grade reporting and degree audit, graduation and

transcripts, and academic advising. You will be able to obtain information on all academic matters from initial registration through to graduation

REGISTRATION SERVICES (COUNTER)

- Student Academic Records
- Convocation
- Course Timetable
- Examinations
- Grades and Transcripts
- Letters of Permission
- Official Letters
- Transfer Credits
- Undergraduate Calendar
- YU Card

ACADEMIC ADVISING (WALK-IN BASIS)

- Academic Petitions
- Academic Standing
- Course Selection and Enrolment
- Program Options and Requirements
- Program/Major Change
- Program Progress
- Reactivation/Readmission
- Understanding University/Faculty Regulations

Fiona Kay, Director

P: 416-736-2100 x 88203

E: fkay@glendon.yorku.ca

- Oversees Academic and Financial Services
- CASTL secretary
- Commissioner for taking oaths

Cristina Bregar, Manager

P: 416-736-2100 x 88133

E: cbregar@glendon.yorku.ca

- Course scheduling
- Coordinates new and continuing student advising

Lesley Bartlett, Academic Advisor

P: 416-736-2100 x 88131

E: lbartlett@glendon.yorku.ca

- New and continuing student advising

Erica Beatson, Academic Advisor

P: 416-736-2100 x 88226

E: ebeatson@glendon.yorku.ca

- New and continuing student advising

Tatiana Ng Ping Cheung, Francophone Student Success Facilitator

P: 416-736-2100 x 66856

E: tngpingcheung@glendon.yorku.ca

- New and continuing student advising

Yassin Handouleh, Assessor,

Transfer Credit & Degree Audit

P: 416-736-2100 x 88388

E: yassinh@glendon.yorku.ca

- Transfer credits
- Graduation audit
- Continuing student advising
- Student record updates

Georgette Wong, Coordinator

P: 416-736-2100 x 88389

E: gwong@glendon.yorku.ca

- Course offerings
- Petitions
- Exams
- Room bookings
- Student record updates (e.g. grades)

Joelle Reid, Customer Service

Representative (until June 2016)

P: 416-736-2100 x 88103

E: joelle@glendon.yorku.ca

- Inquiries
- Personalized letter

4. Office of Student Financial Services

P: 416-487-6701 | E: finance@glendon.yorku.ca

<http://www.glendon.yorku.ca/student-financial-services/>

Glendon's Student Financial Services provides a range of financial-related support services to students. This office is responsible for maintaining the integrity of student financial records and offers information on fees and financial deadlines, financial aid (e.g. OSAP), and online student accounts. Students will be able to obtain information on all financial matters from initial registration through to graduation.

Fiona Kay, Director

P: 416-736-2100 x 88203

E: fkay@glendon.yorku.ca

- Oversees Academic and Financial Services
- CASTL secretary
- Commissioner for taking oaths

Jessica Perkins, Manager

T: 416-736-2100 x 88144

E: jperkins@glendon.yorku.ca

- OSAP, tuition fees, financial deadlines, scholarships, bursaries, emergency loans

Lesley Valiente, Student Financial Services Representative

T: 416-487-6701

E: lvaliente@glendon.yorku.ca

- Inquiries
- OSAP, tuition fees, financial deadlines, scholarships, bursaries

IMPORTANT DATES

SESSIONAL DATES

The **sessional dates** will include first day of classes, reading days, examination periods, holidays and university closures, etc.

	FALL	YEAR	WINTER
Classes start	Sept. 10	Sept. 10	Jan. 3
Fall Reading Days (no classes, University open)	Oct. 29 – Nov. 1	Oct. 29-Nov.1	
Last date to submit Fall term work	Dec. 7	Dec. 7	
Fall classes end	Dec. 7	Dec. 7	
Fall Study Day (no classes, University open)	Dec. 8	Dec. 8	
Fall examinations	Dec. 9-23	Dec. 9-23	
Winter Reading Week (no classes, University open)		Feb. 13-19	Feb. 13-19
Last date to submit Winter term work		Apr. 4	Apr. 4
Winter classes end		Apr. 4	Apr. 4
Winter Study Day (no classes, University open)		Apr. 5	Apr.5
Winter examinations		Apr. 6-20	Apr. 6-20

These dates can also be found on the YorkU website:

<http://www.registrar.yorku.ca/enrol/dates/fw15.htm>

ADD/DROP DEADLINES

There are deadlines for **adding and dropping courses**, both academic and financial. For the most part, the dates are different. Students are strongly advised to pay close attention to the “Last date to enroll without permission of course instructor” deadlines. These deadlines represent the last date that students have unrestricted access to the registration and enrolment system. After that date, students must contact the professor/department offering the course to obtain permission. Students can drop courses using the registration and

enrolment system up until the drop deadline. After that, they will be given a grade for the course.

	Term F	Term Y	Term W
Last date to add a course without permission of instructor	Sept. 24	Sept. 24	Jan. 17
Last date to add a course with permission of instructor	Oct. 8	Oct. 22	Jan. 29
Last to drop a course without receiving a grade	Nov. 9	Feb. 5	Mar. 4

These deadlines are also posted every session on the YorkU website, under the “ADD/DROP DEADLINES” section:

<http://www.registrar.yorku.ca/enrol/dates/fw15.htm>

REFUND DEADLINES

Dropping or changing courses may cost money. To understand the financial impact, students must always refer to the **Refund Table**, which is posted every session on the YorkU website:

<http://sfs.yorku.ca/refunds/tables/>

	Full Refund	10% Course Fee Withheld	20% Course Fee Withheld	60% Course Fee Withheld	No Refund
Term F	Up to and including Sept. 16	Sept. 17-23	Sept. 24-30	Oct. 1-7	Oct. 8 onward
Term Y	Up to and including Sept. 16	Sept. 17-23	Sept. 24-30	Oct. 1-7	Oct. 8 onward
Term W	Up to and including Jan. 9	Jan. 10-16	Jan. 17-23	Jan. 24-30	Jan. 31 onward



Always consult the dates!

ADMINISTRATIVE FORMS

Website : <http://www.glendon.yorku.ca/academic-services/advising-resources/academic-forms/>

APPLICATION TO AUDIT COURSES

Form: <http://www.glendon.yorku.ca/academic-services/application-audit-course/>

Auditing a course implies sitting in on lectures, without having to complete the work and without receiving a grade or credit. To approve the request, the Course Instructor must sign the form, which then the auditing student must submit to Academic Services with the fees.

BILINGUAL REQUIREMENT FORM

Form: <http://www.glendon.yorku.ca/academic-services/advising-resources/academic-forms/bilingual-requirement-form/>

Students who decide to have a discipline course satisfy the Bilingual Requirement must have a Bilingual Requirement form signed by the Course Instructor. This form is to confirm that all course work has been completed in the language of instruction of the course. There are a few courses that do not eligible for the Bilingual Requirement – please consult the Glendon BA and BSc Rules and Regulations, Article 2.2.1.2:

- http://calendars.registrar.yorku.ca/2015-2016/faculty_rules/GL/ba.htm
- http://calendars.registrar.yorku.ca/2015-2016/faculty_rules/GL/bsc.htm

CHANGE FROM PASS/FAIL OPTION TO GRADED NOTIFICATION

Form: <http://www.glendon.yorku.ca/academic-services/change-from-passfail-to-graded-notification/>

This form is used to cancel a Pass/Fail request and revert back to a graded status. The course will then be recorded with a grade on the student's grade report and transcript.

COURSE CHANGE FORM

If a student encounters problems with their current placement in a **language or math course** (e.g. ENSL, FSL, FRLS, FRAN, SP, MATH), they should voice their concern to the Course Instructor, and vice versa. Once the instructor determines the appropriate course level for the

student, they should mention it on the form. The form needs to be signed by the student, Course Instructor, and if need be, by the department Chair (i.e. FRLS/Fran). The signed form must then be submitted to the respective department. For ENSL, FSL, FRLS/Fran and SP courses, the secretary ensures that there are no scheduling conflicts with the replacement course(s). The department secretaries submit the completed form to Academic Services before **September 24, 2015**. The student must remain enrolled in the course because Academic Services will drop the course for them and enroll them in the replacement course(s).

COURSE PERMISSION FORM

Form: <http://www.glendon.yorku.ca/academic-services/advising-resources/academic-forms/course-permission-form/>

Students must submit this form to the department for permission to enroll in a course that is full, or restricted for Major/Certificate students, or not within the student's year of study. The secretary must receive this form before or up to the deadline to enroll in courses with permission from the professor. Once the permission is approved, the student must enroll in the course.

DEFERRED STANDING AGREEMENT

Form: <http://www.glendon.yorku.ca/academic-services/advising-resources/academic-forms/deferred-standing-agreement/>

Students can request for a **Deferred Standing Agreement** to defer the date of a final exam or a final assignment.

FINAL GRADE REAPPRAISAL

Form: <http://www.glendon.yorku.ca/academic-services/final-grade-reappraisal/>

Students may, with sufficient academic grounds, request a **reappraisal of any original "tangible" work** – tangible work may include written, graphic, digitized, modelled, video recording or audio recording formats. A request for reappraisal may result in the original grade being raised, lowered or confirmed. The relevant Department administrator will ensure the anonymity of both the student and the reappraiser.

LETTER OF PERMISSION FOR NON-YORK COURSES

Form: <http://www.glendon.yorku.ca/academic-services/advising-resources/academic-forms/letter-permission-non-york-courses/>

Glendon students wishing to enroll at another university and to receive transfer credits towards their degree must submit a Letter of Permission. If they would like to take courses for their Major, Minor or Certificate, the Chair of the Department or the Certificate Coordinator must approve their course selection.

PASS/FAIL OPTION

Form: <http://www.glendon.yorku.ca/academic-services/advising-resources/academic-forms/passfail-option-application/>

Students are allowed to take a maximum of **six credits (BA degree)** and **12 credits (Honours degree)** on a Pass (P) or Fail (F) option. These courses cannot satisfy Major, Minor, General Education, Certificate requirements, or 1000-level Science courses.

SENATE POLICY

ACADEMIC ACCOMMODATION FOR STUDENTS WITH DISABILITIES

<http://www.glendon.yorku.ca/academic-services/exams/alternate-accommodation-for-students-with-disabilities/>

Students with disabilities who require accommodations shall, in a timely manner, provide the relevant medical, psychoeducational or psychiatric documentation to Glendon Counselling and Disability Services, who in turn will work with the professors to accommodate students' special needs. Students with disabilities can also arrange an alternate exam/test date by e-mailing the Coordinator, Patricia Cassan (alternateexams@glendon.yorku.ca).

There are excellent resources readily available to all York University faculty members regarding “**Accommodations and Inclusive Teaching**” on the Teaching Commons @ York website:

<http://teachingcommons.yorku.ca/resources-2/accommodations-and-inclusive-teaching/>

ACADEMIC HONESTY

Faculty members are directed to the Senate Policy on Academic Honesty for the guidelines and procedures governing York University. You can consult the guidelines on the Glendon website:

<http://www.glendon.yorku.ca/academic-services/progress-report-request/integrity-policies-procedures/>.

It is the responsibility of the Course Director to deal with suspected breaches of academic honesty within the course. Suspected breaches of academic honesty not involving a specific course should be referred to the Chair of the Department.

If you have any questions regarding academic honesty, please contact Mario Roy (apar@glendon.yorku.ca).

MID-TERM PROGRESS REPORTS

Course directors are required to report to Academic Services, the names of any students who are obtaining less than 3.00 (D+), before the official last date to drop courses without receiving a grade (see Important Dates: <http://www.registrar.yorku.ca/enrol/dates/fw15.htm>). This exercise is important because it allows advisors to contact identified

students to suggest possible strategies that may help them manage their academic career more successfully.

RELIGIOUS OBSERVANCE

Students, who cannot write an examination on the date scheduled, should contact the course instructor and submit a Religious Accommodation Agreement to the department offering the course no later than three weeks prior to the start of the examination period to arrange an alternative examination date:

http://www.registrar.yorku.ca/pdf/exam_accommodation.pdf)

SENATE GRADING SCHEME AND FEEDBACK POLICY

The grading scheme (i.e. kinds and weights of assignments, essays, exams, etc.) must be announced, and be available in writing, within the first two weeks of class. Normally, graded feedback worth at least 15% of the final grade should be received by students in all Fall and Winter courses prior to drop deadlines. For Year courses, students should receive at least 30% of the final grade prior to drop deadlines (see Important Dates: <http://www.registrar.yorku.ca/enrol/dates/fw15.htm>).

ACCESSIBILITY FOR ONTARIANS WITH DISABILITIES ACT (AODA)

Excerpted from the York website:

<http://accessibilityhub.info.yorku.ca/aoda-compliance/>

York University is committed to principles of respect, inclusion and equality of all persons with disabilities across campus. The Accessibility For Ontarians With Disabilities Act (AODA) issued by the Ontario government aims to make Ontario fully accessible to persons with disabilities by 2025. The act includes development of standards in five areas including Customer Service, Information & Communication, Built Environment, Transportation and Employment. Accessibility standards are the rules that businesses and organizations in Ontario will have to follow to identify, remove and prevent barriers to accessibility.

To ensure that the University complies with the Accessibility for Ontarians with Disabilities Act (AODA), 2005, everyone who interacts on its behalf with the public must be trained in accessible customer service. **This training requirement applies to all faculty, staff, student leaders, managers, department heads and senior administrators.**

The following outlines the main topics of the eLearning course:

- Introduction to the AODA (<http://www.aoda.ca/about/>) and its purpose
- Listing of requirements universities must meet under customer service standard
- Introduction to the principles of accessibility
- Illustrated best practices for communicating and interacting with persons with disabilities, including those persons accompanied by service animals or support persons

To fulfill its reporting obligations, the University is required to track all employees who complete this training. Before starting, you will be asked to enter your Passport York credentials. Once you have completed the training, you will be asked to verify that you have read and understood the material contained in the eLearning course in order to confirm your completion.

The course consists of three (3) modules and will take on average approximately 1.5 hours to complete.

Module 1 — Understanding the AODA and the Accessibility Standards for Customer Service

Module 2 — Communicating with Customers with Disabilities

Module 3 — Serving Customers with Disabilities

You may complete all three modules in one sitting or you may return where you left off to complete them at a later time. If you do need to exit, take note of the page you are on so you can return to that page at a later time.

To begin, please select one of the following **four** versions (will open in new window):

English: <http://aoda.yorku.ca/cs/interactive/en/>

French: <http://aoda.yorku.ca/cs/interactive/fr/>

Accessible - English (text-based for screen reader/text-to-speech software): <http://aoda.yorku.ca/cs/accessible/en/>

Accessible - French (text-based for screen reader/text-to-speech software): <http://aoda.yorku.ca/cs/accessible/fr/>

For optimal full screen viewing of the course, please press F11 on your keyboard. (Please note F11 works on most computers, but not all.) Audio appears only at the beginning and end of each module in the Interactive version of the course. You may turn this off by clicking the on-screen pause button.

For general AODA enquiries, please contact aodainfo@yorku.ca.

If you have any difficulty accessing the eLearning course, or you have any other questions about AODA training, please contact aodalrn@yorku.ca.

If you have any difficulty accessing your Passport York account please contact accounts@yorku.ca.

COURSE OUTLINES

Course outlines must be distributed to all students in the class **no later than 15 days after the beginning of classes**. Course directors have to forward a copy of their syllabus to the Secretary of their Department. Department Chairs are asked to alert the Office of the Associate Principal (Academic and Research) of any missing course outline.

Course outline format is flexible; however its content must include all items indicated in the “Basic Course Outline Model” document, in accordance with Senate approval of these standards. A model of a course outline is provided for information only. You can consult such documents on the following website:

<http://secretariat.info.yorku.ca/senate/academic-standards-curriculum-and-pedagogy-committee/>

The course outline establishes a contract between students and the University. **It should be respected by all parties and is not negotiable, therefore it cannot be modified.** For additional help on “Course and Curriculum Design”, please visit the Teaching Commons @ York website:

<http://teachingcommons.yorku.ca/resources-2/curriculum-and-course-design/>

TEACHING RESOURCES: TEACHING COMMONS

<http://teachingcommons.yorku.ca/>

This would be your ultimate resources centre – located in TEL 1050 at the Keele Campus – for teaching and learning innovation. They offer resources and workshops:

- <http://teachingcommons.yorku.ca/resources-2/curriculum-and-course-design/>
- <http://teachingcommons.yorku.ca/for-cds/workshops-and-courses-for-cds/>

Your Teaching Assistants can even benefit from the Teaching Commons, where they will find courses such as the TA Certificate in Teaching (TACT):

<http://teachingcommons.yorku.ca/graduate-students/courses-workshops-and-events/courses/tact/>

For more information, please visit the website or contact them at teaching@yorku.ca.

PROGRAM REQUIREMENTS

BA rules and regulations:

http://calendars.registrar.yorku.ca/2015-2016/faculty_rules/GL/ba.htm

BSc rules and regulations:

http://calendars.registrar.yorku.ca/2015-2016/faculty_rules/GL/ba.htm

Glendon offers **two types** of Undergraduate degrees:

1. 3-year BA/BSc: 90 credits
2. 4-year Honours BA/iBA/BSc/iBSc: 120 credits

The degree consists of **five requirements** (see BA, Article 1 / BSc, Article 1):

1. Major/Minor requirements
2. Bilingual Requirement
3. General Education Requirement
4. Upper-level Credits
5. Credits Outside the Major

The iBA/iBSc has **three components** IN ADDITION to the five above:

1. International Exchange
2. 12 credits of Internationally-oriented courses
(<http://www.glendon.yorku.ca/academic-services/degree-requirements/internationally-oriented-courses/>)
3. Language Requirement (Bilingualism or trilingualism)

For more detailed information for each requirement, please consult the **Glendon BA Rules and Regulations, Article 2** or the **Glendon BSc Rules and Regulations, Article 2**.

ACADEMIC RESOURCES FOR STUDENTS

GLENDON WRITING CENTRE

Room: A118 | E: etutor@glendon.yorku.ca

Excerpted from the website:

<http://www.glendon.yorku.ca/writingcentre/english/index.php>

The Writing Centre offers individual appointments, online resources, workshops and classroom presentations in English and French, to all students. Your students could benefit from their resources:

1. Writing Process
<http://www.glendon.yorku.ca/writingcentre/english/writing.php>
2. Structure of a paper
<http://www.glendon.yorku.ca/writingcentre/english/structure.php>
3. Referencing
<http://www.glendon.yorku.ca/writingcentre/english/referencing.php>
4. Grammar
<http://www.glendon.yorku.ca/writingcentre/english/grammar.php>

Library Resources

<http://www.library.yorku.ca/web/frost/>

The YorkU library website contains a variety of resources pertaining to the social science and humanities disciplines. Your students could especially benefit from the “Research Guides”.

Student Papers and Academic Research Kit (SPARK)

<http://www.yorku.ca/spark/>

Excerpted from SPARK website

SPARK is your guide to successful academic papers.

SPARK modules are:

- 8 - 10 minutes each
- Focus on research, writing and learning
- Include examples, templates, videos and more

Your students should definitely take advantage of the modules.