

# Welcome! We're glad you're here.

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# Introductions & Agenda

- COVID-19 Challenges
- Students' Rights
- Post-Secondary Institutions
- Where to Find Help
- Lot's of Questions & Discussions



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# COVID-19 Challenges

- Shift from in class instruction to all distance learning
- Faculty ill prepared and possibly lack of skill or knowledge of virtual teaching and learning tools
- Change in assessment as a result
- Loss of class/instructional time
- Examinations from a distance, academic integrity issues
- Accessibility for learners with disabilities



# Your Rights

- **Right to Access Education**

That the move from face-to-face teaching to distance learning did not adversely impact your grade

- **Right to Due Process**

Continued access to appeal processes and supports that are transparent, timely & based upon published policies & procedures

Extended timelines of appeals processes because of COVID-19 disruption

- **Right to Express Legitimate Complaints**

Without fear of reprisal

- **Right to Options Regarding Course Completion**

That is within the ability of the institution



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# Post-Secondary Institutions

- **Responsibilities**
- **Policies & Procedures**
- **Decision -Makers**
- **Support**

Institutional Office of the Ombudsperson

Students' Union Ombudsperson or Advocate

Institutional Counsellors

Student Affairs/Services Department

Other Support Areas



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# Questions & Answers

- In your questions please do not name the person/faculty that you may be experiencing challenges with, keep your comments general.