

REPORT OF THE OMBUDSPERSON FOR THE TIME PERIOD OF JUNE 30, 1998 TO JUNE 30, 1999

INTRODUCTION

This second Annual Report, covering the period from June 30, 1998 to June 30, 1999, is submitted in compliance with the Terms of Reference for the Ombudsperson (Appendix A) which require that the Ombudsperson produce “an Annual Report to the University community through the Ombudsperson Committee”(Appendix B).

For most of this year, the members of the Ombudsperson Committee were Diana McLaren (Chair), Executive Director, CESAR; Lorna Kelly, Chair, School of Interior Design; Erin George, Vice-President, Education, Ryerson Students' Administrative Council(RYESAC); Keith Alnwick, Registrar; Liz Devine, Manager, Student Services Skills Development; Nazmin Zaver, President, CESAR; and Dennis Loney, Executive Assistant, Ryerson Students' Administrative Council. After the RYESAC elections, Cory Wright as RYESAC's new Vice-President, Education, replaced Erin George on the Ombudsperson Committee. Lorna Kelly completed her term on the Committee and in July, Dennis Loney assumed the Chair of the Committee. I would like to take this opportunity to thank the members of the Ombudsperson Committee for both their valuable input and the support they provide to the Office.

When writing these Annual Reports for general distribution, I am always apprehensive that some readers will view the items included solely in a negative light as reflecting adversely on the University. It is important to note that the Report describes in many instances the successful resolution of problems and the formulation of new procedures and protocol to prevent further recurrences.

This Report includes a summary of the Office caseload for the year, updates several items raised in last year's Annual Report, and outlines a number of issues that have been brought to the Office's attention over this past year.

OFFICE OPERATIONS

The Office of the Ombudsperson at Ryerson has been open for just over two and a half years. The doors officially opened on February 1, 1997. The general goals of the Office are to advise and refer students to appropriate University resources for the resolution of their concerns; to investigate student complaints; and to bring findings and recommendations to the attention of the University.

I have continued to make myself as available to students as possible by combining both regular Office hours with set appointments for students who need to meet outside of typically regular Office hours. The Office operates under standards of confidentiality.

I have met with many students, over this past year, outside of regularly scheduled appointments. The Office took part in school club meetings, residence floor meetings, orientation programmes, RYESAC Board Meetings, CESAR coffee and muffin nights, CESAR class rep meetings, and assisted RYESAC, the Registrar's Office and Student Services in presenting University 201 seminars to students who need information on the University's rules and regulations pertaining to grades, status and appeals. Attending these functions permitted me to continue to advertise the Office but also gave me more opportunities to listen to students talk about the University.

CASELOAD

The statistics enclosed in this Report (Appendix C) outline the constituency usage of the Office and provide a breakdown of the types of cases brought to the Office during 1998-99. It is important to keep in mind when assessing the statistics that the numbers fail to truly indicate the nature and scope of the Office's activities and the time, effort and complexity required to conclude a case.

COMPLIMENTS

No one ever goes to an Ombudsperson's Office to say what a wonderful time they are having. An Ombudsperson's Office on the whole hears from individuals who have complaints or concerns. To keep things in perspective it is important for Ombudspersons to constantly be on the lookout for positive aspects or activities in the environment where they are working. For this reason, this Report includes a "compliments" section as well as a "concerns" section.

1) Ryerson's First Graduate Degree Programmes

Ryerson has had the opportunity to offer graduate programmes since 1993, when it was granted university status. Ryerson's Academic Council, this past year, approved this University's first graduate degree programmes. The planning and developmental work necessary to get to this stage is enormous. Many at the University worked on both the policies and procedures for graduate programmes as well as the programmes themselves. While the policies and procedures remain untested, they look to be clear and fair.

2) President's Meetings with Students

Being the President of any University means you have to pick and choose where you put your time. Ryerson's President, this past year, advertised and hosted a series of meetings with students to hear what they had to say about Ryerson. The sessions provided students with the opportunity to express their feelings and opinions, directly to the President, on numerous topics affecting them as students at Ryerson.

3) Staffing Final Exams During a TTC Strike

As if final exams are not stressful enough, this year, the first day of the Winter 1999 final exam schedule coincided with the first day of a TTC strike. This could have created major havoc not only with the final exam process but also the university's appeal process. The Office of the Registrar played a major leadership role in establishing final examination contingency plans which were ready to roll into place if the strike occurred — which it did. The contingency plans meant that any student who arrived for their exam late was escorted to special writing rooms. They were provided the opportunity to write the same exam as their peers and for the same length of time. This was only made possible by the overwhelming support of numerous academic and administrative staff who volunteered to assist in implementing the contingency plans. The most impressive of all, though, was the commitment illustrated by the students who in most cases not only arrived at their exams, but on time.

UPDATES ON PREVIOUS RECOMMENDATIONS

Last year's Report, which was this Office's first Report, presented ten concerns that the Ombudsperson's Office wanted to raise with the University community based on cases seen over the previous year. In this and further Reports, time will be spent reflecting on the University's response to the concerns raised and any actions that have occurred since.

Last year's Report raised concerns about communication, availability of academic staff, early feedback, usage of confidential student records and the application of the Code of Student Conduct. The Ombudsperson's Office continues to deal with cases that relate to these areas and probably will every year. As with some of the concerns that are raised in this year's Report, we hope by highlighting these issues, that programmes and administrative areas will be able to create plans to lessen their recurrence.

With respect to the availability of academic staff, the University's response included that it would "ask Deans to ensure that all departments and programmes have someone available . . . throughout the year in order to facilitate issues being addressed in a timely manner." The Secretary of Academic Council has also been assisting to ensure that appeals are dealt with in a timely manner.

The University's response on the issue of students receiving early feedback was very positive. The response stated that "since students should be receiving some form of formal evaluation prior to the drop date, it is expected that in those rare instances where such is not the case, both the department and the students in the class will be so informed at the beginning of the course." This statement provides more clarity and is much more specific than the existing Policy. It would be most helpful if this statement could be added to the Policy.

Last year's Report presented the concern that the Code of Student Conduct was not being complied with by all faculty members. Instead of following the prescribed process outlined in the Code, some faculty members were giving low marks for work they suspected of having been plagiarized. This Office was, and continues to be, surprised at the level of misunderstanding and confusion there seems to be about a policy so key to an academic environment. At the time of the University's response, the Code of Student Conduct was under review and therefore the University's response stated that once the new Policy had been approved there would be wide distribution of the Policy. More importantly the University's response states that "a significant educational approach will then be undertaken by the relevant departments to ensure an understanding of this policy by the university community." We understand that plans are under way by both the Registrar and the Secretary of Academic Council for this to occur.

I also raised, in last year's Report, the case of two students who ran into problems with trying to write a make-up exam. This Office was very pleased to read in the University's response that "both the office of the Registrar and the Secretary of Academic Council will review the process and consider whether further policy development should be undertaken in this area in order to provide further clarity for the University community." In discussions with both the Registrar and the Secretary of Academic Council, I understand that the issues raised by this case are under review.

I also raised that the University policy entitled, "Policies and Procedures on Appeal Deadlines" states that "appeals must be submitted in person or by registered mail". Some students had reported to the Ombudsperson's Office that their programmes were not accepting faxed appeals.

The University response reported that the Secretary of Academic Council, who is responsible for receiving appeals to the Appeals Committee of Academic Council, does permit appeals to be submitted by fax and that the policy will be amended to include the right to fax appeals at the other two levels of appeal.

Last year's Report also presented some recommendations for change that were implemented. We were pleased to report additions to the Continuing Education Calendar on transfer credit time limits, better communication to students being placed on probation, and clearer information for students applying for challenge credits.

While the mission of the Ombudsperson's Office includes highlighting areas that the University may seek to improve, the attainment of this mission is enhanced by the University's willingness to respond to the issues publicly and in writing.

CONCERNS

The following illustrates some of the concerns brought to the Ombudsperson's Office over this past year. It in no way reflects the full range of questions and concerns. As you can see from the statistics section of the Report, the Office met with students with questions and concerns about many areas of the University.

1) Fire Alarms

Fire alarm bells are disruptive whenever they are sounded. They cause particular disruption when they are sounded during times when students are writing tests and exams. Students potentially lose both their concentration and their train of thought. If students need to leave the examination room, the security of the test or exam is also put in jeopardy. A number of students approached the Ombudsperson's Office concerned that fire alarms sounding during their exams had negatively affected both their grades and status. In these cases, we recommended that the student begin by talking to the professor and/or the programme and if still not satisfied to submit an appeal. The Ombudsperson's Office is aware of a case where the students, upon returning to the examination room after a fire alarm that occurred half-way into the examination period, were not permitted to finish their exam. Final grades were configured taking the fire alarm into consideration. A student is appealing his final grade requesting that he be able to write the exam when it is next set. To date, the student's appeal has not been successful. Based on discussion with the Registrar, it is understood that, after consultation with the University community, a comprehensive set of measures will be implemented this year to address the problem.

2) Access to Final Exams

The University has a policy that states that students have the right to review their final examination answer papers for the purposes of formulating an appeal. The University also states clearly in its Calendar, specific deadline dates that students must meet in submitting any appeals. A number of students, close to the appeal submission deadline dates of each term, approached the Ombudsperson's Office, over this past year, having had difficulty accessing their final exams. Some were leaving voice-mail messages for faculty members, instructors and programmes while others were dropping into Offices or e-mailing. Their major concern was that they were not going to meet the University's appeal deadline dates. In all cases, they felt that they needed access to their exams prior to submitting an appeal. For a number of students, looking at their examination helps to establish whether they even submit an appeal. For others, looking at the examination provides them with information for their appeal. It is in the best interest of both the student and the University for students to have access to their final exams prior to the submission of any appeal. In a number of cases this year, this Office and other Offices at Ryerson, based on the advice of the University, recommended to students that they submit general appeal letters to the University to meet the formally stated deadlines and then to submit new appeal letters after having been given access to their examinations. Programmes and the Office of Continuing Education may want to review with faculty members and instructors the right that students have to access their final exams for the purposes of appealing and the importance of that being done in a timely fashion so that the University's deadline dates are properly met.

3) Copyright and Ownership of Student Works

The University has a Copyright and Ownership of Student Works Policy that states that "the copyright and ownership of student-produced works reside with the student, except in situations where a special arrangement exists between the student(s) and the department, consistent with policies which are determined by Departmental Council and ratified by Academic Council, or where special contractual arrangements have been negotiated by the student with the instructor, department, or University." The Policy goes on to say that provided the student has submitted the term work by the required due date, "all student works submitted for academic credit will be returned to the student by the official end of term." Each term, the Ombudsperson's Office hears from students who are trying to retrieve pieces of their term work from the previous term. University policy clearly states not only that this is the property of the student but that the University has an obligation to return it by a certain date. If the faculty member or programme still has the work, most of these cases are easily resolved. In a couple of cases, the faculty member or programme wanted to keep or make a copy of the student's work. If faculty members or programmes are wishing to keep or make copies of any student term work, the directions given in the Copyright and Ownership of Student Works Policy need to be followed very carefully. Our experience is that this has not always been the case.

4) Returning Term Work

The University has a policy on the confidentiality of student records. Part of the policy states, that if instructors wish to post test/assignment/interim grades of students, they must first obtain written permission from each student at the beginning of the academic year. The spirit of this policy clearly takes the position that unless written consent to release the test/assignment/interim grades is obtained, the University has the obligation to consider that information confidential. As mentioned in the previous section, the University also has a policy that states that all student works submitted for academic credit will be returned to the student by the official end of term. Students raised with the Ombudsperson's Office their concern that a number of faculty members leave term work assignments at the front of the class or outside their office doors for students to pick up. In the opinion of this Office, the practice of leaving term work out, for students to go through, causes potentially two problems. First, the spirit of the confidentiality of the student records policy is not being followed if students are able to access the grades given to other students in the class. Second, if University policy has established that the copyright and ownership of term work, unless otherwise agreed upon, resides with the student, it seems to this Office that the University has a responsibility to do that in a more secure way than leaving term work outside of office doors. Programmes may want to review with faculty members how term work is being returned to students.

5) Clarity of Information

Every year the Ombudsperson's office hears from a number of students who feel that there is more than one interpretation that can be made of information that has been given to them. This information includes the rules, regulations and procedures of the University. An example of this kind of case that we saw this past year related to information provided about the cafeteria/food contract in the Residence Handbook. Based on the wording, some students believed that it was possible to receive a refund of the unused portion of their food contract if they applied for the refund prior to a particular date. As this was not the case and to lessen any further confusion, the Student Housing Services agreed to amend the wording in the Residence Handbook. What this case illustrates is the importance and benefit of continual review of material and when issues of clarity arise that time and resources are found for amendments to be made.

6) Residence Students Who Receive OSAP Loans

Students who are approved to receive loans from the Ontario Student Assistance Programme (OSAP) receive sixty percent of their loan when they start classes and the remaining forty percent of their loan when they return to school in January. The winter term fee for residence (including room rental and food contract) is due at the beginning of December each year. A number of students, living in residence and who receive OSAP loans, approached the Ombudsperson's Office knowing that they would not have the money in December to pay for their winter term

residence and food contract fees. What exacerbated this situation was that the students were under the impression that those unable to pay in December, would be removed from residence. The Ombudsperson's Office, with the assistance of the Manager of the Student Housing Services, quickly clarified with the students that this was not the case. Individual payment arrangements were made for those students who needed to receive their January OSAP loan to be able to pay for their residence and food contract fees. A winter term deferral plan has now been put in place for students receiving OSAP loans. Also, a meeting was held between the Financial Awards Office and Student Housing Services to start to deal with the issue of payment expectations.

7) Publishing of Information

The Office heard from a student who was surprised to discover when she returned to school in January, that she would not be receiving the second allotment of her Ontario Student Assistance Programme (OSAP) loan. When students complete the OSAP application form, they are asked to state what percentage of a course load they will be taking. This is a very key question because based on the rules and regulations of the OSAP, most students must be registered in at least a sixty percent course load for each term they are registered to be eligible for OSAP loans. This specific information is not printed in the OSAP Application and Guide that students use as their basis to fill out their application for loans. The particular student, who had sought the assistance of the Ombudsperson's Office, was in her final year. She had less than a full year's course load to complete her degree because she had been granted extra credits when she had taken part in one of Ryerson's study abroad programmes the previous year. She had exactly a sixty percent course load remaining to complete her degree. She completed the OSAP application correctly stating that she would be taking a sixty percent course load. Based on Ryerson's system of being able to register in courses in both Fall and Winter terms, students can be carrying different course loads in the Fall term than in the Winter term. That was the case for this student. She met the sixty percent course load minimum in the Fall term but not in the Winter term and thus she was informed upon returning to school in January that she would not be receiving her second allotment. What the Ombudsperson's Office discovered in looking into this case was that there was no publication of the more detailed information that students need to be registered in at least a sixty percent course load for each term they are registered to be eligible for OSAP loans. Both the Financial Aid and Awards Office and the Registrar's Office accepted responsibility to arrive at a plan that would make students more aware of this information. This Office recommended that the information should be clearly stated in the Calendar and should also be included in any handouts or web site information provided by the Financial Aid Office and that we should be recommending that the OSAP Guide should be amended to reflect this information. The University also made special financial provisions for the student who had brought this concern to the University's attention which meant that the student was able to continue in her programme.

8) Long Distance Phone Rates

The majority of students who apply to live in residence are students attending university for the first time. There is a lot to learn. For many students, this is their first year away from home. Regular contact with family and friends is important to most of these students. This contact in many cases is maintained by phone. The Ombudsperson's office was approached by a number of students in residence over this past year concerned by what the students felt was insufficient information regarding their long distance telephone rates. In Ryerson's case, residence students are billed for their long distance telephone provision by the University. The Residence Council feels that if the University is billing the students for long distance telephone service that there is a corresponding responsibility to provide the students with what the rates will be. This office concurs. The Residence Council and other students living in residence have requested that clear information be provided for incoming residence students this year. We will wait to see whether the students feel the information that they are provided with at the beginning of this academic year meets their needs.

9) Group Work

The University has two new Codes that become effective on September 1, 1999 — the Student Code of Academic Conduct and the Student Code of Non-Academic Conduct. The Code of Academic Conduct clearly defines the offences, outlines the procedures that will be followed if the University suspects a student has committed an academic offence and provides the possible penalties if the student is found to be guilty of a violation under the Code. The Code is less specific on how to process suspicions of academic misconduct when the work has been done, not by an individual student, but by a group of students or groups of students. Cases of this were brought to the Ombudsperson's attention during this past year. It is difficult to be informative on this issue when approached by either students or programmes when the Policy itself is not clear. It would be helpful to both programmes and students if there was a set of guidelines created that outlined how to apply the policy when the suspicion of academic misconduct is of a group or groups of students.

CONCLUSIONS

In conclusion, I would like to express my appreciation to the many members of the University community who assisted the Ombudsperson's Office over this past year. Your willingness to provide information and explanations and to discuss concerns that came to this Office has contributed immeasurably to most being resolved.

I would also like to extend further thanks to each and every member of the Ombudsperson Committee — both past and present. Your time and effort has been invaluable to both myself and the Office.

I continue to enjoy the opportunity that this position affords me to work with all of you in making Ryerson the very best that it can be.

Liz Hoffman
University Ombudsperson

August 16, 1999

Appendix A

Ryerson Polytechnic University

TERMS OF REFERENCE FOR THE OFFICE OF THE OMBUDSPERSON

1. The Office of the Ombudsperson shall be independent of all existing university and student administrative structures and have the following functions:
 - a) To advise and/or refer members of the University student community as needed about all situations and University procedures concerning which grievances may arise; specifically, to advise students of their rights and responsibilities and of the proper procedures to follow in order to pursue whatever business or complaint they may have. Where such information exists in University offices or publications, the Ombudsperson shall direct enquirers to these sources and emphasize their responsibility for initiating the appropriate actions and for returning to the Ombudsperson if not satisfied with the results;
 - b) To investigate, in an impartial fashion, student complaints that may arise against the University or against anyone in the University exercising authority. Complaints may be made by any member holding status as a student of the University community, by former members of the student body or by student applications to the University (dependent on the discretion of the Office of the Ombudsperson), whether accepted or not at the time of the complaint. Investigations may also begin on the independent initiative of the Ombudsperson in respect of anyone of the above entitled to make a complaint;
 - c) To bring findings and recommendations to the attention of those in authority by the most expeditious means possible.
2. It shall be the special concern of the Ombudsperson that:
 - a) Decisions affecting members of the University student community are made with reasonable promptness;
 - b) Procedures and policies used to reach decisions affecting students are adequate and consistently applied and that criteria and rules on which the decisions in question are based are appropriate;
 - c) Any gaps and inadequacies in existing University procedures that might jeopardize the principle of natural justice or human rights and civil liberties of members within the University student community be brought to the attention of those in authority. It would not be the function of the Ombudsperson to devise the new

rules and procedures, but to make recommendations and follow these up to the extent necessary for their formulation and/or improvements.

Authority to Act

The Ombudsperson shall, from time to time, require information from the University or from anyone in the University exercising authority, therefore:

In order to fulfil the function of the office, the Ombudsperson shall have access to all official university files, records and information as required in accordance with the University's policy on Freedom of Information and Protection of Privacy. Requests for information from the Ombudsperson must be given priority by every employee of the University.

Responsibilities of the Ombudsperson

The Ombudsperson *shall*:

- a) Accept and act upon reasonable requests for information, advice and counsel regarding matters falling within the mandate of the office;
- b) With reasonable promptness, investigate all complaints directed to the Ombudsperson's Office regarding matters falling within the mandate of the office;
- c) Forward recommendations regarding policy and procedure to the appropriate officials within the University in an expeditious manner;
- d) Produce a statistical report each semester, as well as an annual report to the University community through the Ombudsperson Review Committee, and other such special reports as may be required from time to time by the Ombudsperson Review Committee;
- e) Shall respect the need for confidentiality as much as possible; operate under standards of confidentiality;
- f) Communicate clearly to a complainant the extent to which the Ombudsperson can respect a complainant's request for confidentiality.

Although authorized to function in the widest possible context and within a minimum of constraints, the Ombudsperson *shall not*:

- g) Act as the advocate of any party during the investigation of a complaint;
- h) Initiate an investigation until all existing avenues for seeking redress have been exhausted;

- i) Exercise such authority beyond the legal authority of the University, although recommendations may be made concerning the authority of the University or of its constituent parts;
- j) Make University policy or replace established legislative or judicial procedures, although any or all of these may be investigated or questioned and such recommendations made as appropriate for their improvement and efficient functioning;
- k) Release any information regarding personal and personnel records, except for situations as required by law.

Responsibilities of the University

The University shall:

- a) Ensure the Office of the Ombudsperson is enabled to carry out its mandate and responsibilities without hindrance from any officer or authority of the University community;
- b) Respond, through the Vice-President, Administration, to the annual report of the Ombudsperson and to any other such special report as may be required from time to time by the Ombudsperson Review Committee.

Operation of the Office

- a) Files
 - (i) The Ombudsperson shall maintain suitable records of complaints, findings and recommendations and these shall be accessible only to the Ombudsperson and members of the staff of the Office of the Ombudsperson;
 - (ii) Each file and records will be maintained for a period of four years and one day from the date on which the Ombudsperson deems the case to be completed. At the end of the period of four years and one day, the files or records may be destroyed; however, no destruction of the file or record will take place while any proceedings are pending in the University, the Courts or any outside tribunal and until after all rights of appeal are exhausted or times of appeal have expired;
- b) While exceptions may be made by the Ombudsperson with respect to matters of major importance, the office will normally function in terms of first come, first served;
- c) The Ombudsperson shall have unrestricted access to all University authorities

Appendix B

Ryerson Polytechnic University

OMBUDSPERSON COMMITTEE

Terms of Reference

Mandate and objectives for the Ombudsperson's Committee are as follows:

- a. To ensure the incumbency of the Office of the Ombudsperson by conducting the selection of the Ombudsperson and the Ombudsperson's performance evaluation.
- b. To provide advice and guidance to the Ombudsperson as required and/or upon request.
- c. To approve forward planning for the Office.
- d. To approve the annual budget of the Office and monitor expenditures.
- e. To ensure responsibility for broad dissemination of Ombudsperson's report.

Membership

The Committee is comprised of seven (7) representative as follows:

- a. Two (2) representative appointed by the RYESAC executive
- b. Two (2) representatives appointed by the CESAR executive
- c. Three (3) representatives appointed by the Vice-President, Administration.
- d. Ombudsperson is non-voting member of ex-officio.

Operation

The Committee will choose a chair at its first meeting of the academic year.

Regularly scheduled meetings may be held monthly and meetings may be scheduled at the call of the Chair. Meetings should be called at least twice a semester and once during the summer.

Persons may be invited to observe and/or participate in meetings; in-camera sessions may also be called.

The Committee will endeavour to operate by consensus, but any member present may require a vote on any matter under consideration.

The Committee periodically reviews its own terms of reference and those of the Ombudsperson. This will be done after the first year of operation.

The Committee respects the confidentiality of the Ombudsperson's casework and is not in receipt of confidential information from Office records that identifies individuals or groups of individuals.

Administrative Structure

The Office of the Ombudsperson will be managed by an Ombudsperson's Committee comprised of representatives from RYESAC, CESAR, and Ryerson. One Ryerson representative will be appointed as Vice-President, Administration's delegate and will be responsible for line reporting.

The Ombudsperson's annual report will be delivered to the President (RYESAC), President (CESAR), Vice-President, Administration (Ryerson), President (Ryerson), and the Board of Governors, to then be widely disseminated within the Ryerson community.

Appendix C

Table 1 - Breakdown of Caseload by Constituency

	June 30/99	July 1/97 - June 30/98	July 1/98 -
Full-time Degree		210	241
Part-time Degree		14	18
Continuing Education	49	44	
Special Students*		2	5
Miscellaneous**		27	19
TOTAL		302	
	327		

* Students on Letter of Permission

** Alumni and Admissions

Table 2 - Breakdown of Caseload by Action Taken

	July 1/97 - June 30/98	July 1/98 - June 30/99
Information*	21	18
Advice**	199	213
Intervention***	82	96
TOTAL	302	327

* Providing information on policies and procedures

** Providing information and discussing possible options with the student

*** The Office taking action, with the student's permission, to assist in some way in the resolution of the student's concern.

Table 3 - Case Types

July 1, 1997 - June 30, 1998

	Information	Advice Intervention	
Admissions	4	5	8
Advanced Standing		3	
Challenge Credits		4	2
Academic Appeals		52	18
Non-Academic Complaints		22	5
Course Requirements	3	7	2
Late Withdrawals			
Prerequisites			
Re-Admission		22	8
Student Conduct	1	17	7
Residence	6	9	3
Library		8	
Financial Aid		12	3
Fees	7	17	11
Transfer Credit		8	3
Accessibility		9	4
Team Work		4	8

TOTAL	21	199	82
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Table 3 - Case Types

July 1, 1998 - June 30/99

	Information	Advice Intervention	
Admissions	3	7	6
Advanced Standing		5	1
Challenge Credits		2	1
Academic Appeals		57	20
Non-Academic Complaints		17	6
Late Withdrawals		4	
Prerequisites		3	
Re-Admission		25	9
Student Conduct		23	8
Residence	2	13	9
Library	2	6	2
Financial Aid		17	4
Fees	11	15	12
Transfer Credits		8	5
Accessibility		5	4
Term Work		6	9

TOTAL

18

213

96