

GRADE & STANDING APPEAL

INFORMATION PACKAGE

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CESAX

Continuing Education Students'
Association of X University —
Local 105 of the Canadian Federation of Students

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As of June 1st, 2021, **CESAR** renamed itself to **CESAX**. To learn more about the namesake of mycesar.ca/about/xuniversity

For clarity purposes the namesake of the university will be used in this document so that policies and references can be found online and understood in an accessible way.

This information package is to be used as an introduction and guide to Grade and Standing appeals at X University. It outlines which policies, forms and procedures you may need to use as a student throughout the appeal process. This is not an exhaustive list of X University policies and procedures.

For a comprehensive list of X University academic policies visit the Senate website:

ryerson.ca/senate/policies

Are you a Part-Time Undergraduate, Continuing Education or Graduate student? Contact your advocate:

Lyndall Musselman
Student Rights Coordinator
studentrights@mycesax.ca
416-979-5000 x.557056
mycesax.ca/advocacy/appeals

Please note that **Full-Time Undergraduate, or Law** students should contact the Ryerson Students' Union for support (advocacy@rsuonline.ca) or visit rsuonline.ca/academic-advocacy

What is an appeal?

A Grade Appeal and Standing Appeal are different ways to formally challenge either your final grade in a course, or in the case of a standing appeal, your most recent academic standing. The following guide is to assist you with determining whether you have grounds for an appeal and how to file a strong appeal. As a X University student, **you have the right to appeal.**

All students encounter issues during a semester that impact their academic performance and although these issues may be significant to you, they may not apply in the context of X University Policy. Therefore, before you decide to submit an appeal, you must assess if you qualify under the X University grounds for appeal.

The University has a policy that governs the appeal process for final grades in a course or for your academic standing:

Grade and Standing Appeals, Policy #168
mycesax.ca/pol168

Is a Grade Appeal right for you?

A Grade Appeal is your opportunity to appeal the final grade in a specific course. You can file multiple Grade Appeals at the same time and also submit a Standing Appeal if it is applicable to your circumstances.

At the first level of appeal, a Grade Appeal will be considered by the department/ program in which the course is offered.

There are four (4) grounds that you can submit a Grade Appeal on:

- 1) Extenuating Circumstances
- 2) Course Management
- 3) Prejudice
- 4) Procedural Error

Each ground is explained under “Grounds for an Appeal (page 6).” If you are not sure what your grounds are, you may not have valid grounds according to the policy. However, it might be worthwhile to consult with the Student Rights Coordinator if you’re confused about whether you have valid grounds of appeal or not, see the end of this document for contact info.

Is a Standing Appeal right for you?

Undergraduate Students

A Standing Appeal challenges your current standing of either Required to Withdraw (RTW) or Permanently Program Withdrawn (PPW). Similar to a Grade Appeal, a Standing Appeal must be filed on at least one appeal ground. Students must also show “substantive reasons why their current standing is NOT appropriate.”

To understand why your standing may have changed, it is essential to read and understand **Policy 46: Policy on Undergraduate Promotion, Grading and Academic Standing (The “GPA Policy”)**

mycesar.ca/pol46

Graduate Students

Policy 164, the Graduate Status, Enrolment, and Evaluation Policy, outlines the academic standings and regulations for graduate enrolment and rules to progress towards program completion.

A Standing Appeal for graduate students challenges being Withdrawn from your program of study.

Your academic standing depends on your overall GPA which is usually affected by one or more poor grades. Therefore, a Standing Appeal is usually accompanied by one or more Grade Appeals to challenge the grade that caused the change in standing. A Standing Appeal is decided by your home department/ Program Director.

Students are always encouraged to submit both a Grade Appeal and a Standing Appeal as they can be filed on the same grounds but require different appeal statements. Grade and Standing Appeals can be considered concurrently or sequentially depending on the decision-maker.

If a grade appeal is granted, that may correct the standing issue and the standing appeal would then be moot.

There are three (3) grounds that you can submit a Standing Appeal on:

- 1) Extenuating Circumstances
- 2) Course Management
- 3) Prejudice

For undergraduate students, note:

Course management is not a ground for a Standing Appeal as it relates specifically to a course.

For graduate students, note:

Course management grounds might apply in a standing appeal due to milestone project supervision and the impact on a student's standing.

Each ground is explained under "Grounds for an Appeal (page 6)."

Informal Resolution: Avoid a Formal Appeal

Before you consider submitting an appeal, you must e-mail or meet with your instructor or the Chair/ Director of your Department/ School/ Program. This is a good opportunity to establish your case and obtain an immediate or informal resolution. If you are unable to meet with your instructor or the Chair/ Director prior to submitting an appeal, ensure that you have documented e-mail correspondence that indicates you have attempted to discuss the issue as it will have weight in the later process because it demonstrates that you have been proactive and have taken steps to resolve the issue informally.

Remember to follow up meetings, discussions and outcomes via e-mail. **Keep a paper trail and ensure that you are following up with your instructor or Department/School.**

Notify your instructor of concerns that negatively impact your academic performance as soon as it is an issue, otherwise the success of the appeal may be jeopardized.

How Long Does the Process Take?

The appeal process can take anywhere from 1 month to 3 months (sometimes more) – as it depends on how many levels of appeal you go through. Once you submit your appeal, it typically takes about ten (10) business days to get a response. Upon receiving a response, if you wish to appeal to the next level, you will have another ten (10) business days to submit an appeal and so forth.

Grade and Standing Appeal Deadlines

Upcoming deadlines for the academic year:

Winter 2022 (All Students) Tuesday,
May 24 at 4:00pm

Spring/Summer 2022 (All Students) Friday,
September 16th at 4:00pm

Stay Informed: X University Policies

There are several policies that are important in the appeal process. Here are some of the most commonly referred to policies.

Policy 46: Undergraduate Course Grading, Academic Program Standing, and Eligibility to Graduate (the "GPA Policy") mycesax.ca/pol46

Policy 135: Examination Policy mycesax.ca/pol135

Policy 150: Accommodation of Student Religious, Aboriginal and Spiritual Observance mycesax.ca/pol150

Policy 159: Academic Accommodation for Students with Disabilities mycesax.ca/pol159

Policy 164: Graduate Student Status, Enrolment, and Evaluation ryerson.ca/pol164

Policy 166: Course Management mycesax.ca/pol166

Policy 167: Academic Consideration mycesax.ca/pol167

Policy 168: Grade and Standing Appeals mycesax.ca/pol168

Grounds for an appeal

To successfully appeal a grade and/or standing, it must be based on a valid reason referred to as a “ground” (Policy 168: Grade and Standing Appeals Policy) and accompanied with supporting documentation.

One of the most important requirements in Policy 168 outlines that students are responsible for notifying their instructor and/or Chair/Director as soon as the circumstances arise that are likely to affect academic performance. Failure to provide notification and supporting documents may jeopardize the appeal.

The following information will assist you with determining whether you have grounds for an appeal.

Everyone’s situation is different and depending on your circumstances you may be able to resolve the issue without having to file an appeal. Always try to speak with your instructor and/or School/ Department first and try to resolve the situation informally.

Documentation is necessary to have a strong appeal. Think about what evidence you can submit to substantiate your concern. For extenuating circumstances this could be a letter from your health professional, an eviction notice, notice for court proceedings or subpoena, a death certificate, obituary for a loved one, etc.

With the exception of procedural error or prejudice, no new grounds can be added to any subsequent level of the appeals process (ie. you cannot add extenuating circumstances as grounds for appeal at the Senate Level if it was not listed as the grounds for appeal at the Department Level). However, you can list multiple grounds in one appeal.

Critically consider your situation and be sure to select the most appropriate grounds of appeal when you submit your departmental/program level appeal.

Ground: Extenuating Circumstances

The Grade and Standing Appeal policy says:

Extenuating Circumstances Appeals may be filed on the ground of Extenuating Circumstances when students believe that there have been occurrences of reasonable significance that:

- (a) are outside a student’s immediate control;*
- (b) could not have been reasonably foreseen or avoided; and*
- (c) significantly impact the student’s ability to fulfill their academic requirements.*

The most common and simplistic type of documentation is the Ryerson Health Certificate.

The Ryerson Health Certificate can be filled out by your family doctor or if you don't have one, you can visit:

Ryerson Medical Centre located at Kerr Hall West, KHW181

350 Victoria Street, Toronto, Ontario
(416-979-5070).

A regulated health professional, such as a psychologist, therapist, or chiropractor, can also complete the Ryerson Health Certificate.

Ground: Prejudice

An appeal on Prejudice grounds can be filed when you experienced discrimination on the basis of one of the protected grounds covered under the Ontario Human Rights Code. If you are filing on the grounds of prejudice, your case may be postponed until a report is filed by Human Rights Services on campus.

Human Rights Services will conduct a formal investigation on your claim and file a report. If there is a finding of discrimination, you can use the information and any recommendations made as part of your appeal.

Here's the definition from the Grade and Standing Appeal policy:

Appeals may be filed on the ground of Prejudice when it is believed that that the student's final grade or standing has been impacted by prejudice based on a ground protected under the Ontario Human Rights Code:

- Age
- Ancestry, colour, race
- Citizenship
- Ethnic origin
- Place of origin
- Creed
- Disability
- Family status
- Marital status (including single status)
- Gender identity, gender expression
- Receipt of public assistance (in housing only)
- Record of offences (in employment only)
- Sex (including pregnancy and breastfeeding)
- Sexual orientation.

Students who believe their grade has been adversely affected by another form of personal bias or unfair treatment, unrelated to a protected human rights ground, may appeal under the ground of Course Management.

Contact Human Rights Services
E-mail: humanrights@ryerson.ca
Phone: 416-979-5349
Office: POD-254-A

Ground: Procedural Error

An appeal on Procedural Error grounds can be filed if you believe that an error was been made in the application of either Policy 167, the Academic Consideration policy or any other policy at Ryerson University including specific program policies such as course variations which can be found in the Undergraduate Calendar (ryerson.ca/calendar) or the Graduate Calendar (ryerson.ca/graduate/calendar).

For a full list of Senate policies, please see ryerson.ca/senate/policies

Be sure to cite the exact violation of policy in your appeal to be as clear as possible in explaining how procedural error grounds apply in your case.

Ground: Course Management

An appeal on Course Management grounds can be filed if you believe that Policy 166 the Course Management Policy (mycesax.ca/pol166) was violated or you feel personal bias or unfair treatment from your course instructor negatively impacted your academic performance.

Examples of Course Management issues:

- lack of feedback on an assignment that prevented you from learning before subsequent assignments
- no graded work received before deadline to drop the course
- deviation or changes to the course outline with no written notice provided
- personal bias or unfair treatment

Appropriate Remedies

Each appeal submitted must identify a resolution or outcome that you hope to achieve. Here are several tips for appropriate remedies, but remember that each appeal is unique and circumstantial and will require specific and relevant resolutions to solve the issue at hand.

Your remedies should be reflective of the time period that you have filed grounds on. For instance, if you have filed a grade appeal on extenuating circumstances grounds for a condition that only affected you on your final exam; you would not request a retake of an assignment that was due prior to the final exam.

Offer Multiple Remedies and Indicate a Preference

You can always indicate more than one possible remedy; however it is important that you indicate the resolutions you deem appropriate and suited to the situation. For instance, for a course that you were unable to complete and failed, you may want to ask for an opportunity to write the final exam or complete outstanding work, or if deemed appropriate, a retroactive drop of the course. Be aware that if you request a retroactive course drop, you will need to explain why you were unable to drop the course before the deadline. Again, make sure that the remedies match the grounds and accurately reflect a solution to the issue.

Remember that not all resolutions will automatically result in a positive outcome. A formal re-grading by a neutral third-party can result in a lower mark than the initial assessment or the same grade as initially assigned.

No Grade-bump

Under no circumstances can you request a “grade-bump.” Ryerson University is strict in its policy that marks are earned. You cannot request additional marks or increases of grades without indicating that they are earned. The alternative to this request may be retaking an assessment or regrading an assessment. Again, the resolution must match the grounds that you are filing an appeal on.

General Rules on Remedies

All remedies must follow Ryerson policy. You cannot request a remedy that violates Ryerson University, Faculty or Department guidelines. Determining the appropriate remedy can sometimes be a difficult task. Feel free to seek assistance from the Student Rights Coordinator if you’re stuck (see end of document for contact information).

Grade Appeal Remedies

A Grade Appeal remedy has to be related to the course. Some possible resolutions are (this list is not exhaustive):

- Retaking or resubmission of test, exam, assignment
- Request an Incomplete (INC) to finish outstanding requirements for the course
- Reassessment of test, exam,
- Reassessment of test, exam, assignment by neutral third-party
- Completing a supplementary assignment to indicate comprehension of course work
- Redistribution of weight of assignments towards final grade
- Put forward an example of how the components should be re-weighted
- Retroactive course withdrawal (consider whether or not course fees should be refunded – note, if you completed the majority of the course requirements and participated in the class, this may not be a reasonable option to request). You must explain why you were unable to drop the course before the deadline that semester. This remedy must be approved by the Registrar’s Office, but can be supported by an appeal decision-maker.

Standing Appeal Remedies

A Standing Appeal remedy focuses on your academic status that you receive at the end of term. The most common resolution is to request to return to your program on a probationary contract (for undergraduates) or provisional contract (for graduates). However, your resolution may be different based on your circumstances. Here are some hints in considering remedies:

A standing appeal is focused on your academic standing, not just a particular grade. Remember that your remedy is reflective of your entire University experience; the remedy should not emulate resolutions at a Grade Appeal level. In other words, the appeal should not be asking for a re-grading, retroactive course drop, etc. Consider submitting complimentary grade appeals if relevant to address grade/course specific issues.

A standing appeal should focus on why the remedy is appropriate. Do not forget to justify why the resolution you are requesting is fair. Often, this means justifying why returning to probationary or provisional standing is the right option for you. Make sure to indicate steps that you have taken to ensure academic success and explain how past circumstances have been addressed and should not happen again.

If you are PPW for failing a required course a third (or second-time for programs with a standing variation, ie. Nursing), you can request to be granted a fourth attempt (or third) at that required course as a remedy to your standing appeal.

All remedies must follow Ryerson policy. You cannot request a remedy that violates Ryerson’s, faculty or school/department guidelines.

Students in the Fresh Start program may not appeal their Standing.

Appeal Process and Levels

Submitting a Grade and/or Standing Appeal can be very time consuming and the timeline to submit an appeal is tight. A list of appeal deadlines can be found on Page 5 of this Guide. Familiarize yourself with the relevant policies.

Submission Process:

All grade and standing appeals should be submitted through the online appeal system accessible through the [Senate website](#).

Be sure to include all relevant information in your submission.

Important: Late or incomplete appeals may be dismissed and not accepted.

Due to COVID-19 restrictions, all students must submit appeals digitally, either through the online system as described previously, or via e-mail directly to the relevant department or directly to the decision-maker (Chair/Director of program).

There are three levels where an appeal can be considered:

- Department/Program Level
- Faculty Level
- Senate Appeal Committee (not guaranteed)

Level 1: Department/Program Level Appeal

Your Grade Appeal is considered by the school/department/program that the course is related to. For a Standing Appeal, your appeal is considered by your home department/program. The Chair/Director of the Program reviews your appeal and investigates the issue before making a decision.

Steps to Complete Submission:

- Answer required questions in the online submission form
- Draft your statement to answer the three criteria of
 - 1) what your grounds of appeal are
 - 2) what actions you took to try to resolve the issue you encountered, and
 - 3) what remedies you are requesting
- Upload your supporting documents

Tip:

Ensure you chose the most relevant and appropriate grounds of appeal at the first level as you will not be able to add in other grounds (except procedural error or prejudice grounds) at a later point. Remember you can chose more than one grounds of appeal.

Level 2: Faculty Level Appeal

If your appeal is denied at the department/program level, you have the right to appeal to the faculty level. At this level of appeal, you are appealing on the same grounds in addition to disputing the way the decision was made at the school/department/program level. Your appeal of the school/department/program decision is considered by the Faculty division responsible for the subject area. Use the online appeal system to file your Faculty level appeal. You'll have to draft a new appeal statement disputing the decision by the department/program. You have another opportunity to include additional supporting documentation.

Level 3: Senate Level Appeal

This level of appeal is not guaranteed. Again, at this level you are appealing on the same grounds in addition to disputing the decision made at the Faculty level. The Secretary of Senate will review the appeal to determine if (a) it is complete, (b) within the deadline, and (c) if the student has not indicated where the error was in the previous Faculty decision, the Secretary will recommend dismissal of the appeal. A panel will be convened to determine whether the appeal should be dismissed or to schedule a hearing.

If your appeal is not recommended for dismissal by the Secretary of Senate, a hearing will be scheduled to review your appeal by a panel of two (2) faculty members and one (1) student representative of the Senate Appeals Committee. Upon submitting your Senate level appeal, the previous decision makers (from both earlier levels of appeal) will be given an opportunity to develop a response to your appeal. A hearing will be scheduled with at least ten (10) business days notice, where you will be e-mailed the complete appeal package (with the new response included), normally five (5) business days prior to hearing. The hearing is scheduled for two (2) hours to allow for opening and closing statements and a question period. You have the right to bring the RSU or CESAX advocate or Legal Council to a hearing if desired.

Use the online submission system to file your Senate level appeal and follow the same steps as the previous level of appeal – write a new statement disputing the Faculty level decision letter and upload all relevant supporting documentation.

Tip:

Be careful submitting your Senate level appeal as there is risk of dismissal. Get help from the Student Rights Coordinator to ensure you submit a strong appeal.

Important: The decision at the Senate Level is final and binding.

A Senate decision can be reviewed by the Office of the Ombudsperson if you believe that a policy and/or procedure was not followed and/or you feel that you have been treated unfairly.

You can contact the Office of the Ombudsperson at:

Oakham House, 2nd Floor, OAK 215/216
63 Gould St. (at the corner of Church St.)
Toronto, ON, M5B 1E9

Website: ryerson.ca/ombudsperson
E-mail: ombuds@ryerson.ca

Appeal Task List

Please use this task list to guide you through the appeal process. An incomplete appeal can be delayed or dismissed.

Prior to Submitting an Appeal

Did you speak with your instructor/Program Chair/ Director to discuss your situation?

Yes | No

Does your appeal meet at least one of the grounds for an appeal?

Yes | No

Do you have evidence to support the claim(s) in your appeal?

Yes | No

If you are filing a Standing Appeal, have you considered also filing a Grade Appeal? Grade and Standing appeals are handed in at the same time and Grade Appeals may be assessed first.

Yes | No

Have you read all relevant policies?

Yes | No

If you are appealing on course management grounds, read Policy 166 Course Management Policy (mycesax.ca/pol166)

Yes | No

If you are appealing your standing, read Policy 46 the Policy on Undergraduate Grading, Promotion, and Academic Standing (the “GPA Policy”) (mycesax.ca/pol46) or Policy 164, the Graduate Student Status, Enrollment, and Evaluation (ryerson.ca/pol164)

Yes | No

Meet with the RSU advocate or CESAX advocate to discuss your case and appeal.

Yes | No

Submitting Your Appeal Package and Writing Your Appeal Letter

As a student it is your responsibility to submit a complete appeal including all documentation (evidence) to support your claims. Here is a checklist to help you create a strong appeal submission.

Write an appeal statement using this guide and the template provided.

Yes | No

Have you written a different appeal statement for each Grade and/or Standing appeal?

Yes | No

Did someone proof read your appeal statement?

Yes/No

If your appeal is denied and you plan to appeal to the next level, do you know when your next deadline is?

Yes | No

Do you have all supporting documentation? Does your appeal letter explain the supporting documentation submitted with your appeal?

Yes | No

Template for Grade Appeal

The following templates will help you format and get started with drafting an appeal letter/statement. In the online system there are text boxes where you can enter your answers to the questions. Note that the three main paragraphs in these templates are the same as the main text boxes in the online submission system.

[Date]

[Name of Chair/Director]

[Name of Department/Program]

Ryerson University

RE: Grade Appeal – Departmental Level [COURSE CODE]

Dear [NAME OF CHAIR/DIRECTOR],

<< Introduction >>

I am appealing my grade for the course [insert name of course], [insert course code], taught by instructor [insert name of instructor] taken in the [insert the term and year] on the ground(s) of [insert the relevant ground(s)].

<< Explain your grounds for appeal >>

This paragraph addresses section A of the grade appeal form or the first main text box in the online submission system. It requests that you outline the grounds for appeal, be as specific as possible.

The reason for my appeal is...

Suggestions

- Clearly explaining the grounds upon which you will be appealing (e.g., extenuating circumstances)
- What happened
- How it affected your performance as a result
- Outline supporting documentation – this is helpful to verify what happened
- Always relate your descriptions of events back to your original grounds for appeal

<< Preventative Measures Taken >>

This paragraph addresses section B of the grade appeal form or the second main text box in the online submission system. It requests that you outline the steps/actions you took to deal with unforeseen situation during the semester which had a serious impact on your grade in this course. Be specific with dates, documents, and e-mail correspondence or recount verbal communication from your perspective.

For example, a student who was ill and missed a final exam should outline that they e-mailed the professor prior to the final exam, and explain that a health certificate was submitted within 3 business days to the department.

The actions I took to resolve this issue before I filed an appeal were...

Suggestions

Explain who you talked to from your course or department (e.g. Professors and/or Program Director to alert them to the troubles you were experiencing)

If you did not raise the issue with anyone, provide reasons why you did not raise the issue throughout the semester

Explain the services at Ryerson that you used to help solve your problems (e.g., Academic Accommodation Support, Writing Centre, Counseling Centre, etc.)

<< The Resolution >>

This paragraph addresses section C of the grade appeal form or the third main text box in the online submission system. It requests that you explain what you believe is a fair way to solve this problem. Note: Grades cannot be increased without a supplementary piece of course work being submitted or a reassessment or re-do of course work already submitted.

As a result of the above stated occurrences/illness/incident, I am requesting an opportunity to improve my grade by...

Suggestions

Reassessment, retake or resubmission of test, exam, assignment

Having your assignment re-graded by a neutral third party

Completing a supplementary assignment

Redistribution of grade breakdown

<< Conclusion >>

Finish your statement by re-iterating how and why your grounds for appeal are valid and why the resolution you presented is appropriate.

Should you wish to contact me, I can be reached at [Insert phone number] or via e-mail at [insert e-mail address].

Thank you for your time and consideration.

Sincerely,

[Full Name] [Student ID]

Template for Standing Appeal

[Date]

[Name of Chair/Director]

[Name of Department/Program]

Ryerson University

RE: Standing Appeal – Departmental Level [COURSE CODE]

Dear [NAME OF CHAIR/DIRECTOR],

<< Introduction >>

I am appealing my standing of [insert type of standing – RTW/PPW/Withdrawn] in the [insert semester] on the ground(s) of [insert the relevant ground(s)].

<< Consider the Context >>

Provide a brief overview of your academic history at Ryerson that led to your recent academic standing. If you are in a situation where you are Required to Withdraw or Permanently Withdrawn, it is likely that you had trouble with your grades and standing in the past. This sets the stage to explain why the incident which affected you in courses this semester has had a domino effect, leading to the standing change you are appealing.

<< What are your grounds of appeal? >>

This paragraph addresses section A of the standing appeal form or the first main text box in the online system. Explain your grounds for appeal. What happened that caused your standing to change?

<< The Preventative Measures Taken >>

This paragraph addresses section B of the standing appeal form or the second main text box in the online system. It requests that you outline the steps taken to prevent the situation you experienced which impacted your grades and therefore your standing. You should include a discussion of the probationary contract you signed (if you signed one), and what steps you took (if any) to avoid violating the probationary contract. Be specific and add e-mail correspondence or recount verbal communication from your perspective.

<< The Resolution >>

This paragraph addresses section C of the standing appeal form or the third main text box in the online submission system. It requests that you outline what actions you would like to be taken with respect to your standing. Normally, you suggest that your standing be returned to probationary standing. If you are PPW for failing a required course the third time (or second for certain programs), you should ask for an additional opportunity to take the course in question, as well as requesting to be reinstated into your program.

<< Conclusion >>

Explain your passion for the program and why you will not repeat the mistakes of the past if reinstated into your program of study. Outline the steps you will take to ensure success.

Should you wish to contact me, I can be reached at [Insert phone number] or via e-mail at [insert e-mail address].

Thank you for your time and consideration.

Sincerely,

[Full Name] [Student ID]

Resources

Appeal forms can be found on the X University University Senate Website.

The appeal online submission portal can be accessed via the X University Senate Website.

<https://www.ryerson.ca/senate/appeals/>

Department Contacts:

[ryerson.ca/contact/student/academic_contacts](https://www.ryerson.ca/contact/student/academic_contacts)

Faculty Contacts:

[ryerson.ca/contact](https://www.ryerson.ca/contact)

Yeates School of Graduate Studies:

[ryerson.ca/graduate](https://www.ryerson.ca/graduate)

Ombudsperson:

[ryerson.ca/ombudsperson](https://www.ryerson.ca/ombudsperson)

Senate:

[ryerson.ca/senate](https://www.ryerson.ca/senate)

Senate Policies:

[ryerson.ca/senate/policies](https://www.ryerson.ca/senate/policies)

Academic Accommodation Support:

[ryerson.ca/accommodations](https://www.ryerson.ca/accommodations)

Human Rights Office:

[ryerson.ca/humanrights](https://www.ryerson.ca/humanrights)

Get Help with Your Appeal

Both the Ryerson Students' Union (RSU), the Continuing Education Students' Association of X University (CESAX), and the X University Graduate Students' Union (through CESAX) offer advocacy services **free of charge** to the members of their respective student organizations.

If you are a Full-time Undergraduate or Law student contact the RSU Advocate:

Student Issues and Advocacy Coordinator
advocacy@rsuonline.ca
416-979-5255 x. 552322

If you are a Part-Time Undergraduate, C.E. or graduate student, contact the CESAX Advocate:

Lyndall Musselman
Student Rights Coordinator
studentrights@mycesax.ca
416-979-5000 x. 557056