

| Issue | Resource | Name/Contact Information |
|---|----------|--------------------------|
| Broad curriculum issues and other issues related to policy and/or operation of the program | | |
| Capstone advising | | |
| Career advising | | |
| Confidential Ombudsperson services | | |
| Course and program planning | | |
| Degree progress (academic standing, leaves, withdrawals, etc) | | |
| General questions | | |
| Graduation | | |
| Indigenous student advising | | |
| Individual concerns with evaluation criteria, assignments, deadlines, etc. related to a course | | |
| Informal course and instructor information | | |
| International student advising | | |
| Interpersonal conflicts with instructors which are not resolved with the instructor directly | | |
| Issues related to discrimination and harrassment | | |
| Issues related to the Freedom of Information and Protection of Privacy Act | | |
| Issues that have not been resolved through other channels (may include escalation to Associate Dean, Education and/or Dean) | | |
| Personal issues that affect academic progress | | |
| Practicum advising | | |
| Reference letter requests | | |
| Research and writing services (read ahead program, writing labs, thesis bootcamp, etc.) | | |
| Counselling and mental health support | | |