



Fairness Toolkit: Top Tips for Students

Save everything

- Keep copies of all official documents you send a receive
- Document everything that might come back to haunt you
- If you're in doubt whether you need to document your actions or conversations, err on the side of too much
- Might help you to solve a problem down the road

Ask Questions

- What rule or policy applies? Are there exceptions?
- Is there any appeal process?
- Ask for the names/titles of employees you talk with, so you can follow-up work with them later for a resolution of a problem
- Ask for reasons for the decision(s) made
- Ask for copies of policies or records that are relevant to your situation
- When checking your status with a university office, asking to have your particular file checked. This can help to catch problems that might otherwise go undetected

Don't Procrastinate

- Handling things at the end of the semester is a common thought when students have conflicts in the university
- The longer you wait, the more difficult it will be to resolve your problem
- Many university decisions may be appealed, but there are deadlines. Be sure to follow the guidelines!
- If you wish to withdraw from a course, make sure you through the withdrawal procedure. Do not assume that by not going to class the professor will automatically withdraw you

Be Courteous and Persistent

- Best to remain civil, avoid blame and personal attacks
- Everyone appreciates being treated courteously
- Getting angry or rude will not resolve your problem and may only confuse the real issues
- Do not give up if you do not immediately get the response you are seeking
- Ask to speak to a supervisor if necessary



Office of the Ombudsperson for Students

Clarify the Problem/Be Prepared

- Before contacting a university office, take some time to simplify your concerns, decide what the main issue is and what action you are seeking
- Write down your questions before contacting a university office
- Have the information and documentation available that you may need for your discussion
- Collect relevant information from a variety of sources and get some advice on how to best proceed
- Be sure to communicate your needs to professors, staff and administrations (they will now know unless you tell them, so be specific)
- Save steps by calling ahead for drop-in hours or make an appointment
- Ask the UBC Ombuds office if you do not know how to ask or how to find what you're looking for

Know the Channels

- First employee you meet may or may not be able to change a decision
- If you cannot resolve the matter, ask to talk to the supervisor
- Understand university policies and channels that you must go through
- Speaking to the department head, then if necessary, the Associate Dean
- If you're still unsatisfied, you may wish to consider whether or not it would be appropriate to pursue a formal Senate appeal

Finances

- Be informed about your financial responsibilities
- Keep track of what you owe, why and when
- Self-evident but easy to forget
- Losing track of the debt you owe, deadlines and reasons for your debt can lead you to unnecessary debt increases

NEED MORE HELP?



It is important for students to seek and access support while trying to resolve issues. There are many options on campus including:

[UBC Ombuds Office](#)

[AMS Advocacy Office](#)

[AMS Speakeasy](#)

[Counselling Services](#)

[GSS Advocacy Office](#)

[Student Health Services](#)

Visit our helpful links for additional resources and read our Fairness Toolkits to help your concerns.