

Working with a Student Advocate

To help us provide excellent support and service to you, the following outlines what you can expect from your Advocate and the expectations your Advocate will have of you. If you have questions, please talk to your Advocate or contact the Director, Student Advocacy and Case Management.

What you can expect from your Student Advocate:

- To be treated with dignity and respect;
- Support and guidance in resolving your issue, complaint, or concern;
- Assistance with academic and disciplinary matters:
 - Review policies and procedures, provide feedback on statements, attend scheduled meetings/hearings with you and discuss appeal procedures;
- Assistance with determining appropriate courses of action to resolve issues, while working within the existing policies and procedures at the University of Manitoba;
- Attendance at scheduled meetings/hearings with you, given appropriate notice;
- Facilitation of professional and respectful communication between you and the University of Manitoba:
 - Advice and feedback on written and verbal communications with members of the University of Manitoba community;
- Referrals to other services and supports, when appropriate.

What your Student Advocate will expect from you:

- Be respectful and conduct yourself with civility in all interactions with your Advocate (i.e., in person, email, phone, and when appearing at meetings or hearings with an Advocate);
- Schedule and keep appointments, or contact the Confidential Intake Assistant if you must cancel or reschedule;
- Leave confidential information with the Confidential Intake Assistant, on voicemail or use email to have urgent matters reach the Advocate in a timely manner;
- Adhere to deadlines for submitting draft letters/statements and formal appeal deadlines as agreed upon by you and the Advocate or set by your Faculty/College/School;
- Copy the Advocate on all communication regarding your case (i.e., emails, formal letters);
- Inform the Advocate when you receive a decision regarding your request or appeal;
- Inform the Advocate if you are working with any other services outside or within the university on the same matter (e.g., legal counsel).

Due to confidentiality, the Advocate will normally meet with you individually. If you wish to have a support person attend your appointment with you, you must email the Advocate to request this in advance. Note that only one support person can attend your appointment.