

## Statement of Students' Rights and Responsibilities

### **Purpose:**

The purpose of this statement is to define the rights and responsibilities of students at Niagara University in Ontario (NUO). This document empowers students with comprehensive knowledge of their academic rights and responsibilities, cultivating a transparent and fair educational environment.

### **Scope:**

This statement applies to all students enrolled at NUO and encompasses all aspects of their educational experience. This includes, but is not limited to, student rights and responsibilities, student registration agreements, tuition and fee payments, withdrawals and refunds, the sale of goods and services, academic transcripts, degree conferral, credentials, and grievance or complaint procedures.

Niagara University students are entitled to the following:

- **Academic Freedom:**

Students have the right to pursue their studies in an environment that encourages academic freedom and intellectual inquiry, free from discrimination, harassment, or intimidation.

- **Privacy:**

Students' personal information and academic records are protected under the [Freedom of Information and Protection of Privacy Act \(FIPPA\)](#). Students may access their own academic records upon request.

- **Equal Treatment:**

Students have the right to be treated equally, without discrimination, regardless of race, gender, ethnicity, religion, sexual orientation, disability, or any other protected characteristic.

- **Safe and Inclusive Environment:**

Students have the right to a campus free from harassment, bullying, and violence. The university fosters a supportive and inclusive atmosphere for all students.

- **Participate in University Activities:**

Students have the right to engage in campus events, student groups, and organizations, and to have their voices heard on relevant academic and non-academic policy issues.

- **Access Support Services:**

Students are entitled to access resources and support, including but not limited to academic advising, health and wellness services, career development, and international student services.

- **Freedom of Expression:**

Students have the right to express their opinions freely, in a manner that is respectful of others and does not disrupt university activities or violate university policies.

### **Student Registration Agreements:**

During the enrollment process, students will receive a combined Graduate Student Registration Agreement and International Student Program Consent Form. These forms must be completed, signed, and returned via email to NUO Student Records as specified in the document.

The agreement shall include the following:

- the institution's legal name and contact information
- Student information including; address (local and permanent/home country for international students), telephone number, NUO e-mail address, and type of accommodation (for example, homestay, house, apartment, shared house/room), country of origin, and primary language
- Academic program information including; the name of the program or training, fees and payment schedules, anticipated duration (start and end dates) of the program, language of instruction
- the program's admission requirements
- the expected hours of instruction, lab participation and placement expectations, as applicable, that are required to complete the program or training
- the modules of the program or training, as applicable, and the requirements for successful completion of the program or training

- the credential that will be awarded on successful completion of the program or training or an acknowledgement by the international student that no credential will be awarded
- a signed acknowledgement by the international student that he or she has read the contract and has received a copy of the contract

### **Tuition and Fee Payments:**

Students can conveniently make online payments via Touchnet-Canada. All students in post-baccalaureate or graduate programs are automatically enrolled in a 4-month payment plan. However, it is important to note that post-dated payments are not accepted.

Students can pay fees using various methods. The details can be accessed on the university's website at <https://niagarau.ca/current-students/financial-services/>.

### **Withdrawals and Refunds:**

The NUO refund policy is separate from the tuition requirement policy. The fee is refundable if a student formally withdraws from the university. To request a refund, the student must complete and submit the necessary forms following the procedures outlined in the catalog. The refund amount will be determined based on the number of weeks remaining in the semester at the time of withdrawal.

If a program is discontinued or suspended, Niagara University will ensure that all unearned tuition fees are refunded. The refund will be processed by Student Accounts through the University's refund processor. The university's policies comply with Ontario Regulation 279/02. A signed copy of this agreement is required for the student to access funds held in trust.

The refund schedule is available on the Niagara University website at <https://niagarau.ca/current-students/financial-services/withdrawal-and-refund/> or can be obtained by contacting the Office of Student Accounts. If needed, a tuition refund appeal can be submitted to the Committee on Refunds.

### **Sale of students' goods and services:**

Sale of products or goods is not a requirement to complete any program at the university.

### **Transcripts:**

Transcripts of academic records are available from the Office of the Registrar. Transcripts bearing the official seal of the university are sent from the Office of the

Registrar to the authorized agencies directly. Students who request an official transcript will receive the document in a sealed envelope. Official transcripts may be obtained by contacting the Office of the Registrar or requested on the Niagara University website at <https://niagarau.ca/current-students/registrars-office>

Unofficial transcripts are available online at myNU. Students have the right to lifelong access to their transcripts, even after completing their studies at the institution.

Unofficial Transcripts may be accessed on MyNU:

<https://selfservice.niagara.edu/Student/Account/Login>

### **Credentials:**

The university will issue students credentials within 60 days of completing a program. However, the university has the right to hold the credentials if the students have pending accounts.

### **Student complaint procedure:**

Niagara University is committed to ensuring that all members of the university community demonstrate respect, fairness, and kindness in their interactions with one another, fostering and maintaining healthy relationships free from harassment and discrimination. Students seeking further guidance on what constitutes a basis for a grievance should contact Student Services at

<https://niagarau.ca/current-students/student-services/contact-student-services/>

For any academic and non-academic grievances, students are required to follow the procedure and file a complaint, if applicable as outlined on the university website at

<https://niagarau.ca/current-students/student-services/policies/>