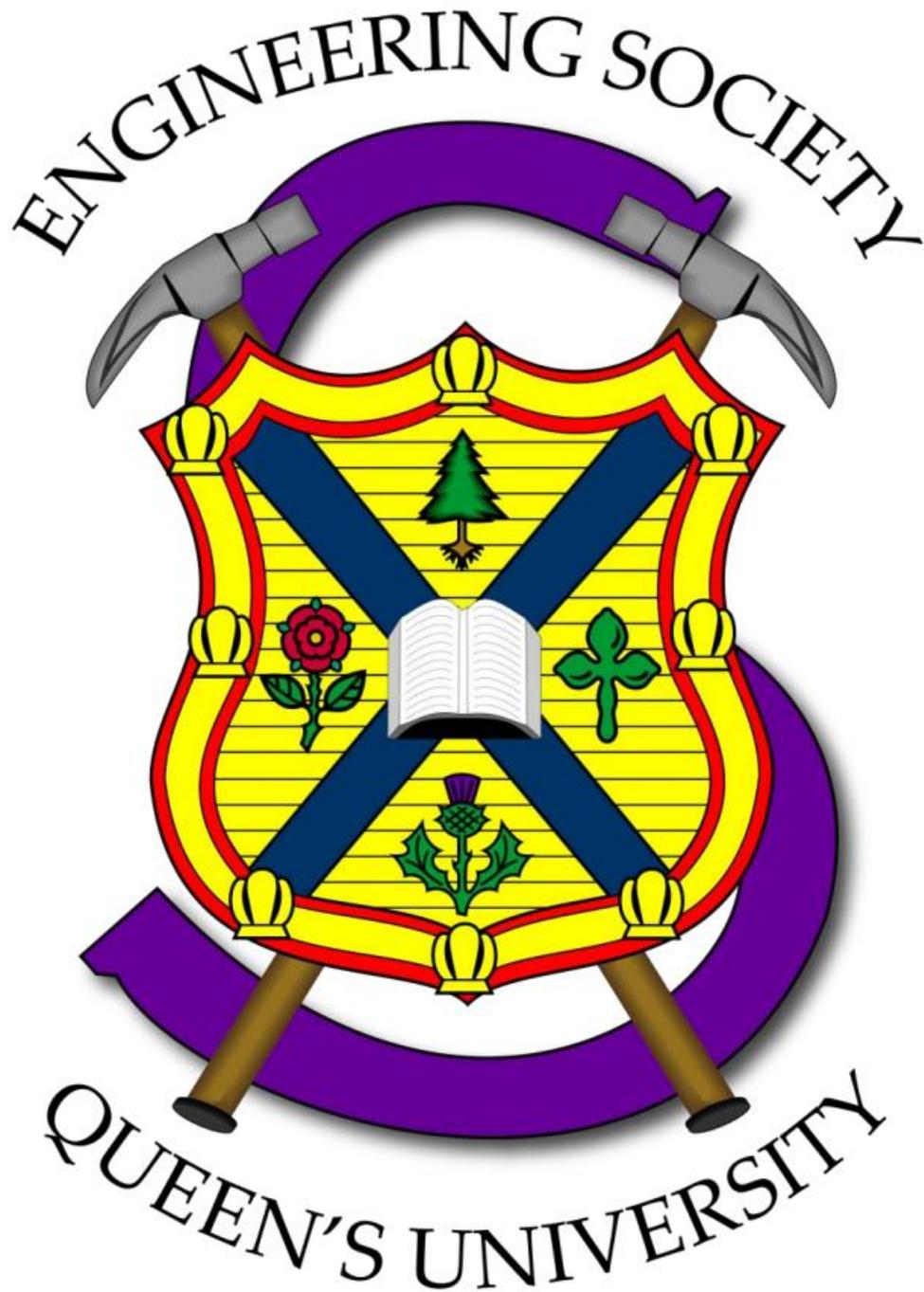


# Academic Feedback Contacts



Last Updated for the 2020-2021 Academic Year



## Academic Feedback Contact Directory

Students are given many academic resources and figures that they are told they can approach with their academic concerns, and this is true! Everyone in your academic circles is there to help you, and they will do what they can to ease your worries. All the individuals listed below are happy to hear from you and will gladly direct you to the appropriate contact if someone else would be able to help you better.

Each group, however, does have different roles. This document outlines the roles of many academic resources you have, and who you should go to with any concern you may have.

If you have any questions or concerns about this list, don't hesitate to contact me!

### **Nick Arnot**

Director of Academics, 2020-2021

[academics@engsoc.queensu.ca](mailto:academics@engsoc.queensu.ca)



## Course Specific

If you have concerns with a specific course (the teaching style isn't working for you, you don't understand what an assessment is asking, etc.) then talk to your instruction team. As the ones delivering the course, they have the best knowledge about what's happening and what can be changed.

### Instructor

Your instructors should be your first point of contact with concerns about their courses. They're the ones who are running the course and have the ability to directly implement any ideas you have, or address any of the issues you're facing. An instructor's goal is to teach you content so if you're having difficulty learning, let them know. You can reach out to them after class, in office hours, or by email (which can be found in the course syllabus).

### TA

Very similar to instructors, TAs are there to help you. If you have concerns about their teaching, or the primary instructor's teaching, a TA will listen to you and try to better the situation. They can also be reached in person, in office hours, or by email (which can be found in the course syllabus).

### Class Representative

Class representatives are students in your classes who have volunteered to work with the prof and facilitate communication. While not all disciplines have class representatives, they can be a useful intermediate between you and the course teaching staff. If you don't feel comfortable talking to the instruction team, a class representative is a good alternative.

## Discipline/Department Specific

For larger scale issues, or when contacting the instruction team doesn't work out, your department has a number of helpful resources which can help get things back on track for you.

Additionally, the Faculty has specific Academic Advisors and Assistants. For upper years, these contacts are specific to your discipline and are listed below. For first years, the Student Services Office would be happy to hear your academic questions and concerns. Their contacts can be found here:

<https://engineering.queensu.ca/Current-Students/Registration-Guide/index.html>

### Undergraduate Program Assistant

The helpfulness of your program assistant really can't be understated – they're gurus of the student experience and know how to do everything that you could want. From switching sections to switching disciplines, they have the skills and abilities to help you. If you have a question or request about your degree, department, or anything academic then they are your go to. Your program assistant's contact can be found on your department website, or here: <https://engineering.queensu.ca/Current-Students/Registration-Guide/Academic-Assistants.html>



## Undergraduate Chair

The Undergraduate Chair oversees the operation of your department's undergraduate program. While this is a big job, it means that they're incredibly knowledgeable about the program. They're always wanting to make your degree better, and would be happy to hear any feedback you have, though their scope is larger than you may go to with initial concerns about a course. Their contacts can be found on your department website, or here: <https://engineering.queensu.ca/Current-Students/Registration-Guide/Academic-Advisors.html>

## Discipline Club VP-Academic

VPAs are students in your disciplines who liaise between students and the department, and advocate on your behalf. When you have issues with a course or the structure of your program, talk to them and they'll know how to move forward with it. These students are great resources for where to go for help, what specific tools and services your department has to offer, and what to expect moving forward. Check out your discipline club website for their contact information.

## EngSoc Representatives

The Engineering Society advocates on your behalf for all academic matters. If you have any questions, concerns, or comments about your academic experience, we would love to hear it!

## Director of Academics

The Director of Academics oversees all academic matters within the Society. They are a great resource when you don't know where to go, or if you just have a question about anything academic related. If you need a resource, they would be talk with you and point you in the right direction! If you have concerns about one of your classes, they are a great person to talk to. You can reach out to them at [academics@engsoc.queensu.ca](mailto:academics@engsoc.queensu.ca) – take a look at <https://engsoc.queensu.ca/> to see who the current Director is!

## Academic Feedback Officer

As a part of the Academic Advocacy Team within the Engineering Society, the Academic Feedback Officer will do everything they can to have your concerns heard and addressed. Reach out to them with comments you have about your classes – anything big or small, they will know where to go next to make sure that your academic experience is heard. Always feel free to send them an email at [academics.feedback@engsoc.queensu.ca](mailto:academics.feedback@engsoc.queensu.ca)!