Student Development Centre
Missed Appointment/Workshop Policy

Responsibility: Director, Student Development Centre
Approval: Associate Vice-President, Student Services
Approval Date:
Issue Date:
Reviewed/Revised: April 3, 2013

INTRODUCTION

This policy outlines the actions taken when a student is deemed to have missed an appointment with the Student Development Centre.

PURPOSE

The purpose of this policy is to provide efficient service for students at the Student Development Centre by:

- Helping students to understand that there are consequences for missed appointments;
- Providing some lead-time to fill appointments that cannot be kept by the originally booked student.

SCOPE

This policy applies to the following services of the Student Development Centre (i.e. Personal Counselling, Leadership Practicums, and Services for Students with Disabilities) exceptions are Student Conduct and Event Risk Management, Learning Services and Aboriginal Student Services.

TENETS

The Student Development Centre makes every effort to provide efficient and effective services to students. To do this we must maximize the use of our resources. With this in mind, it is no longer possible to allow students to be late for and/or miss appointments, as this, without adequate notice, reduces the service available to other students. Students with extenuating circumstances are provided an appeal option as outlined in the procedures.

There is a press for staff time which sometimes results in students having to wait for an appointment. It is also true that some students do not give adequate notice that they will not be keeping their appointment with us. We recognize that unplanned issues come up for everyone. Still, we must balance this fact with the fact that without adequate notice we cannot schedule another student.

PROCEDURES

1) To avoid a twenty-dollar missed appointment fee we require cancellation by telephone, of a scheduled appointment by 4:30 p.m. the day before the appointment. Also, if a student is 20 minutes late or more, the appointment will be cancelled and a $20 missed appointment fee will be applied.

2) Written notice of the fee will be sent to the student's Brock e-mail account usually within one week after a missed appointment. **The student may not book any further appointments until arrangements have been made to pay this fee. If a student is unable to pay the fee, the student must immediately make an appointment to speak with the Director. Please note that repeated no-shows may result in an increased fee.**

3) Payment should be made in person at the Student Development Centre in the form of cash, certified cheque or money order (payable to Brock University). If you have not made contact with the Student Development Centre regarding this fee within 14 days of the date of the notice, a charge of $20 will be noted on your University record and your record will be sealed at that time. Please note that the university will not grant degrees or provide transcripts while outstanding charges appear on your record.