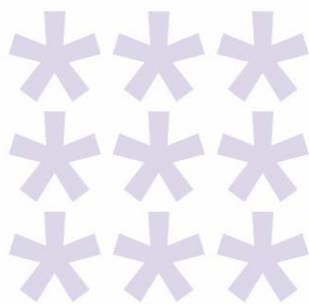




Course Deficiency

If you have failed a course within the 45%-49% range, then you may want to consider if a Remedy of a Course Deficiency is the right decision for you.

Course Deficiency			
	Step	Tips & Advice	Done
1.	Review AC.3.2.1 Course Deficiencies policy and procedure before proceeding.	<p><i>*If you want to receive a higher grade, this may not be the best action for you. Please refer to AC.3.1.1 Schedule A for the Formal Grade Appeal process.</i></p> <p><i>*The highest grade you will receive through a remedy a course deficiency is a D, P (pass) or a 50%.</i></p>	<input type="checkbox"/>
2.	Make sure you're within the timeframe to apply,	<p><i>*You must apply within 10 business days of the end of the course. If the course is a prerequisite course for another course that you wish to take, you will be re-registered into the next course, with your final status in the subsequent course determined by the outcome of the clearance of deficiency process.</i></p>	<input type="checkbox"/>
3.	Ask your school/department for a Remedy (Clearance) of a Deficiency form. Fill out this form and hand in to your Academic Chair to apply for remediation. The Academic Chair will review your application within 3 business days to review your eligibility and determine if approval is given.	<p><i>*For remedying a course deficiency in an eligible non-credit course, please see AC 3.2.1 – Course Deficiencies Procedures</i></p>	<input type="checkbox"/>



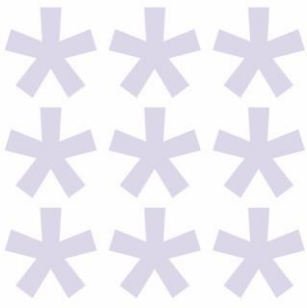
4.	Take the authorized Remedy (Clearance) of a Deficiency form to the Office of the Registrar for processing and a fee payment of \$105.	<i>*The fee must be paid before any process can begin.</i>	<input type="checkbox"/>
5.	Wait for your Academic Chair to approve the request and to consult with your instructor to determine the method of remedying your course deficiency.	Methods may include: <ul style="list-style-type: none">• Supplementary Assignment• Supplementary Exam <i>Note that the student must complete the remedy within 10 business days of being allowed to attempt a clearance of deficiency. The school/department/CEPS must also submit a Change of Grade form within this ten-business day period.</i>	<input type="checkbox"/>

If you still have questions or concerns after reviewing the checklist above, or you want to confidentially discuss your options with someone, you may [book an appointment](#) with the Ombudsperson or contact them by email at ombudsperson.info@sait.ca

Saitsa is also available to support you should you wish to explore [alternative advocacy options](#), or you can email us at saitsa.info@edu.sait.ca

Things to keep in mind:

- You must choose whether you want to remedy a course deficiency or appeal your final grade. You cannot remedy a course deficiency if you were unsuccessful in appealing a grade for the same course.
- An eligible student may remedy a maximum of two course deficiencies per semester and is allowed one attempt to remedy a deficiency per course.
- There is no appeal of an unsuccessful attempt to remedy a course deficiency.



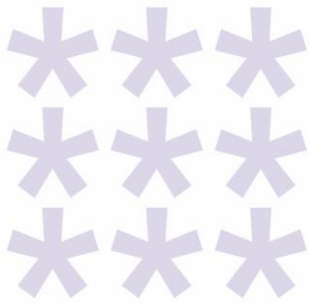
Attention! International Students:

International students should be aware that some consequences of academic misconduct may have implications for their ability to study at SAIT and/or to remain in Canada. International students are advised to contact the [International Centre](#) or the [Office of the Registrar](#) for further information.

For more information, please refer to the following
[SAIT Policy & Procedures](#):

- AC 3.2 Course Deficiencies Policy
- AC 3.2.1 Course Deficiencies Procedures
- AC 3.4 Student Code of Conduct Policy

If you have questions about the process, the related policies or you want to discuss your options, you may contact the Ombudsperson [by booking an appointment](#) or by emailing ombudsperson.info@sait.ca



Additional Support Services at SAIT & Saitsa

SAIT and Saitsa have a variety of excellent student support services, be sure to utilize them – they're there to support you through your journey as a SAIT student.

[Student Development & Counselling](#) – AA205 – Heritage Hall

Hours - Monday to Friday: 8:30 am to 4:15 pm. Some evening appointments available by request). Daily drop-in appointments available.

Student Development and Counselling can help promote your well-being and success through free and confidential in-person, telephone or video counselling appointments when you are a current SAIT student. They also offer a range of on-line wellness events, workshops and on-line self-help tools. Reach out when

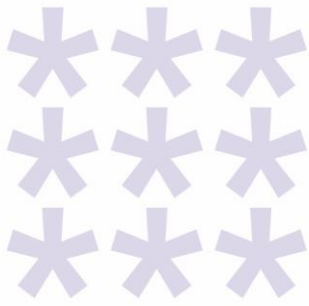
- You're feeling stressed or overwhelmed
- You need help working through a personal concern
- You need help with your school work and academics
- You're concerned about a friend

Book an appointment or contact us by calling 403.284.7023 or on Microsoft Teams by searching 'Student Development and Counselling'. For after-hours support, call or text the Distress Centre (24/7) at (403)266-HELP

[Lamb Learner Success Center](#)– MC221 – Stan Grad

Whether you're in a classroom or learning online, take advantage of the resources and support offered by the Lamb Learner Success Centre. We can help you with:

- Arranging accommodations for students with disabilities
- Improving your learning skills
- Finding options to fund your education
- Connecting to free resources
- Connecting with a tutor
- Getting feedback on a writing assignment
- Booking a test



Areas of Support:

[Accessibility Services](#)
[Learning Skills Services](#)
[Financial Advising](#)
[Testing Services](#)
[Tutoring Services](#)
[Writing Services](#)

Reg Erhardt Library – MC111 – Stan Grad

- Library staff can provide referencing/citing support and other academic supports.

International Centre – AA206 – Heritage Hall

- Provides support and services for international students.

SAIT Health Services (Health Clinic)

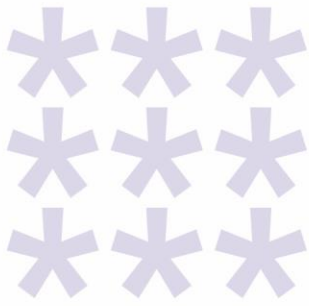
Open Monday to Friday from 8:15 am- 4 pm

To make an appointment call (403)284-8666. No drop-in appointments available

The SAIT Health Clinic provides quality non-urgent/semi-urgent medical. We are staffed by licensed physicians and connected to Calgary's Foothills Primary Care Network.

Chinook Lodge Resource Centre- NN108- Senator Burns

The Chinook Lodge Resource Centre — "the Lodge" — is a place for Canadian Indigenous (First Nations, Metis and Inuit) learners at SAIT to gather, connect with peers, access advising and counselling, get assistance with financial aid and housing, speak with Elders and others from the community, participate in events, network and more.



Interfaith Centre- MB 305- Stan Grad

The Interfaith Centre is a community hub on campus where inclusivity is standard, questions are always welcome, and the differences between people and cultures are explored and celebrated.

We remain committed to supporting student success and our staff and chaplains are available to assist you in person or virtually. If you need spiritual support, please contact a member of their team or email at student.engagement@sait.ca

Everyone is welcome at the Interfaith Centre. We invite you to:

- Drop by the Interfaith Centre anytime for a chat — MB305, Stan Grad Centre, 9 am - 4 pm
- Take a deep breath in our Interfaith Meditation Room — MB314, Stan Grad Centre, 7 am - 7 pm
- Host a group chat in our Interfaith Meeting Space — MC311, Stan Grad Centre, 7 am - 7 pm

Saitsa Peer Support Centre – NJ105

Come to the PSC to find a welcoming and supportive peer environment.

Saitsa Governance & Advocacy Office – NN117 – Senator Burns

Staff can help you understand and prepare for your hearing or appeal, and help you prepare to advocate for yourself; student leaders can also help advocate for institutional/policy change.

Office of the Ombuds

In person or digital meetings can be arranged, the Ombuds will help you to understand the relevant policies and ensure fairness throughout the process.