

# Troubleshooting Course Challenges: Deferral of Term Work

Welcome to the Troubleshooting Course Challenges series from the Student Success Centre. In this video, we meet Ahmed, who, due to unexpected circumstances, needs to explore options for submitting course assignments after the end of term. This process is called a request for deferral term work.

## Overview

This video will share what Ahmed's situation is, who he should speak to in order to find out his options, and any important timelines he should keep in mind as he considers when to take action. We will also share how Ahmed can access support and complete a deferred of term work request. Lastly, we will share why it is important for Ahmed to explore his options in this circumstance. What is the situation?

## What is the Situation?

What is the situation? Ahmed says, 'I am an international student, and near the end of this semester I was needed at home for a week and a half to support my family during an emergency. I was not able to do any academics during that time. I have no final exams, but I have major assignments due for two of my courses. I am still very stressed about my family situation, and I don't think I have time to get caught up before the end of term'.

## Who Can Advise Ahmed?

Who can advise Ahmed? Ahmed should first contact his course instructors. This is the usual process for requesting an extension on assignments due before a course has ended. Since Ahmed is asking to submit course work beyond the end of term, he will need to request a deferral of term work.

## How does Ahmed Ask for a Deferral of Term Work?

How does Ahmed ask for a deferral of term work? In his email to course instructors, Ahmed can explain the circumstances, provide a clear timeline of when he feels he can complete the work and ask if a deferral of term work is possible.

Ahmed might also connect with the Student Success Centre to chat with an academic support staff member for help on putting together his email requests.

## **How to Request a Deferral of Term Work?**

Next, let's look at the deferral of term work request form. If Ahmed's course instructors encourage him to request a deferral of term work, he will need to complete a deferral of term work form. This form can be found on the University of Calgary's Registrar's webpage under Student Forms, and we have provided a link to it in the resources section alongside this video.

Once he downloads the form, Ahmed would complete the top portion including the details of the course and assignment and the circumstances that led to the request. Once Ahmed has completed one form for each course, he should email the forms to each course instructor.

The course instructor will complete their portion of the form and then send this to the Associate Dean for approval.

## **What Else Does Ahmed Need to Know?**

What else does Ahmed need to know? Generally, term work can be deferred for up to 30 days following the last day of term. There is a possibility that submitted term work can be deferred for a longer period of time in extraordinary cases with approval from the Associate Dean.

## **When Should Ahmed Take Action?**

When should Ahmed take action? As soon as Ahmed is aware of his difficulties meeting course assignment deadlines by the end of term, he should contact his course instructors and then complete the deferral of term work request. Connecting quickly with course instructors and following up on email responses helps to ensure clear and timely communication for everyone involved.

## **A Word About Documentation**

A word about documentation. In situations of deferred term work and other circumstances where an exceptional request is needed, students may be asked for supporting documentation. This refers to documents such as medical documents, a reference from a relevant party or a statutory declaration. Students cannot be required to submit a specific form of documentation. Instead, students are encouraged to submit documentation that supports the circumstances of their request. More details on documentation are provided in the resources section alongside this video.

## **Where else can Ahmed go for support?**

Where else can Ahmed go for support? As mentioned earlier, Ahmed can contact the Student Success Centre for help throughout the process including support with his email communication to course instructors and in completing the deferral of term work request by booking an academic support appointment.

Ahmed may also want to meet with an academic support staff member for help planning out his assignments once he returns or while he is supporting his family. Writing support services within the Student Success Centre is also a free service where Ahmed can bring written assignments for feedback from a writing tutor.

## **Where else can Ahmed go for support?**

Ahmed should also want to speak with his faculty advisor to discuss how deferring term work might impact his future course schedule and degree progression.

## **Student Wellness Services**

Student Wellness Services might also be a resource that Ahmed would find helpful given the challenges he is experiencing. They provide counseling services to support students' mental health as well as medical doctors and peer support through their peer listening program.

## **Why Should Ahmed Take Action?**

Why should Ahmed take action? Various circumstances can impact your ability to succeed or, as in Ahmed's case, complete every course with a satisfactory grade. If you have an unanticipated challenge arise, like Ahmed did, the university has student services and processes in place to support you. Accessing help is an important step to support your ongoing learning and academic success.

We encourage you to reach out to one of the many resources on campus for support. If you are not sure where to start, drop by the Student Success Centre in the Taylor Family Digital Library, book an appointment at [elevate.ucalgary.ca](http://elevate.ucalgary.ca) or email us at [success@ucalgary.ca](mailto:success@ucalgary.ca).