

<b>Procedure Title</b>	<b>Academic Appeal Procedure</b>
<b>Procedure Holder</b>	Office of the Vice President Academic
<b>Procedure Approver(s)</b>	Senior Team
<b>Related Policies</b>	
<b>Related Procedures</b>	
<b>Appendices</b>	Appendix 1    Grounds for Academic Appeal Appendix 2    Academic Appeal Agreement Form (Informal) Appendix 3    Academic Administrator Summary Form (Informal) Appendix 4    Academic Appeal Process Flowchart
<b>Storage Location</b>	Website - <a href="https://www.confederationcollege.ca/policies-and-procedures">https://www.confederationcollege.ca/policies-and-procedures</a>
<b>Effective Date</b>	2023Nov15
<b>Next Review Date</b>	2025Nov15

## Purpose

To provide students with a fair and timely process to appeal decisions that impact their academic standing or progression when the grounds for an academic appeal are met on the basis of personal bias/unfair treatment, course management and/or extenuating circumstances. See Appendix 1, Grounds for Academic Appeal.

## Scope

This policy applies to all students.

## Definitions

Academic Administrator	Dean, Regional Director, Chair, Associate Dean or Manager
Documentation	Transcripts, assignments, communications, policies, procedures, and/or course outlines
Grounds for Appeal	The reasons used to challenge an academic decision which the student believes to be unfair or unreasonable.
College Business Day	Monday to Friday, excluding Saturdays, Sundays, statutory holidays or any other day that Confederation College has publicly acknowledged that it is closed.
Participants	Anyone invited to hearing by a presenter to provide information and/or documentation

Presenters	Student requesting appeal, Academic Administrator
Remedy	Grade changes, awarding a credit, program continuation, probation period, accommodation for student success, or dismissal of the appeal

## Governing Laws and Regulations

Minister’s Binding Policy Directive: Framework for Programs of Instruction  
 Ontario Qualifications Framework  
 Ontario Program Standards and Descriptions  
 Postsecondary Education Quality and Assessment Board

## Procedure Statements

Action	Responsibility
<b>1. Informal Stage</b>	
1.1 A student who disagrees with an academic decision will meet with the decision maker (faculty, clinical supervisor, placement supervisor) as early as possible within five (5) days of receiving the evaluation/assessment to review the decision and see if a mutually satisfactory solution can be reached. The student needs to provide the grounds for the academic appeal (Appendix 1). At this meeting, the student may seek clarification, present additional information and present an alternative remedy.  The discussion may be conducted by email, videoconference, web-conference or telephone.	Student
1.2 If a solution is reached (both parties agree with the proposed resolution), the decision maker will notify the student in writing, as well as the Registrar’s Office in situations where the final grade or academic decision is changed.	Faculty or Academic Administrator
1.3 If no solution is reached, the student will meet with the Chair, Regional Director or designated Academic Administrator (herein referred to only as Academic Administrator) to appeal the decision within the next five (5) business days.	Student/ Academic Administrator
1.4 The Academic Administrator will conduct a thorough review to include discussion with faculty, staff and the student.  Prior to rendering a decision that may negatively affect the student’s interests, rights, status or legitimate expectations,	Academic Administrator  Academic Administrator & Registrar

the Academic Administrator may confer with the Registrar as Chair of the Formal Appeal Panel.

Academic Administrator

The Academic Administrator will submit a written decision (by email), including rationale to the student.

If a solution is reached between the student and Academic Administrator, both parties will sign the agreement form (Appendix 2).

- 1.5 If no solution is reached the Academic Administrator will advise the student of their right to an Academic Appeal: Formal Stage to the Registrar within five (5) business days.

Academic Administrator

The Academic Administrator will forward the written response along with Academic Administrator Summary Form (Appendix 3) to the Registrar if a solution is not agreed to.

## **2. Formal Stage**

- 2.1 To initiate a formal panel hearing, the student, within five (5) business days of receipt of the decision, will submit a written request to the Registrar. Included in the request for review will be the rationale and grounds (see Appendix 1, Grounds for Academic Appeal) for the hearing and the remedy sought. The Academic Administrator will receive a copy of the student's request from the Registrar.

Student

- 2.2 Timelines for Material Submission: Both presenters will submit relevant information/ documentation to the Registrar together with a list of participants minimally five (5) business days prior to the hearing.

Student and Academic Administrator

The student, Academic Administrator and Registrar have the opportunity to request a meeting of the parties to clarify issues and consider matters which may facilitate a collaborative resolution.

Student, Academic Administrator, Registrar

- 2.3 The Registrar is responsible for managing the Formal Academic Appeal Process and communications.

Registrar

The Registrar reviews the submitted documentation and participant lists, and rules on the admissibility of the content based on the relevance of the material.

The Registrar's Department ensures identical copies of the relevant documentation are distributed to the two

presenters and the hearing panel members at least 2 days prior to the hearing.

Where there are insufficient or unsubstantiated grounds presented or supported through the documentation submitted, the Registrar has the authority to deny the Formal Appeal and uphold the informal decision.

### The Panel

2.4 Panel Composition: Within ten (10) business days of receipt of the request, the Registrar will convene a formal panel hearing which includes:

Registrar

- The Registrar (a neutral, non-decision making panel member who will manage the formal hearing process and facilitate the hearing)
- One representative from the Student Union of Confederation College
- One full-time Faculty\*
- One Academic Administrator\*
- A note taker (not part of decision-making)

2.5 \* Whenever possible the participating Faculty and Academic Administrator will be from different Academic areas within the College from a different academic area than the student.

Panel Training: The College will ensure that all panel members and their alternates have been trained in the Academic Appeal Process prior to the panel hearing.

### The Hearing

2.6 The Registrar manages the hearing process and facilitates the hearing. Breaks may be requested by either party for a period not exceeding ten (10) minutes.

Registrar

2.7 A neutral note taker will record proceedings for the panel during the hearing.

2.8 Hearing Attendees: The student and the Academic Administrator are present during the formal panel hearing.

Student and Academic Administrator

The two presenters may be accompanied, advised and supported by a person of choice (e.g. Student: College counsellor, classmate, friend or family member; Academic Administrator: Administrator, coordinator, or faculty

member). Those accompanying cannot actively participate in the formal panel hearing.

Legal Representation: The academic dispute resolution policy is an internal college process. Legal advisors are prohibited from attending or participating in the hearing.

- 2.9 Once the hearing has begun, the Formal Hearing Panel will determine the outcomes and direct the Registrar on decision(s) and implementation.
- 2.10 Hearing Presentations: Presenters are present during each side’s presentation.
- 2.11 The student presents first, outlining the dispute, presenting documentation and introducing participants to provide relevant information about the dispute. Participants join the hearing when called to present. Presenters and participants present without interruption. Once the presentation is complete, hearing panel members are invited to ask questions to clarify the documentation and/or information provided.
- 2.12 The Academic Administrator presents documentation and introduces any participants to provide relevant information about the dispute. Participants join the hearing when called to present. Presenters and participants present without interruption. Once the presentation is complete, hearing panel members are invited to ask questions to clarify the documentation and/or information provided.
- 2.13 At the conclusion of each presentation and panel question period, each presenter will have up to five minutes for their concluding statements exclusive of any questions from the panel.
- 2.14 In order to ensure a full, flexible and equitable hearing, the Panel reserves the discretion to invite either or both presenters to make additional comments after the conclusion of the two presentations.

Formal Hearing Panel

Student

Academic Administrator

Formal Academic  
Appeal Panel

All presentations should be concluded within two hours (one hour for each presenter).

- 2.15 Deliberations: Once the presentations have been heard, the panel will excuse both parties and proceed with deliberations and decision-making. Formal Academic Appeal Panel
- 2.16 Panel deliberations are confidential and, as such, will not be recorded. All
- 2.17 Confidentiality: Formal panel hearings are confidential and treated as such by the panel members and involved parties. All

### Decision

- 2.19 The hearing panel will make its decisions using the consensus model facilitated by the neutral Registrar. The panel will have the discretion to mediate and deliver a remedy or remedies other than that proposed by the presenters. Formal Academic Appeal Panel
- The panel’s decision is considered final and is not subject to appeal.
- 2.20 The Registrar will notify the presenters in writing of the panel’s decision, including rationale, within three (3) business days. Registrar

### 3.0 Release of Information

- 3.1 The rights of all individuals with regard to confidentiality and release of information will be respected by the panel members as well as those members of the College community present during any part of the process. Following the Formal Panel’s decision, the Registrar will purge distributed presenter documentation in keeping with student confidentiality.

## Non-Compliance

It is the joint responsibility of the Registrar and Dean to ensure that the guidelines contained in this policy are followed and adhered to in order to effectively and efficiently support student focused learning objectives. Lack of compliance will result in delays in academic operations and student success.

## Revision History

Version	Change	Author	Date of Change
	New format	Richard Gemmill	2023-04-18

## Ch5-s1-02: APPENDIX 1

### GROUNDS FOR ACADEMIC APPEAL

Grounds are reasons that can be used to challenge an academic decision which the student believes are not fair or reasonable. The College will consider only the following grounds for an appeal. Students must submit relevant documents to support their request when they apply for an appeal.

Students, who believe they have grounds for appealing an academic decision, may seek the advice the Ombudsperson at the earliest possible time in the process for support and direction.

Grounds	Explanation	Required Documents
Personal Bias/Unfair Treatment	Perceived unfair treatment of the student by a faculty member in comparison to the other students within the course that negatively impacted the student's performance. For example, where two students provided an identical or very similar answer and were graded differently.	A written record of the events and an explanation of how this has affected the student's ability to succeed. Include course outline or assignments if appropriate.
Course Management	Concerns about how a course is delivered or managed, or a departure from the course outline or the faculty not teaching to the learning outcomes.	A written record of the departure and explanation of how this affected the student's ability to succeed. Include relevant course outline
Extenuating Circumstances	An unforeseen significant event or circumstance that affected the student's ability to meet course requirements and was not accommodated. For example, medical, compassionate and/or legal issues or other circumstances that have affected the student's timely completion of an assignment, their academic performance or their ability to meet academic obligations. Generally employment commitments will not constitute grounds for academic appeal.	Written documentation is submitted e.g. note from a medical professional, death certificate, funeral arrangement documents, travel arrangement documents, legal documents (summons, subpoena, notice of jury selection, eviction notice), letters from counsellors/ therapists/ religious advisors

**Ch5-s1-02: APPENDIX 2**



**ACADEMIC APPEAL AGREEMENT FORM (INFORMAL)**

Upon review of the Academic Appeal, the parties have agreed to the following remedy:

I understand that by accepting the agreement at the informal stage, the issue is complete and the formal appeal process cannot be initiated.

\_\_\_\_\_  
Name and Title of Academic Administrator

\_\_\_\_\_  
Student Name

\_\_\_\_\_  
Signature, Academic Administrator

\_\_\_\_\_  
Signature, Student

\_\_\_\_\_  
Date

\_\_\_\_\_  
Date



## Ch5-s1-02: APPENDIX 3

### ACADEMIC ADMINISTRATOR SUMMARY FORM (INFORMAL)

#### Academic Appeal Information

Student's Name: \_\_\_\_\_

Student Number: \_\_\_\_\_

Course Code (if applicable): \_\_\_\_\_

Course Name: \_\_\_\_\_

Instructor's Name: \_\_\_\_\_

Program Name: \_\_\_\_\_

#### B: Academic Administrator Review

Please place a checkmark beside each statement that you acknowledge to be true, and specify details as required:

I have met with the student and listened to the details of their academic issue(s).

Please specify the meeting date: \_\_\_\_\_

I have communicated with the involved faculty member and understand the steps taken to try to resolve the issue(s).

I have reviewed all related supporting documentation from both the student and the faculty member.

I have had the student's work reassessed.

I have made every effort to resolve the student's academic issue(s).

The student's academic issue was not resolved through my review.

I have attached relevant supporting documentation (e.g.: timeline of events leading to the academic appeal; chronological summary of attempts to resolve the issue; relevant emails; course outline; graded assessments; assignment rubrics; other documents).

List of Attached Documents:

\_\_\_\_\_

Academic Administrator's Signature: \_\_\_\_\_

Date: \_\_\_\_\_

Please print name: \_\_\_\_\_

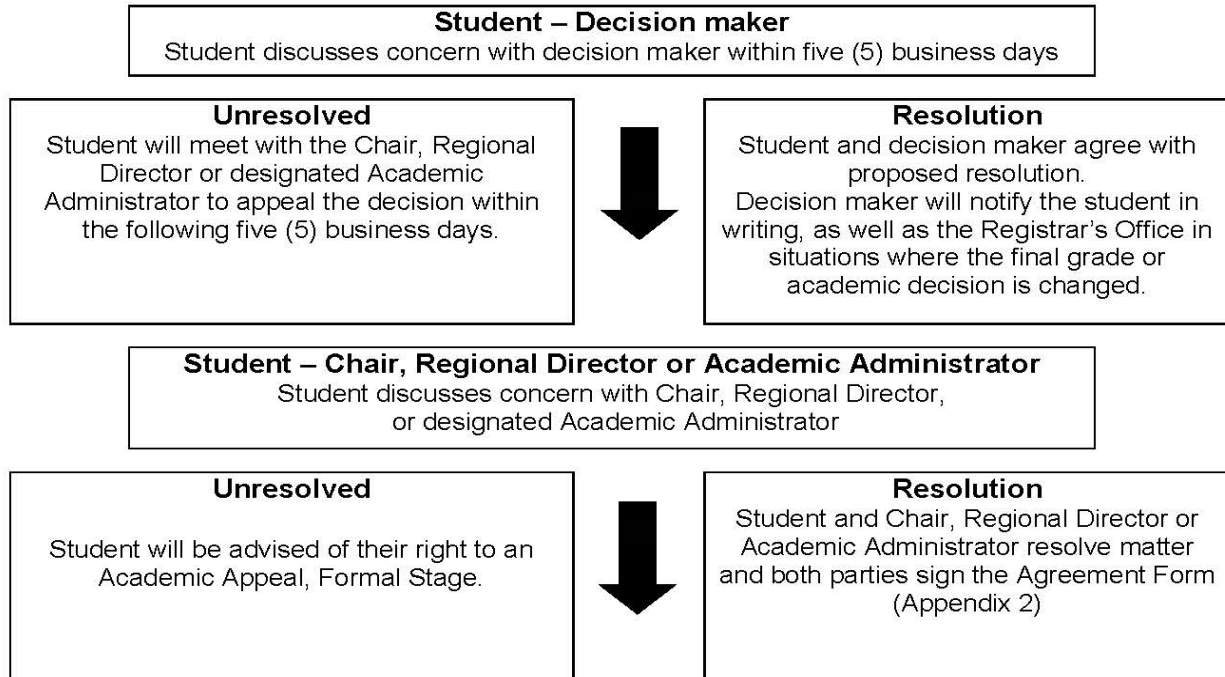
Date: \_\_\_\_\_

## Ch5-s1-02: APPENDIX 4



### ACADEMIC APPEAL PROCESS FLOWCHART

#### ACADEMIC APPEAL, INFORMAL STAGE



#### ACADEMIC APPEAL, FORMAL STAGE

**Student – Registrar**  
To initiate a formal panel hearing, the student will submit a written request (including rationale and grounds) to the Registrar within five (5) business days.

- Presenters submit relevant information/documentation to the Registrar together with a list of participants minimally five (5) days prior to the hearing.
- The student, Academic Administrator and Registrar have the opportunity to request a meeting of the parties to clarify issues and consider matters which may facilitate a collaborative resolution.
- Registrar is responsible for managing the Formal Academic Appeal process and communications.
- Registrar has the authority to deny the Formal Appeal and uphold the informal decision if documentation submitted is deemed insufficient or grounds found unsubstantiated.
- Presenters may be accompanied, advised and supported by a person of choice. Those accompanying cannot actively participate in the formal panel hearing.
- Registrar convenes Hearing Panel within ten (10) days of receipt of the written request.
- Each presenter presents supporting information.
- Hearing Panel has the opportunity to ask questions.
- Presenters allowed to make concluding statements (maximum 5 minutes).
- Presenters excused.
- Hearing Panel deliberates and decides.
- Registrar notifies presenters in writing of the Panel's decision within three (3) business days.
- Formal Hearing Panel decisions are final.