STUDENT COURSE FAILURE APPEAL POLICY/PROCEDURE

Purpose:
The purpose of this policy is to provide a mechanism to request review of a course failure. There are a number of policies within the college that addresses specific concerns and it is important that those matters are referred to the appropriate office or person. The Ombuds Office is available as a confidential resource to help students access the appropriate office or means of resolving a problem. If the student and involved person(s) are unable to resolve the problem, the student may file an appeal. If the issue does not involve a grade failure or progression, the student may go to the Associate Dean of Academic Programs, or the appropriate Assistant Dean.

Procedure: See Flow Chart.

Informal Conflict Resolution Meeting
1. Arrange a meeting with the Assistant Dean of Student Affairs and Diversity.
2. The student should arrange for a private face to face meeting with the involved person(s) to discuss the issue.
3. If the student is hesitant to discuss an issue, it is recommended the student ask their advisor to be present when meeting. The Ombuds Office is also available to assist if requested.
4. The meeting must occur within 5 days of faculty notification or posting of course failure (whichever occurs first). In the event that neither party is unavailable to meet within the 5 days, the Associate Dean of Academic Programs may be contacted to facilitate the scheduling of the meeting.
5. If the problem is resolved through informal discussion, no further steps are required.
6. In order to file a formal appeal, the following criteria must be met:
   a. The appeal must refer to a clinical course failure or a didactic course failure OR must reflect a matter that affects student progression.
   b. The appeal is not regarding a course grade change.

Statement of Appeal
1. If the student wishes to initiate a formal review of the complaint, the student should complete the Initial Statement of Course Failure form within 5 days of the meeting and obtain a signature from the involved person(s) and proceed to Formal Request Review of the procedure.
2. A copy of the Initial Statement of Course Failure form should be given to the involved person(s).

Formal Review Request
1. Submission of a Formal Review Request form initiates the formal review process. The student shall submit the form along with a written request to the appropriate Assistant Dean or Program Director to initiate a formal review.
2. The written request must include the following: course name and number, the student, person or persons involved, a summary stating specific policies or procedures involved, and specific actions upon which the appeal is based.
3. This summary must be kept to one typewritten page.
4. Any supplemental materials relevant to the complaint may be attached to support the appeal.
5. The written appeal must be submitted within 5 days after the informal meeting with the student and person or person(s) has occurred.
6. The Assistant Dean (or designee) will conduct an appropriate investigation into the matter, which may include a reference to the Student Affairs Committee (SAC) if all criteria are met.

Student Affairs Committee Formal Appeal Process
1. Possible outcomes of filing a formal appeal will be one of the below:
   a. The appeal does not meet all criteria and will be dismissed
   b. The formal appeal meets all criteria and has formal hearing by SAC. The student request is granted and the original class decision is overturned.
   c. The formal appeal meets all criteria and
d. The formal appeal meets all criteria and has formal hearing by SAC. The student request is granted with contingencies.

2. During the formal review process, all parties involved may have a peer colleague of their choice present with them at meetings. Colleagues may not participate formally in the meetings but, they may provide advice and support. Unless the student requests otherwise, SAC meetings may include student representatives. Prior to the hearing, the student will indicate whether or not they would like student representation from the SAC during their hearing.

3. If the appeal is referred to SAC, all parties involved are invited to attend the meeting. This may take up to 10 working days to schedule a hearing.

4. Prior to the meeting, SAC members will receive copies of the appeal and supporting materials for their review.

5. During the formal review, all parties will be given equal time to address the committee.

6. All parties involved may remain in the meeting to hear information presented by others.

7. Following the presentations, SAC members may question the involved parties.

8. Once the committee members have concluded their questions, all parties including the Assistant Dean of the student’s program will be excused from the meeting while members deliberate and vote.

9. The committee will forward the outcome recommendations to the Associate Dean of Academic Programs who will make a final decision and notify the student.

10. The Associate Dean of Academic Programs (or designee) will inform the student of the resolution of the appeal within 5 working days. The decision of the Associate Dean of Academic Programs shall be final.