
PARENT BYLAW: Bylaw #3 *Student Loss of Privileges, Penalties, Sanctions, and Appeals*
PARENT POLICY: Not Applicable

The following procedures are established to meet the requirements for implementing Aurora College Bylaw #3 *Student Loss of Privileges, Penalties, Sanctions, and Appeals*.

1 SCOPE

- 1.1 This procedure describes the steps that must be taken before a student requests an academic appeal hearing (i.e. an appeal hearing for a mid-term grade or final grade or dismissal from a course or program for academic misconduct or based on academic performance).

2 GENERAL

- 2.1 Staff and students will try to resolve concerns about grades or dismissals as early as possible via discussion.
- 2.2 The course instructor is responsible for working with the student to resolve concerns about course grades or dismissals.
- 2.3 Senior instructors, coordinators, or program heads, depending on the organizational structure of the program area, are responsible for working with the student to resolve concerns about program grades or dismissals.
- 2.4 Students may bring a support person of their choosing to any meeting that results from following this procedure.
- 2.5 If a student feels that an appealable matter has not been resolved after working through this procedure, the student is entitled to request an appeal hearing.
- 2.6 A student who is following this procedure to resolve a concern about a grade or dismissal will be entitled to enrol in and attend scheduled classes and related learning activities until the process is finished unless the student's presence presents a potential liability or safety risk to the student or others, or disrupts the learning process of other members of the College community. (See policy C.21 for restrictions or exceptions related to practicums and internships.)
- 2.7 Any decision to exclude a student from classes or related learning activities pending the conclusion of this process will be made by the appropriate Chair or Regional Program Head (Community and Extensions Division) in consultation with program staff.
- 2.8 Students who are continuing to attend scheduled classes and related learning activities are expected to adhere to College bylaws, policies, and procedures.

3 RESOLVING STUDENT CONCERNS

- 3.1 When a student has a concern about a grade or dismissal, the student will tell the staff member¹ about their concern by the end of the second working day following the first receipt of their grade (grade may be received from the instructor or the Registrar's Office) or letter of dismissal. Concerns can be raised verbally or in writing (including electronic messaging).
- 3.2 The staff member will arrange to meet with the student within three working days of receiving the student's concern.
- 3.3 Upon receiving the concern, the staff member will notify their supervisor of the concern raised by the student and their planned actions to meet with the student and address the matter.
- 3.4 If the staff member and student resolve the student's concern, the staff member will confirm the resolution by writing to the student.
- 3.5 If the staff member and student are unable to resolve the student's concern, the staff member will confirm that the original grade or dismissal stands by writing to the student.
- 3.6 At the end of their meeting, the staff member will advise the student when the letter confirming the outcome of their meeting will be ready. The student will confirm whether he or she will pick up the letter at the Admissions Office or have the letter sent electronically to his or her Aurora College email account. The decision may only be sent to a personal email account if the student does not have an Aurora College email account. The student will confirm his or her email address.
- 3.7 The deadline to send the letter electronically to the student or have it ready for pick up is the end of the second working day after the meeting between the student and the staff member.
- 3.8 The letter confirming the outcome of the meeting will advise the student that if he or she feels an appealable matter has not been resolved then he or she can go to the Admissions Officer for more information and an appeal application. The letter will state the deadline for requesting an appeal, which will be the end of the 4th working day following the day the letter was sent electronically or was ready for pick up.
- 3.9 A copy of the letter to the student will be sent to the Admissions Officer to be placed in the student's file.
- 3.10 The staff member will inform his or her supervisor in writing of the outcome of the meeting.

¹ Staff member means the course instructor for a course related matter or the senior instructor, coordinator, or program head for a program related matter.

RELATED POLICIES:

C.21 *Practicums and Internships*

RELATED PROCEDURES:

Establishing the College Standing Appeals Committee and Appeal Panels - Procedure
Academic Appeals - Procedure

FACT SHEET

DATES:

2016-04-07

Procedure drafted from old policy D.01 *Student Appeals*
Recommended for approval by Policy Working Committee
Approved by President:
Implemented: July 1, 2016

APPROVED

PRESIDENT: _____

DATE: _____

June 15, 2016