

AUGUSTANA FACULTY
GUIDELINES FOR STUDENT ACADEMIC APPEAL PROCEDURES
PART I: GENERAL APPEAL INFORMATION
(re all appeals regardless of the final authority for decision-making)

A. GENERAL INFORMATION

1. What a Student can Appeal

- 1.1 The Associate Dean, Academic Programs, or designate, is authorized to hear appeals related to any Faculty regulations which a student believes merit special consideration due to procedural error, extenuating circumstances, bias or discrimination
- 1.2 Typical appeals include academic standing, denial of continuation in a program or recommendation for graduation, deviations from course requirements in the University of Alberta Calendar, final examination marks and final grades in Faculty courses and instructor performance
- 1.3 Specific types of appeals are dealt with individually in Section B of this document

2. Appeal Submission

- 2.1 Some appeals have specific deadlines noted in Section B of this document
- 2.2 Written appeals with appropriate documentation must be submitted by the student by the applicable deadline to the Associate Dean, Academic Programs at 2-072 Augustana Forum, Augustana Faculty or by fax to 780-679-1129
- 2.3 Informal appeals can be made to the Associate Dean, Academic Programs at any time
- 2.4 Informal appeals can also be made to a course instructor or a Department Chair about final grade or instructor concerns
- 2.5 Due to security and signature issues, email correspondence will be reserved for clarification correspondence only, not formal appeals or decisions
- 2.6 If a student chooses to waive the right to privacy and the confirmation that signatures afford, a request that all correspondence be carried out by email can be made in person or in writing from the student

3. General Appeal Content

- 3.1 Specific requirements are addressed for each type of appeal in Section B
- 3.2 The following information in sections 3.3 through 3.11 is required on all appeals
- 3.3 Clearly stated grounds for the appeal, which must include one or more of the following
 - 3.3.1 Procedural error
 - 3.3.2 Extenuating circumstances or failure to consider all factors relevant to the decision being appealed
 - 3.3.3 Bias or discrimination against the student
- 3.4 Relevant information and details, including timeline involved
- 3.5 The student should include as much information as possible to make the dispute clear
- 3.6 Supporting applicable documentation
 - 3.6.1 Medical certificate (normally using University of Alberta Medical Statement form)
 - 3.6.2 Copy of death certificate or announcement
 - 3.6.3 Copy of course assignments and exams
- 3.7 Details of the remedy sought
- 3.8 University of Alberta student identification number
- 3.9 Student telephone number, mailing address and email address
- 3.10 Preferred place to send the official decision (mailing address or fax number) that the student will be responsible to have monitored regularly

3.11 Signature of the student

4. Response from the Associate Dean, Academic Programs

- 4.1 The Associate Dean, Academic Programs may issue any remedy, including a remedy that waives the Faculty's academic standing regulations as approved by General Faculties Council (GFC) and published in the University Calendar; this informal process is meant to precede and to avoid the need for a formal appeal to the Faculty Academic Appeals Committee, but does not preclude such a formal appeal
- 4.2 In some circumstances the Associate Dean, Academic Programs, may consult other Faculty or Faculty Committees, which may require additional time
- 4.3 The Associate Dean, Academic Programs, will provide the student with written notification of any decision
- 4.4 When formal written notification is not required the student will be notified by email or telephone and the decision will be logged in the student file
- 4.5 In cases of course or program substitution appeals, the student will only be informed if the request is not granted
- 4.6 Instructors and Department Chairs will normally respond to informal appeals within 14 calendar days

5. Further Appeal When Denied

- 5.1 If an informal academic appeal is denied by the Associate Dean, Academic Programs, the following types of appeals can be taken by way of a formal appeal to the Faculty Academic Appeals Committee (see "Guidelines Concerning Student Academic Appeal Procedures, Part II", available in the Student Academic Services Office)
 - 5.1.1 Academic standing
 - 5.1.2 Denial for recommendation for continuation in a program or graduation
 - 5.1.3 Any or all of the conditions of the student's Academic Probation
 - 5.1.4 Final examination marks and course grades

Note: Students who are on Academic Probation and fail any or all of the conditions of their Probation cannot appeal their requirement to withdraw (see the fourth paragraph of section 23.8.1 of the University of Alberta Calendar).

B. SPECIFIC APPEALS AND THEIR PROCEDURES

1. Admission, Readmission, Late Course Withdrawal and Granting Credit

- 1.1 Decisions of the Associate Dean, Academic Programs, regarding admission, readmission, late course withdrawal and granting credit for courses taken at other institutions or Faculties are final and can not be appealed
- 1.2 Students who have questions regarding issuance of transfer credit or admissibility should contact the Supervisor of Student Academic Services in L1-030 in the Augustana Forum, call 780-679-1582 or email alexis.anderson@ualberta.ca
- 1.3 If questions remain after consulting the Supervisor of Student Academic Services about transfer of credit as outlined in 1.2 above, the student may appeal to the Associate Dean, Academic Programs

2. Academic Standing

- 2.1 A student may appeal placement in an unsatisfactory standing category, particularly the required to withdraw (RTW) category, unless as the result of failing any or all of the conditions of the student's Academic Probation
- 2.2 The student must submit a written appeal to the Associate Dean, Academic Programs
 - 2.2.1 Once applicable Faculty academic standing procedures have been completed

- 2.2.2 Within 30 calendar days of the deemed receipt of the academic standing letter, or by the deadline specified on the student's academic standing notification letter
- 2.3 The Appeal must include the following:
 - 2.3.1 All information outlined under General Appeal Content above (see Section A, 3.)
 - 2.3.2 Information on reasons and extenuating circumstances for the unsatisfactory standing
 - 2.3.3 Reasons why the current academic performance was unsatisfactory
 - 2.3.4 A plan to improve academic performance if allowed to remain in the Faculty
 - 2.3.5 Measures already taken to ensure future academic success
 - 2.3.6 If the appeal is successful, a student may proceed under probationary status with a reduced course load (normally 9 – 12 credits in each of Fall and Winter terms) as well as other conditions determined by the Associate Dean, Academic Programs

3. Denial of Continuation in a Program

- 3.1 A student may appeal a denial of the right to continue in a specific academic program, unless said denial occurs as a result of failing any or all of the conditions of the student's Academic Probation
- 3.2 The student must submit a written appeal to the Associate Dean, Academic Programs, within 30 calendar days of the deemed receipt of the letter denying continuance or by the specific deadline indicated in a letter to the student
- 3.3 The appeal must include the following:
 - 3.3.1 All information outlined under General Appeal Content above (see Section A, 3.)
 - 3.3.2 Reasons for GPA being below prescribed minimum standard
- 3.4 If a student with a GPA too low to graduate bases the appeal on failure to consider all factors for the low GPA and the appeal is successful, concessions can be made only to provide opportunities to improve academic performance and meet graduation standards

4. Denial of Recommendation for Graduation

- 4.1 A student may appeal denial of graduation
- 4.2 The student must submit a written appeal to the Associate Dean, Academic Programs
 - 4.2.1 Once applicable Faculty convocation clearing procedures have been completed
 - 4.2.2 Within 30 calendar days of the deemed receipt of the letter denying recommendation for graduation or by the specific deadline indicated on a letter to the student
- 4.3 The Appeal must include the following:
 - 4.3.1 All information outlined under General Appeal Content above (see Section A, 3.)
 - 4.3.2 Reasons such as why graduation should be recommended, what course requirements were not considered, course substitutions that had not been officially approved, or reasons for too low a GPA to graduate
- 4.4 If a student with a GPA too low to graduate bases the appeal on failure to consider all factors for the low GPA and the appeal is successful, concessions can be made only to provide opportunities to improve academic performance and meet graduation standards

5. Deviations from Course Requirements in the Calendar

- 5.1 Faculty approval is required for all program modifications
- 5.2 The decision of the Associate Dean, Academic Programs is final and can not be appealed
- 5.3 An appeal receiving an adverse decision will not be reconsidered without submission of new information
- 5.4 Appeals relating to course requirements designated by the major or minor
 - 5.4.1 The student must discuss the matter with his/her Academic Advisor who will then submit the proposed program modification on the student's behalf on a "Request for

- Departure from Standard Degree Requirements” form to the Associate Dean, Academic Programs, or his/her designate, who will make the final decision
- 5.4.2 If the student is unsuccessful in securing approval from an Academic Advisor or the Supervisor of Academic Student Services, a written appeal may be submitted directly to the Associate Dean, Academic Programs
 - 5.6 Appeals relating to course requirements designated by the program
 - 5.6.1 The student must discuss the matter with his/her Academic Advisor
 - 5.6.2 The Academic Advisor may request a letter outlining the nature of the problem, the substitution requested and reasons for the substitution
 - 5.6.3 The Academic Advisor will forward a recommendation to the Associate Dean, Academic Programs or his/her designate, who will make the final decision
 - 5.6.4 If the student is not successful in securing approval from his/her Academic Advisor or the Supervisor, then a written appeal may be submitted directly to the Associate Dean, Academic Programs
 - 5.7 Appeals for waiving of prerequisites and co-requisites must be submitted on a designated, signed form to student’s Academic Advisor

6. Final Examination Mark or Final Grade for Faculty Courses

- 6.1 A student may appeal a mark in a final examination or final course grade if the student believes the grade is inappropriate for legitimate reasons
- 6.2 If the grade is disputed because of the final examination mark and the course was failed, the student should apply for an exam reappraisal rather than appealing
- 6.3 The student will begin grade appeals by meeting with the instructor of the course according to the following deadlines
 - 6.3.1 February 1 for first term (Fall) courses
 - 6.3.2 June 15 for second term (Winter) courses
 - 6.3.3 September 1 for special sessions (Spring / Summer) courses
 - 6.3.4 One month after posting a deferred final examination mark
- 6.4 The student should explain to the instructor the grounds for the appeal and provide any relevant documentation or evidence
- 6.5 The instructor should provide a clear response to the student explaining the action that will be taken or the reasons for upholding the original decision
- 6.6 If the student is not satisfied with the response from the instructor and wants to pursue the appeal, the student must submit a written statement to the Department Chair including all information outlined under General Appeal Content above (see Section A, 3.)
- 6.7 The Department Chair will meet with the student to discuss the appeal
- 6.8 Following the meeting, the Department Chair will consult with the instructor and then notify the student in writing of the decision
- 6.9 If the student is not satisfied with the response from the Department Chair and wants to pursue the appeal, the student must submit a written statement to the Associate Dean, Academic Programs, including all information outlined under General Appeal Content above according to the following deadlines
 - 6.9.1 March 1 for first term (Fall) courses
 - 6.9.2 July 15 for second term (Winter) courses
 - 6.9.3 October 1 for special sessions (Spring / Summer) courses
 - 6.9.4 Two months after the posting of a deferred final examination mark
- 6.10 The Associate Dean, Academic Programs, will first discuss the matter with the student then discuss the appeal with the instructor and Department Chair
- 6.11 The Associate Dean, Academic Programs, will give written notice of the decision to the instructor and Department Chair
- 6.12 If the student has specific reservations or concerns about approaching the instructor as outlined in 6.3 through 6.5 above and/or the Department Chair as outlined in 6.6 through 6.8 above, the

student may discuss the matter with the Associate Dean, Academic Programs, first to obtain advice

7. Student Grievances Regarding Instructor Performance in Faculty Courses

- 7.1 If a student believes an instructor has acted inappropriately or has carried out teaching responsibilities in an inappropriate, unacceptable or unprofessional manner, the student may appeal to have the instructor's performance assessed
- 7.2 The student can seek assistance and information on dealing with the situation from the Student OmbudService or the Director of Student and Residence Services (Augustana)
- 7.3 The student should address any concerns to the instructor as early in the term as possible to avoid a formal procedure
- 7.4 If the student and instructor can not resolve the issue, the student will inform the instructor of his/her intention to launch a formal grievance
- 7.5 Instructors will either continue to try to work out a resolution with the student or decide no further action is required on their part at that point and explain why
- 7.6 If the student is not satisfied with the outcome from discussions with the instructor, the student should meet with the Chair of the Department in which the course is offered
- 7.7 The Department Chair will take whatever action is needed; or the Department Chair will provide an explanation for upholding the instructor's position
- 7.8 If the student is not satisfied with the outcome of the meeting with the Department Chair concerns should be brought to the Associate Dean, Academic Programs
 - 7.8.1 The Associate Dean, Academic Programs will discuss whether the student has followed the process of talking to the instructor and Department Chair
 - 7.8.2 If the process has not been followed, the Associate Dean, Academic Programs will determine why it was not followed and will instruct the student on the process or take other appropriate action
 - 7.8.3 If the process has been followed, the Associate Dean, Academic Programs, will hear the grievance and take appropriate action
- 7.9 If the student has specific reservations or concerns about approaching the instructor as outlined in 7.3 through 7.5 above and/or the Department Chair as outlined in 7.6 and 7.7 above, the student may discuss the matter with the Associate Dean, Academic Programs, first to obtain advice
- 7.10 If the grievance is not resolved in the Faculty, the student can make a written complaint to the Vice-President (Academic) and Provost within six months of the alleged conduct becoming known; the Student OmbudService or Director of Students' Services should normally be consulted prior to this step; the Vice-President (Academic) and Provost provides documentation to the staff member and determines whether to authorize an investigation (AASUA Agreement 16.03-4) which can result in a penalty (16.13-14)

C. FURTHER INFORMATION

1. Appeals

- 1.1 Assistance in submitting appeals is available from the Student OmbudService by telephone at 780-492-4689 or by contacting Augustana's Director of Student and Residence Services in F217 or by telephone 780-679-1181 or e-mail mark.chytrcek@ualberta.ca

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