

Selkirk College Policies and Procedures		Title and number	8400 Student Appeals Policy		
		Replaces	B3007		
		Effective	2021-01-01	Next review :	2025-05-01
Executive Responsibility	Administrative Responsibility	Recommended by Policy Review Committee	2020-11-18		
Vice President Education	Registrar	Recommended/Approved by Education Council	2021-01-12		
		Approved by President	2021-01-12		

1 POLICY

The purpose of this policy is to provide clear processes for resolution of student educational issues or the imposition of academic sanctions. Educational process at Selkirk College incorporates the joint efforts of students and the services provided to the students by the institution. Although in most instances students and the College faculty, administration and staff cooperate during the learning process, Selkirk College recognizes that occasional disputes between students and the College can arise.

To every extent possible, disagreements should be resolved through informal discussions between the parties involved. If this discussion does not bring resolution, the following procedures apply:

2 PROCEDURES

School/Program/Departmental Level Appeal

- STEP ONE:** The student will meet with the instructor within five working days of the incident which led to the dispute to discuss and attempt to resolve the dispute. The instructor will provide a written response to the student and School Chair or Department Head within five working days of discussion.
- STEP TWO:** If the dispute remains unresolved the student will meet with the appropriate School Chair or Department Head within five working days of receiving the instructor's response to discuss and attempt to resolve the dispute. The School Chair or Department Head will provide a written response to the student and appropriate Dean or Manager within five working days.
- STEP THREE:** If the dispute remains unresolved the student will meet with the appropriate Dean or Manager within five working days of the School Chair or Department Head's written response to discuss and attempt to resolve the dispute. The Dean or Manager will provide a written response to the student within five working days.

Every effort should be made to provide a prompt response. If the dispute is not resolved at step three above, the student may notify the Registrar of the student's intent to initiate formal appeal procedures.

The student may be accompanied by an ombudsperson during any of the steps in the Appeal Procedure. Normally, a student will be able to attend classes while an appeal is in progress.

College Level Appeal

Formal appeal procedures are as follows:

- STEP ONE: The student initiates College Level appeal procedures by providing the Registrar with written notice of intent to appeal within two working days of step three above. The Registrar will notify the appropriate Department Head of this intent to appeal.
- STEP TWO: The Registrar will meet with the student within two working days to determine the nature of the problem and identify specifically what is being appealed.
- STEP THREE: The Registrar will discuss the selection of a faculty advisor with the student. The student and Registrar will arrange an advisor either from the roster of faculty who have volunteered to act as student advisors, or faculty advisors with whom the student wishes to work. The advisor will normally be appointed within two working days of notice of intent to appeal.
- STEP FOUR: The student and faculty advisor will review all relevant information available to establish grounds for an appeal.

If upon review of these materials the advisor determines that grounds for an appeal do not exist, the student may ask the Registrar to arrange for a second advisor's opinion. Despite these opinions, the student still has the right to proceed with this appeal.

Within three working days of an advisor being selected, the appellant must submit a written appeal to the Registrar's Office. This appeal must clearly state the grounds for the appeal, and be supported by all relevant documents.

If the Registrar receives the written appeal with appropriate justification and supporting documentation, he/she will ensure that the appellant, advisor and party against whom the appeal is directed, have access to all pertinent documents.

Within two working days of the receipt of this appeal documentation, the person against whom the appeal is directed will submit a written response to the Registrar which will be forwarded by the Registrar to the appellant and advisor.

The Registrar will then strike an Appeals Committee within two working days of the receipt of this information and forward all relevant information to the committee members.

- STEP FIVE: The Appeals Committee and Appeal Hearing

The purpose of the Appeals Committee is to deal with all student complaints relating to the academic affairs of Selkirk College. The Committee's decisions are binding upon the respondent and appellant.

The Committee will reserve the right to hear appeals and where deemed appropriate may recommend an alternative course of action.

The Committee will operate within the context of the policies and procedures of Selkirk College, including College and Program policies. The Appeals Committee will render a judgement on the basis of evidence presented to it by parties to the appeal. The Committee will judge whether or not a student has been treated in accordance with College policies. If the action under appeal is not embraced by College policies, the Committee will judge whether a student has been treated in a fair and equitable manner.

The Appeals Committee will satisfy itself that the College, through its agent(s) has made a reasonable effort to assist the student(s) meet the student's educational outcomes as determined by the College.

3 ADMINISTRATIVE REGULATIONS

- A. A student will normally be permitted to attend classes until the Appeals Committee has rendered its decision, unless their attendance jeopardizes the safety and/or learning of other students.
- B. Periods specified in these regulations may be modified by the Registrar following consultation with relevant parties.

4 STRUCTURE OF THE APPEALS COMMITTEE

- 1. An Appeals Committee on each campus shall be composed of five (5) voting members as follows:
 - Two (2) students appointed by the Selkirk College Student's Union Board of Directors. - Two (2) faculty members appointed by the relevant Dean / Manager.
 - One (1) faculty member appointed by the Faculty Association or BCGEU where appropriate.
 - The Registrar or designate (non-voting).
- 2. The Term of Membership will be one year renewable September-August. A list of alternate members will be maintained for use in the event of a conflict of interest.
- 3. The Registrar will be responsible for the establishment of the committee that is required.

Quorum:

A quorum shall consist of the following:

- Two (2) faculty representatives
- Two (2) student representatives
- Registrar or designate (non-voting chairperson)

Appeal Hearing Procedure:

- 1. The College will ensure that all parties to the appeal are provided with access to relevant documentation. All evidence, information and correspondence presented to or produced by the

Appeals Committee shall be treated in confidence by all parties to the appeal in a manner consistent with the Protection of Privacy Policy - 6550.

2. Attendance at the appeal hearings shall normally be restricted to those who have a direct involvement in the presentation of evidence.
3. The appellant appearing before the Committee shall have the right to be assisted by their advisor.
4. Neither party to the appeal shall introduce written presentations other than those included in the written student appeal or written response which have been circulated to all those involved unless such documents are delivered to all parties at least two (2) working days prior to the hearing.
5. The Registrar, within one working day of the appeal being heard, will convey written notification of the Committee's decision, making reference to the relevant policy(s) or the application of the policy(s) upon which the judgement was rendered to the appellant, the advisor, the respondent, the President and the Education Council.
6. The Committee's decisions are binding upon the appellant and respondent.
7. In the event that the President receives evidence that the appeal procedure was not handled in accordance with College policy, the President may direct the committee to review its decision.
8. The student has the right to be heard by the Education Council following the completion of the student appeal process if they so wish. Should such a hearing be requested, the Council Chairperson shall call a meeting of those members able to attend. The appellant, advisors/department head, Registrar, and person against whom the appeal was directed shall be invited to attend.

Other relevant policies:

3400 Student Code of Conduct - Rights and Responsibilities

Key words:

Procedures, Students, Appeal, Advisors