



Student Guide to Credit-Free Policies

- Student Rights and Responsibilities
 - Student Code of Conduct
 - Student Initiated Appeals

Revised July 2010

The policies related to appeal of final grade apply to Mount Royal University Extension Certificate Programs only.

Programs leading to a professional designation are subject to the grading policies and appeal of grade procedures of the respective professional association related to the program.

This Student Guide sets forth at the time of its publication the intention of the Faculty of Continuing Education and Extension with respect to all matters contained therein. The Faculty reserves the right without prior notice to deviate from what appears in the Student Guide, either in order to serve the best interests of the Faculty or because of circumstances or occurrences beyond the Faculty's reasonable control. The Faculty expressly denies responsibility or liability to any person who may suffer loss or who may otherwise be adversely affected by such change.

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Mount Royal University Code of Student Conduct

The *Code of Student Conduct* is a comprehensive account of the University's expectations of its students with respect to academic dishonesty and non-academic misconduct. It also guarantees the University's obligations to its students and provides a detailed account of the rights of students under the *Code*. Finally, it describes the procedures for conducting hearings and appeals and the sanctions related to infractions of the *Code*. All MRU students are governed under the *Code of Student Conduct* including, but not limited to, classroom and online courses, and off campus experiential learning environments. Students are encouraged to familiarize themselves with the *Code of Student Conduct* at the following website:

<http://www.mtroyal.ca/CampusServices/CampusResources/StudentConduct/index.htm>

Academic Dishonesty

Mount Royal University is committed to the principle of academic integrity, which, as described by the Center for Academic Integrity, is grounded in the belief in the fundamental values of honesty, trust, fairness, respect and responsibility. From these values flow principles of behaviour that enable academic communities to translate ideals into action¹. The University expects that all of its members will honour these principles in maintaining the academic standards and integrity of the University community.

Non-Academic Misconduct

Mount Royal University expects that its students will behave in a manner, which does not seriously disrupt or adversely affect the University or its educational mission. Behaviour which is subject to disciplinary action under the *Code* includes violations of established civil and criminal statutes; conduct that threatens the safety or well-being of members of the University community; and any other behaviour that seriously and adversely affects the University's students or employees, its property or its reputation.

The *Code of Student Conduct* is also available from the Office of the Dean, Faculty of Continuing Education and Extension and from the Administrative Office at Holy Cross Campus, as well as from the above noted website.

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Mount Royal University is a proud member of this leading organization studying and facilitating conversation concerning academic integrity.

¹The Center for Academic Integrity (www.academicintegrity.org).

HARASSMENT OR DISCRIMINATION

Sexual harassment and other forms of discrimination are unacceptable at Mount Royal University. In cases of harassment or discrimination or for information about the University's Individual Rights Policy, you are advised to contact the Ombudsperson/Human Rights Advisor in Room U216-C, 403.440.8675.

Statement of Student Rights and Responsibilities for Credit-Free Adult Students

This Statement of Student Rights and Responsibilities for Credit-Free Adult Students is intended to constitute a guideline to be observed by the Board of Governors, credit-free adult students¹, instructors, staff and administrators of Mount Royal University. It does not constitute a legal contract between the credit-free adult students and the University, and it cannot override any collective agreement or other legally enforceable contract where there is conflict. The statement is not intended to create a foundation for civil proceedings in the Courts of the Province of Alberta.

In the event of a perceived or alleged breach of the Statement, any resolution sought by a student shall be, exclusively, through established University procedures, the result of which shall be final and binding.

Rights and responsibilities outlined in items 1 – 10 apply to all credit-free adult students. Items 1 – 14 apply to credit-free adult students registered in Certificate Programs that lead to accreditation by an external organization. Items 1 – 17 apply to credit-free adult students registered in Certificate Programs accredited by the University only.

1. **RIGHT:** To have their rights respected by fellow credit-free adult students, instructors, staff, administrators, and other persons associated with the University.

RESPONSIBILITY: To respect the rights of fellow credit-free adult students, instructors, staff, administrators and other persons associated with the University.

2. **RIGHT:** To a University environment that complies with institutional and relevant government regulations, policies and procedures.

¹ Adult – anyone over 18 years of age.

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RESPONSIBILITY: To observe University and relevant government regulations, policies and procedures intended to protect the environment of the University.

3. **RIGHT:** To have access to current relevant adult credit-free policy information pertinent to the MRU area² within which they are studying. Revisions to the policies will be published in a timely manner and revised policies posted within the area of the University where they are studying.

RESPONSIBILITY: To familiarize themselves with current information included in the Policy guidelines established within the area of the University where they are studying.

4. **RIGHT:** To the availability of the instructor or, where appropriate, program coordinator for assistance and consultation at mutually agreeable times.

RESPONSIBILITY: To monitor their academic progress and to seek help to resolve their academic and any training choice difficulties.

5. **RIGHT:** To have appeal and grievance procedures established and published by the various adult credit-free areas of the University and made freely available to the student. When such publication is not timely, procedures will be publicly posted within the area where instruction takes place.

RESPONSIBILITY: To make themselves aware of appeal and grievance procedures.

6. **RIGHT:** To have course times, as scheduled at the time of registration, remain unchanged except when circumstances warrant as determined by the University and to have classes start and end at the scheduled times.

RESPONSIBILITY: To arrive on time for their classes and to remain for the duration of those classes, except in exceptional circumstances.

7. **RIGHT:** To be notified, whenever possible, of class cancellations in advance of the class meeting.

² Areas could be the Mount Royal University Conservatory, Faculty of Continuing Education and Extension, the Languages Institute or other organizational units which provide credit-free programs for adults.

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RESPONSIBILITY: To accept that courses may be cancelled in exceptional circumstances.

8. **RIGHT:** To have student views in University-sponsored evaluations of instruction and student-oriented services taken into account in appropriate decision making processes.

RESPONSIBILITY: To participate in such evaluations when requested.

9. **RIGHT:** To view the University's official student record.

RESPONSIBILITY: To respect the University's regulations and legal terms of the Freedom of Information and Protection of Privacy Act regarding viewing of the official student record.

10. **RIGHT:** To the confidentiality of their transcript and the grade assigned for each course, except by their express written permission. The University reserves the right to confirm or deny questions concerning students' registration and/or completion of a program. The University reserves the right to make transcripts available for authorized purposes within the University without student permission (e.g. for scholarship and financial aid eligibility, program advising, etc.).

RESPONSIBILITY: To respect the confidentiality of the academic records of other students.

11. **RIGHT:** To have access to a place in each core or required course of the Credit-Free Certificate Program in which they are registered, at least once during the normal length of the program for full-time students.

RESPONSIBILITY: To take each core or required course of the program in which they are registered as soon as a place becomes available after the prerequisites for those courses have been met.

12. **RIGHT:** To have the graduation requirements of the Credit-Free Certificate Program in which they are registered remain unchanged from those in effect when they first registered in that program. If and when the requirements are changed, students registered in the program will be given the choice of which curriculum to follow except where the change is dictated by external agencies.

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RESPONSIBILITY: To endeavour to complete the program under the curriculum best suited to their personal circumstances in view of the reasons for the change.

- 13. RIGHT:** To have the length of the Credit-Free University Program in which they are registered not increase from the length of the program in which they first registered in that program. If and when the length of a program is increased, students registered in that program will be given the choice of which curriculum to follow except in cases where the length of the program is dictated by external agencies.

RESPONSIBILITY: To endeavour to complete the program.

- 14. RIGHT:** To have the opportunity to complete, within its normal duration, the Credit-Free Certificate Program in which they are registered if and when that program is discontinued by the University.

RESPONSIBILITY: To consider the reasons for the discontinuation of the program and to endeavour to complete the program within its normal duration or choose an alternative based on that consideration.

- 15. RIGHT:** To be given a written outline, at the beginning of the courses in the Credit-Free Certificate Program in which they are registered, of the objectives of the course, the evaluation system to be used, the requirements regarding class attendance and punctuality, the format and due dates of major assignments, as well as penalties if they are to be employed. In the event that circumstances beyond the control of the instructor compel substantial changes to course content and/or classroom procedures, rules, and regulations, the students registered in the course will be given written notice of such changes.

RESPONSIBILITY: To make themselves aware of and to follow the requirements of the written course outline even when they are absent from particular classes.

- 16. RIGHT:** To the assurance that various sections of the same course have common course-specific objectives and comparable requirements and evaluation standards and to have these described in the course outline.

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RESPONSIBILITY: To respect the instructor's right to determine the course content, instructional methodology and evaluation procedures within the guidelines set for the course.

- 17. RIGHT:** To have access for full-time students, to a review with the instructor of in-course tests, examinations and course assignments within 14 days after they have been evaluated and to have supervised access to final examinations, in the departmental office and without benefit of a review with the instructor or other University employee, within 14 days after the release of final grades by the Office of the Registrar.

RESPONSIBILITY: To request a review or access to tests, examinations or course assignments, if they wish such review or access, within the 14-day time period.

Accessibility:

It is a student's responsibility to request academic accommodation. If a student with a disability who requires academic accommodation has not registered with Accessibility Services, they should contact that office at 403.440.6868. Students must be registered with Accessibility Services to access academic accommodations.

**Continuing Education and Extension
Credit-Free Academic Appeals and Grievances,
including Languages Institute
POL 620**

A. INTRODUCTION

**(1) General Principles Governing Marks Appeal and
Grievance Procedures**

Students have the right to fair and equitable procedures for the lodging, hearing, and resolution of matters involving final grades, academic standing, and other complaints. Complaints may arise from disputes regarding grading of course work or from implementation of University regulations, policies, and actions that affect students directly.

The basic principles governing the hearing of student appeals and grievances are as follows:

- (a) that fairness will be applied to all parties in procedures and decisions;
- (b) that sound academic decisions will not be set aside on the basis of minor irregularities in procedures;
- (c) that academic decisions should be made as close as possible to the level on which the academic competence resides;
- (d) that all members of a committee hearing an appeal should be free of bias.
- (e) all parties have the option of having a third party present during any stage of this process.

It is not intended that any appeal or grievance hearing shall be conducted on an adversarial basis or like a trial in law.

(2) Status of Student During Appeal or Grievance Process

During the course of any appeal or complaint procedure, a student retains the right to participate in all classes unless he/she has been suspended from the class or the University under the University's Non-Academic Misconduct Policy.

(3) Extension of Time Limits for Marks Appeal and Grievance Hearings

Where circumstances warrant and there is reasonable cause, the time limits indicated below for the hearing of marks appeals and complaints may be extended at the discretion of the Registrar.

B. TYPES OF APPEALS

Under the University's academic appeals and grievance procedures, the following appeals may be initiated:

(1) Appeals Involving Academic Standing

- (a) Appeals of the final grade awarded in a course, based on exercise of academic judgement.
- (b) Appeals of academic standing, on grounds other than the exercise of academic judgement.

C. APPEALS OF FINAL CREDIT-FREE GRADE

(1) Grounds for Appeal of Final Grade

The final grade for a course may be appealed only on the following grounds:

- (a) the final grade was not calculated on all of the work completed and as indicated in the course outline; or
- (b) there was an mathematical miscalculation of the final grade; or

- (c) there was an alleged unfair assessment of academic performance.

(2) Procedures for Appeal of Final Grade

Step 1: Informal Discussion with Instructor

It is mandatory that a student who wishes to challenge the final grade awarded in a course first discuss the matter informally with the instructor before initiating a formal grade review or appeal.

Step 2: Review of Final Credit-Free Grade by Program Director/Manager

If satisfaction has not been achieved as a result of the instructor's review, the student may file a FINAL CREDIT-FREE GRADE REVIEW REQUEST FORM with the Registrar within FIVE (5) working days of the date shown on the final grade form issued by the program area Program Director/Manager. The FINAL CREDIT-FREE GRADE REVIEW REQUEST FORM is available from the Office of the Registrar and the Office of the Dean, Faculty of Continuing Education and Extension. The completed form is submitted to the Office of the Registrar.

Formal review of a final grade should only be requested when the student believes that the work in dispute is deserving of a higher grade. In all cases, the onus is on the student to show that the request for review of the final grade has strong merit.

The Program Director/Manager's action may include, but need not be limited to, the following: discussion with the instructor and the student; examination of the work in dispute; a review of the course outline; and, if possible, review of work submitted by other students. Unless the re-marking of the work by an independent instructor is

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necessary, in which case an additional delay of FIVE (5) working days will be accepted, the Program Director/Manager would normally complete the review and return the actioned Final Credit-Free Grade Review Request Form to the Registrar within FIVE (5) working days after receipt of the form.

If the Program Director/Manager feels that a detailed review of the disputed course work should be undertaken by an independent assessor, he/she shall arrange for it to be done by a qualified instructor who shall have access to all relevant information or material necessary to complete the re-marking. The Program Director/Manager must ensure that the identity of the student requesting the review remains anonymous to the independent instructor.

The Program Director/Manager will consider all the evidence and make a decision regarding the final grade to be awarded for the course. At the Program Director/Manager's discretion, the final grade may be increased, decreased, or left unchanged. The Program Director/Manager's decision must be recorded on the Final Credit-Free Grade Review Request Form which will be returned to the Registrar along with comments submitted by the independent assessor where applicable. If the Program Director/Manager has determined that the final grade is to be changed, a new final grade will be entered into the student's record. The Program Director/Manager will immediately inform the student and the instructor of the decision in writing.

Step 3: Appeal of Final Credit-Free Grade to Faculty Appeals Committee

If the student is not satisfied with the results of the area Program Director's/Manager's review, a FINAL CREDIT-FREE GRADE APPEAL FORM may be

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submitted to the Registrar within THREE (3) working days of receipt of the area Program

Director's/Manager's decision. The final grade appeal will be considered IF AND ONLY IF any or all of the following grounds can be convincingly demonstrated to the Chair of the Faculty Appeals Committee (generally the Dean/Director).

- (a) there is new evidence that was not considered by the Program Director/Manager; or
- (b) there was a procedural error in reaching the decision; or
- (c) the findings of the area Program Director/Manager were not supported by the evidence.

Upon receipt of the Final Credit-Free Grade Appeal Form, the Registrar will pass the form to the Dean/Director of the Faculty/Area responsible for the course. (If the Dean/Director of the Faculty/Area was involved with the original decision, the Registrar will select another Dean/Director who will hear the case.) Copies of the Final Credit-Free Grade Appeal Form will be given to the Program Director/Manager.. The Registrar will allow the parties to the dispute THREE (3) working days to submit additional relevant written comments pertaining to the dispute. The comments will be given to the Registrar who will forward them to the Dean/Director of the Faculty/Area.

If the Chair of the Faculty Appeals Committee is not satisfied that the appeal has merit, he/she may deny it.

If the Chair of the Faculty Appeals Committee determines the appeal to have merit, he/she will convene the Faculty Appeals Committee which may:

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- (a) refer the matter back to the area Program Director/Manager for reassessment; or
- (b) request that an independent instructor re-mark the work; or
- (c) convene a formal hearing.

If a formal hearing is deemed necessary by the Chair of the Faculty Appeals Committee, it will normally be convened no later than TEN (10) working days after receipt of the original notice of appeal.

The Chair of the Faculty Appeals Committee shall inform the student and the instructor of the decision of the Faculty Appeals Committee in writing.

Except under exceptional circumstances, the decision of the Faculty Appeals Committee will be final.

Step 4: Appeal of the Decision of the Faculty Appeals Committee to the University Grievance Committee

The student may appeal the decision of the Faculty Appeals Committee to the University Grievance Committee IF AND ONLY IF the presence of any or all of the following conditions can be convincingly demonstrated to the Chair of the University Grievance Committee:

- (a) alleged bias of the Faculty Appeals Committee; or
- (b) alleged unfair procedures on the part of the Faculty Appeals Committee; or
- (c) substantial new evidence that could not

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have been presented to the Faculty Appeals Committee.

The student must provide a written statement to the Registrar raising reasonable doubt as to the appropriateness of the decision made by the Faculty Appeals Committee and supporting the request for a hearing by the University Grievance Committee. If the Chair of the University Grievance Committee is not satisfied that the evidence documented in the student's written statement fully supports the request for a University Grievance Committee hearing, the request for a hearing will be denied. It is the full intent of this policy that disputes concerning the assignment of a final grade, the unsatisfactory fulfilment of academic performance, or any other purely academic matter is not to be taken to the University Grievance Committee unless the conditions described herein are clearly evident.

(3) Composition of the Faculty Appeals Committee

Each Faculty Appeals Committee will be composed of five (5) voting members as follows:

- (a) The Dean/Director of the Faculty/Area responsible for the Instructor and Program Director/Manager who rendered the decision regarding academic standing which is in dispute will serve as Chair of the Faculty Appeals Committee. If the Dean/Director of the Faculty/Area responsible for the matter served as Chair of an informal hearing or was in any way involved with adjudication of the matter in dispute, the Registrar shall name an alternate Dean/Director to serve as Chair of the Faculty Appeals Committee.
- (b) The Registrar will name one credit-free student who is unfamiliar with the dispute and does not know the appellant (membership of a credit-free student is

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optional and will be included only at the request of the appellant).

- (c) One faculty member selected by the Registrar from lists drawn by the Dean of the credit Faculty related to the area responsible for the course. The faculty member should be unfamiliar with the details of the dispute.
- (d) One Program Director/Manager from the credit-free area not responsible for the course. The Program Director/Manager should be unfamiliar with the details of the dispute.
- (e) The University Registrar.

It is intended that members of the Committee will not act as advocates for either party.

The quorum of the Committee shall be four (4), including the Chair and a tied vote will result in denial of the appeal.

(4) Disposition of Graded Course Work

Students have the right to supervised access to completed final examination papers which have been graded, without the benefit of a review with the instructor or another University employee, within FIVE (5) working days of the date shown on the final grade form issued by the program area Program Director/Manager. The Program Director/Manager should ensure that arrangements are made to meet this commitment in the event that faculty leave campus immediately after the end of the semester. Students who wish to challenge a final grade decision must submit a formal request for review or appeal of the final grade within the prescribed time limits after receiving notification of the grade awarded. Grade course work retained by an instructor may be destroyed at the end of the semester following the semester in which the work was graded. Students are responsible for producing course work which has been graded and returned and which is the subject of a dispute. The work must not be altered in any way. Altered work

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submitted for review or appeal will be considered as an act of academic dishonesty.

(5) Challenging the Course Weighting System

All students must be given a course outline at the beginning of the course. The course outline must include the weight assigned to different components of the course. The review of a final grade cannot be construed as an opportunity to question the weighting applied to the different components of the course which comprise the final grade.

D. APPEALS OF ACADEMIC STANDING ON GROUNDS OTHER THAN THE EXERCISE OF ACADEMIC JUDGEMENT

Step 1: Informal Discussion with the Instructor

A student who alleges an injustice in determining his/her academic standing in a course or program on grounds other than the exercise of academic judgement of the substance of the course work must first discuss the matter informally with the instructor to attempt a resolution of the problem.

Step 2: Informal Hearing with the Dean

If the problem cannot be resolved after informal discussion with the instructor, the student may file a NOTICE OF APPEAL: NON-ACADEMIC JUDGEMENT with the Registrar within FIVE (5) working days of the action or circumstance in question.

The Notice of Appeal will state the basis for the allegations and must include the following:

- (a) a summary of the decision being appealed;
- (b) grounds for the appeal;
- (c) the suggested remedy.

Upon receipt of the Notice of Appeal, the Registrar will forward copies of the form to the instructor and to the responsible

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Dean/Director. The individual who made the original decision will be given FIVE (5) working days to reply to the Notice of Appeal. The reply shall include reasons for the decision and a suggested remedy.

On receipt of the reply from the instructor, the Dean/Director of the Faculty/Area will convene a meeting for the purpose of informal discussion and resolution of the dispute. All parties to the dispute will attend the meeting. This informal hearing will normally take place within FIVE (5) working days of the filing of the reply from the instructor. At the informal hearing, all parties to the dispute will be given an opportunity to question each other and make representations. The Dean/Director of the Faculty/Area will render a decision following the meeting which will be given to the parties to the dispute in writing.

Step 3: Appeal to Faculty Appeals Committee

If the student is not satisfied with the Dean/Director's decision, he/she may request in writing to the Registrar that the Faculty Appeals Committee (to be chaired by a Dean/Director from another Faculty/Area) hear the appeal. This written request must be submitted to the Registrar within THREE (3) working days after the informal hearing decision is released. Such an appeal will be considered IF AND ONLY IF any or all of the following grounds can be convincingly demonstrated to the Chair of the Faculty Appeals Committee:

- (a) there is new evidence not considered by the Dean/Director at the informal hearing; or
- (b) there was a procedural error in reaching the informal hearing decision; or
- (c) the findings of the Dean/Director at the informal hearing were not supported by the evidence.

The appeal will be heard by the Faculty Appeals Committee if, and only if, the Chair of the Faculty Appeals Committee deems the appeal to have merit. If a hearing is deemed to be

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appropriate, the Chair will convene the Faculty Appeals Committee.

Except under exceptional circumstances, the decision of the Faculty Appeals Committee will be final and should normally be made no later than TEN (10) working days after receipt of the request for a formal hearing. The decision of the Faculty Appeals Committee will be communicated to the student and the instructor, in writing, by the Chair of that Committee.

All documents pertaining to the dispute will be returned to the Registrar for retention for a period of one year.

Step 4: Appeal of the Decision of the Faculty Appeals Committee to the University Grievance Committee

The student may appeal the decision of the Faculty Appeals Committee, within FIVE (5) working days, to the University Grievance Committee IF AND ONLY IF the presence of any or all of the following conditions can be convincingly demonstrated to the Chair of the University Grievance Committee:

- (a) alleged bias of the Faculty Appeals Committee; or
- (b) alleged unfair procedures on the part of the Faculty Appeals Committee; or
- (c) substantial new evidence that could not have been presented to the Faculty Appeals Committee.

The student must provide a written statement to the Registrar raising reasonable doubt as to the appropriateness of the decision made by the Faculty Appeals Committee and supporting the request for a hearing by the University Grievance Committee. If the Chair of the University Grievance Committee is not satisfied that the evidence documented in the student's written statement fully supports the request for a University Grievance Committee hearing, the request for a hearing will be denied. It is the full intent of this policy that disputes concerning the assignment of a final grade, the unsatisfactory fulfillment of academic performance, or any other purely academic matters

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not be taken to the University Grievance Committee unless the conditions described herein are clearly evident.

E. COMPLAINTS AND APPEALS WITH RESPECT TO MATTERS NOT INVOLVING ACADEMIC STANDING

Matters not involving academic standing are typically described as complaints or grievances related to the operations of the University. Provision is made for appeals of this nature to be heard by the University Grievance Committee.

(1) Complaint and Grievance Procedures

Step 1: Informal Resolution

All complaints or grievances must initially be discussed with the person(s) against whom the complaint is directed and also with the Registrar or the Executive Director, Student Affairs and Campus Life. Other officers of the University who might be able to help resolve the potential grievance should be consulted as well.

Step 2: Appeal to University Grievance Committee

If the student remains dissatisfied with the outcome of preliminary consultations, a formal appeal for redress of the grievance or removal of the alleged injustice shall be filed with the Registrar within TEN (10) days of the decision which accounts for the complaint. The complaint or grievance shall be expressed in the form of a letter specifying the grounds for the complaint. The supporting documentation should be explicit and, where applicable, the names of witnesses should be indicated. The extent to which the student has attempted to resolve the problem by discussion with individual(s) named in the complaint, as well as other University officials, should also be stated. Finally, a suggested remedy should be given.

On receipt of a written complaint from a student,

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the Registrar will distribute the documentation to the person against whom the grievance is directed, that person's immediate supervisor, and the Vice-President, Academic. In situations where a specific person cannot be named but some aspect of the operations of the University is in dispute, the Registrar or the Vice-President, Academic, will identify the responsible individual.

The Registrar will inform the individual named in the complaint that he/she has FIVE (5) working days to submit a written response which addresses itself to the particulars of the grievance. On receipt of the written response from that individual, the Registrar will distribute all relevant documentation as soon as possible to the Chair of the University Grievance Committee.

If the Chair of the University Grievance Committee is not satisfied that the complaint has merit, he/she will deny it. If the Chair determines the grievance to have merit, he/she will convene the University Grievance Committee to hear the complaint. The decision of the University Grievance Committee will be final and will be communicated to all parties to the dispute, in writing, by the Chair of the Committee.

If the Registrar is the individual named in the complaint, all of the above procedures will be coordinated by the Dean of Academic Services.

F. UNIVERSITY GRIEVANCE COMMITTEE

(1) Composition of the University Grievance Committee for Credit-Free Students

Each University Grievance Committee (more than one may function at one time if necessary) will be composed of seven (7) voting members as follows:

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- (a) The Director of Human Resources who will serve as Chair;
- (b) One instructor teaching in the credit-free area, appointed by the Vice-President, Academic;
- (c) One Program Director/Manager, appointed by the chair of the University Grievance Committee;
- (d) Two credit-free students appointed by the Registrar (representation by credit-free students is optional and will be included only at the request of the student launching the appeal);
- (e) One support or management staff member appointed by the President of the University;
- (f) The Registrar (unless the appeal is being referred from a Faculty Appeals committee, in which case an alternate will be designated by the Chair of the University Grievance Committee.)

The Committee quorum will be five (5) members including the Chair; a tied vote is a defeated vote.

(2) Jurisdiction of the University Grievance Committee

The University Grievance Committee deals with all complaints related to the operations of the University that do not involve academic standing. The Committee will not attempt to evaluate the academic merits of any course grade.

However, if, after receiving an unacceptable decision from a Faculty Appeals Committee, a student can provide proof of unfairness or bias at the Faculty Appeals Committee hearing or there is a case where there is substantial new evidence which could not have been made available to the Faculty Appeals Committee, the University Grievance Committee

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may, at the discretion of the Chair of the Committee, consider a request for a hearing.

Before the Committee Chair agrees to conduct the hearing, the appellant must raise a reasonable doubt as to the appropriateness of the decision made by the Faculty Appeals Committee.

Decisions of the University Grievance Committee are final and binding on all parties to a dispute.

Some allegations of injustice may involve matters that do not lie entirely within the authority of the University Grievance Committee to rectify. In such cases, the aggrieved person will be so notified.

Please note:

The following forms as they appear here are representations of the content of the forms only. The official University forms should be obtained from the Office of the Registrar.

FINAL CREDIT-FREE GRADE REVIEW REQUEST FORM

A student may apply for review of a final grade ONLY if: (1) the final grade was not calculated on all of the work completed and as indicated in the course outline; or (2) there was an arithmetic miscalculation of the final grade; or (3) there was an alleged unfair assessment of academic performance. This form must be submitted to the Registrar within FIVE (5) days of the date shown on the final grade form issued by the Faculty/Area Director/Manager.

**1. STUDENT MUST COMPLETE THE FOLLOWING
(Please Print):**

Last Name: _____
First Name: _____ Initial: _____
Address: _____
Postal Code: _____
Telephone # _____

Course Name and Section:

Instructor's Name:

Final Grade Awarded:

Show breakdown of course work grades which comprise final grade (grades for essays, tests, final examination, etc. as in outline and grades awarded).

State reason(s) for request for review of final grade. Attach a letter if there is insufficient space here.

State expected remedy or suggested resolution of dispute.

Signature of Instructor: _____ Date: ____

Signature of Student: _____ Date: ____

NOTICE OF APPEAL: NON-ACADEMIC JUDGMENT

This form is to be completed by a student who alleges injustice in determining academic standing in a course or program on grounds other than the academic judgment of the substance of the course work. It must be filed with the Registrar within FIVE (5) days of the action or circumstances in question.

**1. STUDENT MUST COMPLETE THE FOLLOWING
(Please Print):**

Student I.D. #: _____

Last Name: _____ First Name: _____

Address: _____ Postal Code: _____

Telephone Number: _____

Course Name and Section: _____

Instructor's Name: _____

Summary of decision being appealed and reason(s) for appeal.
(Attach relevant documents if applicable and use separate sheet if insufficient space here.)

State expected remedy or suggested resolution of appeal.

Signature of Student: _____ Date: ____

2. SUBMIT COMPLETED FORM TO REGISTRAR

Signature of Registrar: _____

Date Received: _____

Date Sent to Dean of Faculty: _____

FINAL CREDIT-FREE GRADE APPEAL FORM

This form is to be used when a student wishes to appeal a grade review decision made by the Program Director/Manager. It must be submitted to the Registrar within THREE (3) working days of receipt of the Program Director/Manager's decision. The appeal will not be considered unless at least one of the following conditions prevails: (1) new evidence has emerged which was not considered when the Program Director/Manager's review took place; (2) there was a procedural error in reaching the review decision; or (3) the findings of the Program Director/Manager were not supported by the evidence.

**1. STUDENT MUST COMPLETE THE FOLLOWING
(Please Print):**

Student I.D. #: _____

Last Name: _____ First Name: _____

Address: _____ Postal Code: _____

Telephone Number: _____

Course Name and Section: _____

Instructor's Name: _____

Name of Program Director/Manager: _____

Summary of Decision Being Appealed and Grounds for Appeal.

(Attach relevant course work and use separate sheet if insufficient space here). Appeals will be considered only if grounds specified above can be demonstrated. Please explain reasons for appeal fully.

State expected remedy or suggested resolution of dispute.

Signature of Student: _____

2. SUBMIT FORM TO REGISTRAR

Signature of Registrar: _____

Date Received: _____

Date Sent to Dean of Faculty: _____