



Policy Name	<b>LEARNER APPEAL PROCESS</b>		
Policy #	<b>105</b>	Category	<b>ACADEMICS</b>
Steward	VP, Academics	Date Approved	July 1, 2023
Next Review Date		Date Reviewed or Revised	

## POLICY

The College recognizes disputes regarding academic decisions and learner discontinuations may occur between learners and faculty; as such, the College has established procedures to deal with learner disputes in an effective, timely, fair, and transparent manner.

The Learner Appeal Process policy applies to disputes College learners may have with faculty or staff regarding equity and fair treatment that may affect academic standing or may have an impact on grading or evaluation related to or required by their academic program and program discontinuation.

## PRINCIPLES

Learners enrolled in university or brokered programs will be governed by the credit-granting institution’s policies and procedures related to academic misconduct allegations and academic dispute resolution as detailed in the procedures of the credit granting institution.

## SCOPE

This policy applies to all learners in credit and non-credit programming where marks are applied to their record.

## DEFINITIONS

### Academic Appeal

The process by which a student may challenge an academic decision they received for individual assignment grades, exams, or final cumulative grades.

### Academic Day Appeal Committee

Business days Monday to Friday, excluding statutory holidays.  
A committee comprised of a Program Chair/Head/Manager, advisor and instructor from another campus/program who is tasked with reviewing evidence and rendering a decision based on findings.

<b>Discontinuation Appeal</b>	The process by which a learner can challenge a program discontinuation.
<b>Documentation</b>	Transcripts, assignments, communications, course outlines and syllabus, instructor expectation summary and any other submissions used to validate the learner's appeal.
<b>Final Grade</b>	Final indicator of a student's performance in a course.
<b>Grounds for Academic Appeal</b>	The reason(s) for the learner challenge of an academic grade or academic ruling.
<b>Informal Resolution</b>	Resolution between the two parties involved (learner and course instructor) and the campus advisor at the learner's request.
<b>Formal Resolution</b>	Steps initiated after informal resolution was not reached. Formal review process is initiated by the student completing an academic dispute resolution form.

## PROCEDURES

The College learner should proceed to resolve an academic dispute, be it an appeal over marks or treatment in the classroom using the following processes:

### Academic Dispute Resolution Process

1. Learners from all programs should:
  - 1.1 Speak with the instructor in question and see if the issue can be resolved in a private conversation.
  - 1.2 If the instructor is not open to a private conversation or there is no resolution after this private conversation, the learner should meet with the College Advisor as a learner advocate. This meeting will gather information from the learner's point of view. The learner will be asked to detail their concerns, in writing, by completing the Learner Appeal Request Form.
  - 1.3 The Advisor will forward the Form to the Program Head/Chair who will set up a meeting with the instructor to gather information from the instructor's point of view. The instructor may be asked to submit their response to the dispute in writing.
  - 1.4 If necessary, a meeting will then be set up with all parties involved (learner, instructor, advisor, and a head/chair) and a resolution will be worked out. In cases where resolution is not reached, the head/chair may ask that an appeal committee review the allegations and evidence to reach a decision regarding the learner request.
2. When an appeal committee is used the learner, instructor, and advisor will be notified in writing by the Appeal Committee regarding the decision. At any time, the process can be halted if a resolution is reached.

## **Academic Grade Appeal Process**

### Certificates and Diploma Learners

#### *Informal Appeal:*

1. The learner will speak with the instructor in question within 5 academic days of the mark being received and see if the issue can be resolved in a private conversation. The instructor will give the learner an answer within 5 academic days.
2. In cases where a resolution cannot be reached, the learner may present the issue to the College Program Head/Chair who will forward it to the Program Head at the credit granting institution, within 5 academic days of the instructor's decision. The Program Head will reassess the grade and give the learner a decision within 5 academic days. Timelines may be extended if mutually agreed upon.

#### *Formal Appeal:*

3. If the informal process does not resolve the matter, then a formal appeal may be applied for using the credit granting institution's appeal form within 5 academic days of the decision from step 2. This form\* needs to be sent to the credit granter's registration services along with any appeal fee, paid by the learner. A decision will be made by the Program Head within 10 academic days of the receipt of the form and fee.

### University Learners

#### University of Saskatchewan

4. Speak with the instructor in question within 30 academic days of the mark being received and see if the issue can be resolved in a private conversation.
5. If the informal process did not resolve the matter, then a formal appeal can be initiated. Complete the Request for and Report of the RE-Assessment Form\* within 30 days of the informal appeal decision. The learner will send the form and pay the re-read fee to the Department or Dean's Office.

#### University of Regina

##### Appeal While Course is in Progress:

6. Speak with the instructor in question, as soon as possible and see if the issue can be resolved in a private conversation.
7. If the situation is not resolved, the learner may appeal to the Department Head.

##### Appeal When the Course is Completed:

8. Speak with the instructor in question within 6 weeks of the mark being posted online, and see if the issue can be resolved in a private conversation.
9. If the informal process did not resolve the matter, then a formal appeal can be initiated. Complete the Reassessment of Final Grade Form\* within 6 weeks of the mark being posted online. Submit the form and pay the re-assessment fee to the Registrar's office. The re-assessment will be made by the Head of the Department or Dean.

\*Forms may be obtained from the local College Advisor.

Program Discontinuation Appeal Process is outlined in the Learner Discontinuation Withdrawal Policy.

## **LEGISLATIVE AND COLLECTIVE AGREEMENT REFERENCES**

### **LINKS TO OTHER RELATED POLICIES, DOCUMENTS, AND WEBSITES**

Saskatchewan Polytechnic - [Grade Appeal Procedures](#)

University of Regina: [Appeal Guide for Students](#)

University of Saskatchewan - [Student Appeals](#)

Lakeland College - [Student Policies and Procedures](#)

Conestoga College - [Academic Dispute Resolution and Appeal Procedure](#)

Learner Appeal Process Forms for the College, Saskatchewan Polytechnic, University of Regina, and University of Saskatchewan are available from the local advisor.

Learner Discontinuation Withdrawal Policy