

 <p>Confederation COLLEGE</p> <p>COLLEGE ACADEMIC POLICY</p>	Number:	# of Pages: 4
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ACADEMIC DISPUTE RESOLUTION POLICY		

1.0 Rationale and Guiding Principles

- 1.1 Confederation College is a learning community including students, faculty and staff. Everyone in this community has a shared interest in resolving disputes that may arise in a manner that is fair, effective and timely.
- 1.2 Students have the right to appeal College academic decisions that affect their academic careers.
- 1.3 The intent of the academic dispute resolution process is to ensure that in the event of disagreements in academic matters between students and the College or its staff, the College follows effective and fair academic practices in its dealings with students.
- 1.4 The majority of academic disagreements between students and the College are resolved at the informal stage. It is the College's expectation that where students believe they have received unfair treatment, all parties will work toward satisfactory resolution.
- 1.5 At any time during the informal or formal process, the student, faculty or Dean/Manager may request third party advice (e.g. College counselor, student union representative or a College identified ombudsman). This support service provides pertinent information, advice and/or mediation support. It is a voluntary opportunity to confirm a fair and timely solution satisfactory to all concerned parties.
- 1.6 Students have the right to appeal mid term evaluations, final grades, major assignments, and disciplinary action up to and including removal from a course or college program. Grades assigned for co-ops, clinical placements, practicums, fieldwork and/or related seminar courses are appealable. Decisions made by a clinical or professional agency cannot be appealed by the student.

2.0 Definition of Terms:

Dean/Manager	=	Dean, Director, Academic Manager, Campus Manager
Party	=	Registered student, College representative, faculty, program coordinator, academic managers
Documentation	=	Transcripts, assignments, communications, policies, procedures, course outlines
Remedy	=	Grade changes, awarding a credit, program continuation, probation period, accommodation for student success
Presenters	=	Student requesting appeal, Dean/Manager
Participants	=	Anyone invited to hearing by a presenter to provide information and/or documentation

3.0 Informal Process

- 3.1 Students who disagree with an academic decision will request a meeting with the decision maker within 10 business days. The student will be prepared in this meeting to set out the basis of the disagreement (referencing the Charter of Student Rights and Responsibilities, the course or program outlines or pertinent College policy), supply supporting documentation and identify the remedy sought.
- 3.2 If the student is dissatisfied with the decision and wishes to pursue the matter, the student will bring the matter to the Program Coordinator. If the decision maker in 3.1 is the Program Coordinator, the student will move to 3.3.
- 3.3 If the student cannot resolve the matter with the assistance of a Program Coordinator, the student may choose to meet and review the concern with the Dean/Manager. The Dean/Manager will conduct a thorough review and submit a written decision to the student, Program Coordinator and the original decision maker.
- 3.4 The informal process will be concluded within 7 business days. Timelines can be amended/waived with the mutual consent of the parties.
- 3.5 Students satisfied with the remedy through the informal process will within 5 days, sign their agreement on the Confederation College Academic Dispute Resolution form.
- 3.6 Should students not return the signed Academic Dispute Resolution Agreement Form after 5 business days, the college will consider this as student acceptance of the remedy.

Note: Students studying through the Centre for Continuing Education or from regional campuses will first address the item with the original decision maker (faculty). The second step involves consultation with the Program Coordinator facilitated by the Continuing Education Director or Campus Manager, whichever is relevant. The third step would include consultation with the Dean as outlined in 3.3 above.

4.0 Formal Process

Hearing Request

- 4.1 A student dissatisfied with the decision in 3.3 will indicate such on the Informal Academic Dispute Resolution form.
- 4.2 To initiate a formal panel hearing, the student, within 5 business days of receipt of the decision in 3.3, will submit a written request to the Registrar. Included in the request for review will be the rationale for the hearing, **the** remedy sought and the appropriate fee. The Dean will receive copy of the student's request.
- 4.3 **Panel Composition**
 Within 10 business days of receipt of the request, the Registrar will convene a formal panel hearing which includes:
- The Registrar (a neutral, non-decision making panel member who will manage the formal hearing process and facilitate the hearing)
 - One representative from the Student Union of Confederation College
 - One full-time faculty from another College school
 - One Dean/Manager from another College school.
 - A note taker (not part of decision-making)
- 4.4 The Registrar is responsible for managing the Formal Academic Dispute Resolution and manages process communications.
- 4.5 **Classroom Privileges**
 Until the hearing results are known students are expected to attend their classes/field placement/clinical study unless the Dean/Manager has removed these privileges.
- 4.6 **Confidentiality**
 Formal panel hearings are confidential and treated as such by the panel members and involved parties.
- 4.7 **Hearing Attendees**
 The student and the Dean/Manager are present during the formal panel hearing. The student and Dean/Manager may invite participants to contribute. See 4.0 and 4.13
- 4.8 The two presenters may be accompanied, advised and supported by a person of choice (see 1.5.) Those accompanying cannot actively participate in the formal panel hearing.
- 4.9 **Legal Representation**
 The academic dispute resolution policy is an internal college process. Legal advisors are prohibited from attending or participating in the hearing.
- 4.10 **Time Lines for Material Submission**
 Both presenters have the opportunity to submit to the Registrar relevant information/documentation together with a list of participants minimally 5 business days prior to the hearing.
- 4.11 The Registrar reviews the submitted documentation and participant lists, and rules on the admissibility of the content based on the relevance of the material.
- 4.12 **The Hearing**
 The Registrar's Department ensures identical copies of the relevant documentation are distributed to the two presenters and the hearing panel members at least 2 days prior to the hearing.
- 4.13 The Registrar manages the hearing process and facilitates the hearing.
- 4.14 Once the hearing has begun, the Formal Hearing Panel will determine the outcomes and direct the Registrar on decision(s) and implementation.

4.15 **Hearing Presentations**

Presenters have benefit of hearing both presentations. The student presents first, outlining the dispute, presenting documentation, and introducing participants to provide relevant information about the dispute. Participants join the hearing when called to present. Presenters and participants present without interruption. Once the presentation is complete, hearing panel members are invited to ask questions to clarify the documentation and/or given information. Participants leave the hearing once they have presented and answered any questions posed. If the Registrar determines additional information is required, it will be requested from the appropriate sources.

4.16 The Dean/Manager presents documentation and introduces any participants to provide relevant information about the dispute. Once the presentation is complete, hearing panel members are invited to ask questions to clarify the documentation and or given information. Participants leave the hearing once they have presented and answered any questions posed. If the Registrar determines additional information is required, it will be requested from the appropriate sources.

4.17 At the conclusion of each presentation and panel question period, each presenter will have the opportunity to offer a concluding statement.

4.18 In order to ensure a full, flexible, and equitable hearing, the Panel reserves the discretion to invite either or both presenters to make additional comments after the conclusion of the two presentations.

4.19 A neutral note taker will record proceedings for the panel during the hearing.

4.20 **Deliberations**

Once the presentations have been heard, the panel will excuse both parties and proceed with deliberations and decision-making.

4.21 Panel deliberations are confidential and, as such, will not be recorded.

4.22 **Decisions**

The hearing panel will make its decisions using the consensus model facilitated by the neutral Registrar. The panel will have the discretion to mediate and deliver a remedy or remedies other than that proposed by the presenters.

4.23 The Registrar will notify the presenters in writing of the panel's decision within 3 business days.

4.24 The panel's decision is considered final and is not subject to appeal.

5.0 **Release of Information**

5.1 The rights of all individuals with regard to confidentiality and release of information will be respected by the panel members as well as those members of the College community present during any part of the process. Following the Formal Panel's decision, the Registrar will purge distributed presenter documentation in keeping with client confidentiality.