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RYERSON UNIVERSITY GRADUATE ACADEMIC CONSIDERATION AND APPEALS

Ryerson University is committed to promoting academic success and to ensuring that students' academic records ultimately reflect their academic abilities and accomplishments. The University expects that academic judgments by its faculty will be fair, consistent and objective, and recognizes the need to grant academic consideration, where appropriate, in order to support students who face personal difficulties or events. Academic consideration is the general name given to a number of different alternate arrangements that may be made, dependent upon the circumstances and what is appropriate for both the students and the University, such as the extension of a deadline for an assignment, re-scheduling or re-weighting of an exam or assignment because of missed work, the assignment of an INC or the permission to continue on provisional standing. It should be understood that students can only receive grades which reflect their knowledge of the course material.

This Policy¹ provides the process by which students may seek academic consideration. It is expected that requests for academic consideration will be made as soon as circumstances arise. The policy also describes the grounds and process by which students may appeal when they believe the academic consideration provided is not appropriate or when they have been unable to informally resolve course-related issues with their instructor². The University is responsible for dealing with student appeals fairly and must adhere to the timelines established in this policy.

Students should refer to University publications (on the School of Graduate Studies website and the Senate website) for detailed information on the various types of academic consideration that may be requested; necessary documents such as appeal forms, medical certificates and forms for religious accommodation; and procedural instructions. Students are responsible for reviewing all pertinent information prior to the submission of a formal academic appeal. Incomplete appeals will not be accepted. Students are responsible for ensuring that a formal appeal is submitted by the deadline dates published in the calendar, and must adhere to the timelines established in this policy.

All issues regarding academic standing should be referred to the Program Director³ of the student's program. (See section IIB on Grounds for Appeal of Academic Standing.) The Academic Appeals process reflects decision-making in an academic environment and, as such, cannot be equated to decision-making in the judicial system. The principles of natural justice and fairness will apply to all decisions made.

¹ The "Undergraduate Student Academic Appeals Policy" applies for undergraduate students.

² For the purpose of this document, "instructor shall mean any person who is teaching a graduate course or supervising a graduate student at Ryerson University

³ For the purpose of this document, Program Director shall include the designate of any Graduate Program Director

I. ACADEMIC CONSIDERATION

IA. GENERAL REGULATIONS

1. It is the student's responsibility to notify and consult with either their instructor or Program Director, depending on the situation, as soon as circumstances arise that are likely to affect academic performance.
2. It is the student's responsibility to attempt to resolve all course related issues with the instructor as soon as they arise, and then, if necessary, with the Program Director. Failure to do so may jeopardize the success of an appeal made at a later date.
3. When issues are not resolved with an instructor, or when a student does not receive a timely response from an instructor, the Program Director must be contacted for assistance if the student wishes to pursue the matter further before launching a formal appeal.
4. An appeal may be filed only if the issue cannot be resolved appropriately with the instructor or Program Director (see section IIB on **Grounds for Course Grade Appeal**)
5. It is the instructor's responsibility to respond when students raise grading or course management issues.
6. If the Program Director is the instructor for a course in which an accommodation or alternate arrangement is being requested and the matter cannot be resolved, the student should request that the Dean appoint an appropriate replacement to act as Program Director in the process.
7. It is the Program Director's responsibility to be accessible to discuss matters that cannot be resolved between the instructor and the student.
8. Students who do not receive their final grades because of outstanding debt to the University, risk missing the deadline for filing an appeal. Grades will not be officially released to students with outstanding debt.
9. Students who are appealing their withdrawn standing may continue in their program and shall be registered in courses on the basis of a provisional contract until the standing appeal is resolved. Students must pay all appropriate fees. If the appeal is denied and they remain withdrawn, they will be given a full refund of the fees charged for the program in which they enrolled that semester.
10. Students shall be given supervised access to their graded work or final exam, and be permitted to use that work for a reasonable length of time in order to prepare the required explanation for a re-grading request.
11. If academic concerns are not resolved with the instructor or with the Program Director, students should consult the specific directions and forms for details on the filing of appeals. These may be found at the Senate or School of Graduate Studies websites. (See section IID for **Academic Appeals Regulations**.)
12. Appeals not filed by the published deadlines will normally not be accepted. In extenuating circumstances, students or university administrators may request that an extension be provided by a Program Director, Dean or the Secretary of Senate, depending upon the level. (See Section III).
13. It is the student's responsibility to maintain updated contact information with the University to ensure that all information related to grades, standings and appeals are properly received. Ryerson program students are required to maintain a Ryerson

email address (see Policy 157: Establishment of Student Email Accounts for Official University Communication).

IB. ALTERNATE ARRANGEMENTS

IB1. Accommodation for Missed Examination and/or Assignment: Religious Observance

Students must have filed the necessary forms for accommodation of religious observance at the beginning of the term, or for final exams, as soon as the exam schedule is posted (See Policy 150 for Accommodation of Student Religious Observance Obligations and related form.)

IB2. Accommodation for Disability

Students who wish to utilize Access Centre accommodations must present Access Centre documentation to the instructor prior to a graded assignment, test or exam, according to Access Centre policies and Procedures, otherwise an appeal based on not receiving an accommodation may be dismissed (see section III).

IB3. Alternate Arrangements for Missed Examination and/or Assignment: Medical or Compassionate

- a. Students shall inform instructors, in advance, when they will be missing an exam, test or assignment deadline for medical or compassionate reasons. When circumstances do not permit this, the student must inform the instructor as soon as reasonably possible. Alternate arrangements may include the setting of a make-up test, transferring the weight of a missed assignment to the final examination or extending a deadline.
- b. Alternate arrangements are based upon the severity of the circumstances and the amount of work missed. Generally, employment commitments will not constitute grounds for academic consideration; however, employment-related issues may be considered as one element of a more complex request for an alternate arrangement.
- c. Students who are either not offered an alternate arrangement or who do not accept the alternate arrangement offered by an instructor, may consult with the Program Director. If, after this consultation, they still do not accept the alternate arrangement offered, they must document their concern in writing to the Program Director and abide by the arrangement to the extent possible. If the test or assignment for which an alternate arrangement has been made becomes a point of contention in the final course grade, the student may appeal the final course grade at the end of the term, on the original medical or compassionate grounds. (See section IIC on **Grounds for Course Grade Appeals**.)
- d. Instructors will determine if medical documentation is required for an alternate arrangement based upon the length of the medical condition and the amount and type of the work missed and affected. In the case of illness, a Ryerson Medical Certificate, or a letter on letterhead from a physician with the student declaration portion of the Ryerson Medical Certificate attached, is essential for an appeal based on Medical

grounds. The Ryerson Medical Certificate and guidelines can be found on the School of Graduate Studies and the Senate web sites. The University may seek verification of medical claims.

- e. It is recognized that compassionate grounds may be hard to document. Nonetheless, students should present as much documentation as possible. For example, a death certificate or notice from a funeral home would be appropriate documentation in the case of a death.
- f. All faculty and staff are required to exercise discretion and adhere to the principles of confidentiality regarding any documentation received.
- g. Normally, a student who missed a final exam will be given an “incomplete” (INC) and given a make-up exam as soon as possible within the completion period specified on the INC form.
- h. Unless an “incomplete” (INC) grade is applicable, the instructor cannot grant extensions beyond the final date for submission of grades as part of an academic consideration.
- i. Once an alternate arrangement is accepted, it is final unless subsequent events interfere with the fulfillment of that alternate arrangement, and the grade in the course may not be appealed based upon an allegation of the original arrangement being unfair.

IB4. Arrangements for Inability to Complete Term Work in More Than One Course:

- a. Students who are unable to complete their term work in more than one course, due to circumstances that arise during the semester, should consult with their Program Director as soon as possible. Failure to do so will jeopardize the ability to provide consideration and to launch a future appeal.
- b. When seeking alternate arrangements, students must submit supporting documentation to their Program Director, who should advise students as to what to do on a course-by-course basis as soon as possible. Suggestions may include completing the work in some courses, dropping some courses, requesting extensions of deadlines or requesting grades of “incomplete” (INC). A copy of the suggested arrangement will be kept on record in the program office.
- c. Each of the student’s instructors must receive an email from the Program Director informing him/her that the student will be requesting an alternate arrangement and, if the student requests, the arrangement that has been suggested. Students must contact each instructor to verify that the suggested arrangement is acceptable to the instructor. Instructors should not require documentation to support the request for an alternate arrangement, as an assessment has already been made.

- d. While it is advisable for students to discuss dropping a course with the instructor, courses may be dropped at the time of the consultation with the Program Director. The Program Director must inform the involved faculty member that the student has dropped the course. If the drop deadline has passed, approval from the Assistant Registrar, Graduate Studies will be required to drop a course.

IB5. Advance Consideration of Academic Standing

If, during the semester, students experience medical or compassionate circumstances which may later affect their academic standing, it is the students' responsibility to bring the situation to the attention of the Program Director at the earliest possible time.

IC. GRADE REASSESSMENT

IC1. Regrading of Work

- a. At any time during the semester, students who believe that an assignment, test or exam, either in whole or part, has not been appropriately graded must first review their concerns with their instructor within ten (10) working days of the date when the graded work is returned to the class. It is an instructor's responsibility to return graded work in a timely manner. Grades not questioned within this period will not be reassessed at a later date.
- b. An instructor may require a written request for regrading, stating why the work warrants a higher grade. It is not acceptable for students to request a higher grade without justification based on the merit of work.
- c. If there is a concern about work returned during the final week of classes, or a final exam or paper, there may not be an opportunity to review the grade with the instructor or to have the work remarked prior to the assignment of a final grade for the course. In that case, a meeting with the instructor should be scheduled as soon as possible.
- d. If an instructor does not agree to review the work, does not provide sufficient rationale for not reviewing the work, or does not respond to the student within five (5) working days, the student may consult the Program Director who should assist in resolving the issue and who may initiate a formal reassessment at the earliest possible opportunity. (See section IC1.f).
- e. It is recognized that there are assignments that do not lend themselves to independent re-evaluation, such as presentations or performances. Therefore, these may not be reassessed.
- f. Reassessment of work by someone other than the instructor
 - i. If a student does not accept an instructor's regrading of the work and wishes to request a formal regrading, he/she must submit specific and detailed reasons, in writing to the Program Director as to why the original grade was inappropriate, including any evidence from course notes, textbooks, etc.

Asserting that the work deserves more marks or that the student disagrees with the mark is not sufficient support for the reassessment. If the Program Director determines that a reassessment is not warranted, he/she may deny that reassessment, and inform the student, in writing, of the reasons and of the right to appeal that decision to the **Graduate Appeals Committee**⁴ on the grounds of Procedural Error (See section IIB.5).

- ii. Students shall be given supervised access to any graded work that has not been returned or to their final exams, and be permitted to use that work for a reasonable length of time in order to prepare the required explanation for the re-grading request.
 - iii. The instructor will provide to the Program Director the grading scheme utilized in evaluating the work.
 - iv. Either the student or the instructor must provide the original graded assignment, test or exam in question to the Program Director.
 - v. A clean copy of the work, with all grading notations deleted indicating the student number but not name, must be provided to the Program Director. If it is a paper or assignment, or a test that has been returned to the student, the student must supply the copy. If it is an exam that has not been returned to the student, the instructor must supply the copy.
- g. The work will be remarked in its entirety by a qualified person other than the original instructor, as determined by the Program Director. Partial remarking is not permitted.
- h. If remarking within the university is not possible, another mechanism for reassessment of the material should be arranged. This may include submission to an external assessor.
- i. A reassessment may result in the grade remaining the same, being raised or being lowered, and the reassessed grade becomes the official grade for that work. The revised grade cannot be subsequently appealed. If reassessment of the work was not done or has not been done in keeping with this policy, then the ground of the appeal is Procedural Error (see section IIB.5).

IC2. Calculation Error

- a. If a student believes that there has been a miscalculation of a grade due to an omission, improper addition, etc., the student must contact the instructor to resolve the issue within ten (10) working days of the date when the graded work is returned to the class. It is an instructor's responsibility to return graded work in a timely manner. Grades not questioned within this period will not be recalculated at a later date.
- b. If a recalculation is not done within five (5) working days of the request or the student disagrees with the result, the student must consult with the Program Director to assist in resolving the issue as soon as possible.

⁴ All appeals to the Graduate Appeals Committee should be submitted through the office of the Assistant Registrar, Graduate Studies.

- c. The grade for the assignment may be higher, lower or the same as the original grade, and the reassessed grade becomes the official grade for that work. The revised grade cannot be subsequently appealed.
- d. If recalculation was not done or was not in keeping with the policy, then the ground of the appeal is Procedural Error (see section IIB.5).

ID. COURSE MANAGEMENT ISSUES

Students who have concerns about how a course is taught or managed, they should normally first consult with the instructor as soon as the concern arises. If they feel that the matter cannot be discussed with the instructor or if the matter cannot be resolved, students should consult with the Program Director. Failure to do so may jeopardize an appeal.

II. ACADEMIC APPEALS

Academic Appeals are reserved for issues related to grades or academic standings that could not be resolved with an instructor or a Program Director. Students will only receive grades which reflect their knowledge of the course material. With the exception of Procedural Error, no new grounds may be introduced at subsequent levels.

IIA. APPEALS DURING THE TERM

Appeals may be initiated at any time during the term by following the process below.

IIB. GROUNDS FOR COURSE GRADE APPEALS

There are five grounds that may be considered for a grade appeal: Prejudice; Medical; Compassionate; Course Management; and Procedural Error.

IIB1. Prejudice

- a. Claims of prejudice are limited to prohibited grounds as defined by the Ontario Human Rights Code (e.g. race, sex, sexual orientation, disability, etc.). Students who believe their grade has been adversely affected by another form of personal bias or unfair treatment may appeal under the ground of Course Management.
- b. Students must consult with the Discrimination and Harassment Prevention Office if filing an appeal on the grounds of prejudice. The Discrimination and Harassment Policy is available on the Ryerson website. That office will do an assessment and make a recommendation to the Program Director before the appeal will proceed. This may result in a delay in the appeals process.
- c. If the Discrimination and Harassment Prevention Office determines that there is insufficient evidence to support a claim of prejudice on a prohibited ground and the student wishes to proceed on the basis of personal bias or unfair treatment, an appeal may then be filed on the ground of Course Management.
- d. If, during the course of any level of appeal, it is determined that there is a claim of prejudice on a prohibited ground, which was not investigated by the Office of Discrimination and Harassment Prevention, it will be referred to that Office and the decision will be delayed until that office has assessed the claim and made a recommendation.

IIB2. Medical

- a. If a medical condition occurs during the term, it is expected that students who need an alternative arrangement for meeting academic obligations will submit appropriate documentation for work that is missed, and will make alternate arrangements for either a single course or for all courses in that term (See section IB on Alternate Arrangements.) Alternate arrangements are based upon the severity of the circumstances and the amount of work missed.

- b. Students must submit a fully completed Ryerson Medical Certificate, or a letter on letterhead containing all of the information required by the medical certificate, signed by an appropriate regulated health professional for the applicable period of time. The documentation should explain the duration of the medical condition and the impact of the medical condition on the student's ability to perform during that period. Where circumstances do not permit this, the student must inform the instructor as soon as reasonably possible. The University may seek further verification of medical claims.
- c. Students must submit applicable medical certificates within three (3) working days of any test, exam or assignment due date to receive consideration for that work. Documents not submitted within this period will only be accepted under exceptional circumstances.

IIB3. Compassionate

- a. Appeals may be filed on Compassionate grounds when there are events or circumstances beyond the control of and often unforeseen by the student, that seriously impair that student's ability to meet academic obligations. Instructors should have been informed of these circumstances as soon as they affected a student's ability to complete their work so that alternate arrangements could be made. Failure to have done so may jeopardize the appeal. Alternate arrangements are based upon the severity of the circumstances and the amount of work missed. Generally, employment commitments will not constitute grounds for academic consideration; however, employment-related issues may be considered as one element of a more complex application for consideration.
- b. While it is recognized that compassionate grounds may be hard to document, items such as relevant travel documents, death certificates or notices from a funeral home, letters from counselors, therapists, or religious or community leaders would be appropriate documentation. It is advisable that students provide as much documentation as possible. Where circumstances do not permit this, the student must inform the instructor as soon as reasonably possible.
- c. Students must submit applicable documentation within three (3) working days of a test, exam or assignment deadline in order to receive consideration for that work. Where circumstances do not permit this, documentation must be submitted as soon as reasonably possible.

IIB4. Course Management

- a. Appeals may be filed on the ground of Course Management when students believe that a grade has been adversely affected because an instructor has deviated significantly from the course management policies of the School of Graduate Studies or from the course outline, or has demonstrated personal bias or unfair treatment.
- b. Students should have brought course management issues to the attention of the instructor and/or the Chair Director when the concern arose. Failure to have done so may jeopardize the appeal.

- c. Students must provide the course outline when it is relevant to their appeal, must detail where the deviation occurred and must explain how their academic performance was affected.

IIB5. Procedural Error

- a. Appeals may be filed on the ground of Procedural Error when it is believed that there has been an error in the procedure followed in the application of either this policy or any applicable policy of the University. Appeals granted on this ground will rectify the procedural error.
- b. Where students claim that an academic regulation or policy was improperly applied or not followed, they must reference both the policy and the alleged error, and explain how this procedural error has affected their academic record. This may include such things as a failure to recalculate a grade or remark an exam, or when a response deadline has been missed.

IIC. APPEAL OF ACADEMIC STANDING

Since Academic Standing is determined by students' academic performance, students must provide substantive reasons why their current standing is not appropriate. Standing appeals are generally based on medical or compassionate grounds or procedural error. Requests for changes must have supporting documentation attached. Students should normally have consulted with the Program Director as soon as the situation that affected their academic performance arose.

1. In appeals based on medical grounds, students will be required to submit documentation for the applicable period of time. The documentation should explain the duration of the medical condition and the impact of the medical condition on the students' ability to meet academic obligations during that period.
2. Appeals may be based on compassionate reasons when there are events or circumstances beyond the control of and often unforeseen by the student, that seriously impair a student's ability to meet academic obligations. Instructors or Program Directors should have been informed of these circumstances as soon as they affected a student's ability to complete their work so that alternate arrangements could be made. Failure to have done so may jeopardize the appeal. (See section IIB.3 on employment related concerns.)
3. Appeals may be based on Procedural Error when it is believed that there has been an error in the procedure followed in the application of either this policy or any applicable policy of the University.

IID. ACADEMIC APPEALS REGULATIONS

1. Each graduate Program Director or designate shall respond to student appeals.

2. The School of Graduate Studies Appeals Committee will respond to Appeals at the School of Graduate Studies level. All information regarding the Graduate Appeals Policy and Procedure is available to students on the School of Graduate Studies website.
3. In cases involving a graduate student and an Undergraduate or a Continuing Education course in which he or she may be enrolled, the Undergraduate Appeals Policy will prevail.
4. The Appeals Committee of Senate shall hear appeals at the Senate level.
5. In some situations, appeals may be dismissed (not accepted) at the School of Graduate Studies or at the Senate levels (see section III).
6. Anyone who chairs an appeals committee at any level may not serve on an appeals committee at any other level.
7. Conflict of Interest A member of an Appeals Panel should not have had any prior involvement with the case. A member of a Hearing Panel, a student or an instructor (appellant and respondent) must disclose any conflict of interest, if known, no less than five (5) working days before the hearing. Unless the conflict of interest is resolved, the Panel member shall be replaced. If either party raises a conflict of interest regarding any Panel member(s) once the Hearing has begun, the Hearing Panel will judge the validity of the conflict and will decide on whether the Panel member may sit on the appeal. The Panel member(s) that is challenged may offer a statement but may not take part in the Panel's decision on the conflict. If the Panel member with the conflict is excused and there is no quorum, the Hearing shall be adjourned and a new hearing scheduled with a new Panel member.
8. Burden and Standard of Proof: In an Academic appeal the onus is on the student to show that the original decision was incorrect. The standard of proof in all decisions shall be "a balance of probabilities." This means that, in order for students to be granted their appeals, they must show the Panel that it is more likely than not that the original decision was incorrect.
9. All individuals who have responsibility for deciding appeals, including Program Directors, members of Appeals Committees, and all Appeals Officers shall be required to attend training session(s) conducted by the Office of the Secretary of Senate prior to making any appeals decisions.
10. Statistics on the type, grounds and outcome of appeals must be reported to the Secretary of Senate at the end of each term.

III ACADEMIC APPEALS

III.1. Program Level Appeals

- a. All appeals at the Program level must be filed by the deadline stated in the Graduate Calendar using the forms (and instructions), available on the School of Graduate Studies and Senate websites, or from School of Graduate Studies or graduate program offices. Deadlines may be extended if grades are not posted in a timely manner. However, students must have inquired by the deadline stated in the graduate calendar if a grade is missing.
- b. Appeals will normally be submitted in person to the graduate program office. Fax or email submissions will only be accepted where prior arrangements have been made, to ensure that the appropriate person receives the appeal. Original documents must follow by mail. All documents to be presented as evidence must be attached to the appeal. Appeals must be submitted
- c. Students who have attempted to have work reassessed or grades recalculated and have not had the matter resolved prior to the appeal deadline, or who have not yet received a response from an instructor or a Program Director, and who wish to appeal, may submit a formal appeal on the ground of Procedural Error by the deadline. This appeal may be withdrawn at a later date if the issue is resolved.
- d. Students who wish to appeal a final course grade must first consult with the instructor and/or Program Director. Students who wish to appeal an academic standing must first consult the Program Director. This consultation must occur as soon as possible after their grades and/or notice of academic standing are posted, allowing enough time to meet the deadline for the last date to appeal.
- e. If a student appeals only an academic standing, it will be deemed that the grade(s) upon which the academic standing was based have been accepted.
- f. If a student has initiated more than one appeal, the Program Director shall determine whether the various appeals should be heard concurrently or sequentially. If the appeals are heard sequentially, then the grade appeal must be heard first.
- g. If a grade appeal is delayed because there is an unresolved reassessment or recalculation, the related standing appeal may also be delayed.
- h. If an appeal of a charge of academic misconduct is related to a concurrent grade or academic standing appeal, the misconduct appeal will be heard first, and the decision, if relevant, forwarded to the appropriate program. As per the Student Code of Academic Conduct (available on the Senate website), a grade of "DEF" may be assigned while a misconduct charge is under investigation.
- i. Appeals of final grades submitted as a result of completing an "incomplete" (INC) are often posted during next term (rather than at the end of that term), depending on the requirement for completion stated on the INC form. An appeal of such a final grade must be filed within ten (10) working days of the posting of the new grade. Students are responsible for periodically checking for the posting of the grade.

- j. The program is not required to consider an appeal of an academic standing if the grade appeal was denied and it was the sole basis of the standing appeal or if the grade appeal was granted and the standing is automatically changed as a result.
- k. The program must respond to the student in writing within ten (10) working days of the receipt of the appeal, whether the appeal was granted or denied. The letter must clearly state the basis on which the decision was reached. Students should indicate if they wish to pick up the decision in person or have the decision emailed, faxed or sent by mail. If the appeal decision is mailed, it will be deemed to have been received by the fifth working day following the postmark date on the envelope. Fax and email responses will be deemed to have been received on the date sent. Students are responsible for contacting the program if they have not received a response in the specified time period.
- l. Decisions
 - i. The Program Director or designate may not award a numerical grade, or require any action contrary to a university policy or collective agreement.
 - ii. The Program Director or designate may:
 - a. deny the request
 - b. grant the appeal
 - c. grant or deny the appeal in part, subject to conditions, or attach any conditions to any decision. If the student does not accept the conditions attached, the appeal will be considered to be denied.

III.2. School of Graduate Studies Level Appeals

- a. Appeals must be filed within ten (10) working days of receipt of the decision at the Program level and must be complete. Forms and Instructions found on the School of Graduate Studies website or in the office of the Assistant Registrar, Graduate Studies, must be utilized. Except for Procedural error, the grounds for an appeal should be the same as those claimed at the Program level.
- b. Appeals will normally be submitted in person to the Assistant Registrar, Graduate Studies. Fax or email submissions will only be accepted where prior arrangements have been made, to ensure that the appropriate person receives the appeal. Original documents must follow by mail. All documents to be presented as evidence must be attached to the appeal.
- c. If students do not proceed within the timeline stipulated, the appeal will be considered terminated. Withdrawn students will be removed from their courses once the time for the appeal has expired without an appeal being launched.
- d. The Assistant Registrar, Graduate Studies, shall:
 - i. review the appeal to determine if it is complete and is within the deadline;

- ii. immediately, forward the appeal to the respondent. The respondent shall reply to the appeal in writing to the Assistant Registrar, Graduate Studies, within five (5) working days of receipt, including any documents to be submitted as evidence. A copy of the relevant course outline(s) must be submitted for all grade appeals and where possible, student's grades in each component of the course. The Registrar must also receive a copy of the appeal.
 - iii. establish a Hearing Panel of the School of Graduate Studies Appeals Committee and appoint a Hearing Panel Chair; (See section IID.7 for regulations on Conflict of Interest.)
 - iv. determine if the student's academic record is pertinent to the appeal;
 - v. determine, in consultation with the Chair of the Hearing Panel if, given the grounds of the appeal, it is necessary to call the instructor and/or the Program Director to be present;
 - vi. schedule a hearing based upon the availability of the student and the instructor or Program Director. Both parties must receive at least ten (10) working days notice of the date, time and place of the hearing. An appeal may be scheduled with less than ten (10) working days notice with the written agreement of both parties; and
 - vii. forward all of the submissions for the appeal, including a copy of the student's academic record where relevant, to: all members of the Hearing Panel; the Program Director and any instructors who will be attending the hearing; the Registrar; the student; and the student's advocate, if any. Students must receive appeals information related to their Hearing from the Assistant Registrar, Graduate Studies, either in person by prior arrangement or by courier. It will be deemed that the information has been received on the date it was picked up or couriered.
- e. All Hearings shall be conducted in accordance with the *Statutory Powers Procedure Act (SPPA)*. A copy of the SPPA is available for review in the office of the Secretary of Senate.
- f. Hearing Regulations:
- i. The respondent in the appeal shall be accompanied, when possible, by relevant faculty who shall attend to respond to any relevant questions.
 - ii. Both parties may bring witnesses, who shall normally be present at the hearing only while giving testimony. Students may bring one representative or advocate (including legal counsel) at this level.
 - iii. Unless the committee is informed of an emergency situation, if either a party, a representative or advocate, or a witness fails to attend the Hearing, the Appeals Committee will proceed in his or her absence.
 - iv. The Hearing Panel may adjourn the Hearing when it is required for a fair process.
 - v. An oral Hearing may be open to the public except when the Hearing Panel is of the opinion that matters involving public security may be disclosed or the person disclosing intimate financial or personal matters may be negatively affected by doing so.

- vi. In order to provide advice on the process and information on a student's academic record, the Assistant Registrar, Graduate Studies, may be present at the Hearing.
- g. If the School of Graduate Studies fails to respond to a student's appeal within the stipulated time period, and there has been no prior agreement between the student and the Dean or delegate to extend the time period, the student is permitted to proceed directly to the Senate Appeals Committee.
- h. In some situations, appeals may be dismissed (not accepted) at this level (see section III).
- i. The School of Graduate Studies must respond to the student in writing within ten (10) working days of the receipt of the appeal. The letter must clearly state the basis on which the decision was reached. Students should indicate if they wish to pick up the decision in person or have the decision emailed, faxed or sent by mail. If the appeal decision is mailed, it will be deemed to have been received by the fifth working day following the postmark date on the envelope. Students are responsible for contacting the office of the Assistant Registrar, Graduate Studies if they have not received a response in the specified time period. The School of Graduate Studies Appeals Committee must send copies of the decision to the instructor, the Program Director, the Registrar and the Secretary of Senate.
- j. Decisions
 - i. The School of Graduate Studies Appeals Committee may not award a numerical grade, or require any action contrary to a university policy or collective agreement.
 - ii. The School of Graduate Studies Appeals Committee may:
 - d. deny the request
 - e. grant the appeal
 - f. grant or deny the appeal in part, subject to conditions, or attach any conditions to any decision. If the student does not accept the conditions attached, the appeal will be considered to be denied.

III.3. Appeals to the Senate Appeals Committee

- a. Students must submit an appeal to the Secretary of Senate within ten (10) working days of receipt of the School of Graduate Studies Level response. Forms and instructions for the filing of Appeals can be found at the School of Graduate Studies or Senate websites, or are available from the office of the Secretary of Senate. Appeals will normally be submitted in person. Fax or email submissions will only be accepted where prior arrangements have been made, to ensure that the appropriate person receives the appeal. Original documents must follow by mail. All documents to be presented as evidence must be attached to the appeal.
- b. The Secretary of Senate shall:

- viii. review the appeal to determine if it is complete and is within the deadline;
 - ix. Immediately, forward the appeal to the Program Director. The Program Director shall, upon receipt, inform the Secretary of Senate who shall be the respondent. The respondent shall reply to the appeal in writing to the Secretary of Senate within five (5) working days of receipt, including any documents to be submitted as evidence. A copy of the relevant course outline(s) must be submitted for all grade appeals, and where possible, student's grades in each component of the course. The Registrar must also receive a copy of the appeal.
 - x. establish a Hearing Panel of the Senate Appeals Committee and appoint a Hearing Panel Chair; (See section IID.7 for regulations on Conflict of Interest.)
 - xi. determine, in consultation with the Associate Registrar, if the student's academic record is pertinent to the appeal;
 - xii. determine, in consultation with the Chair of the Hearing Panel if, given the grounds of the appeal, it is necessary to call the instructor and/or the Program Director to be present;
 - xiii. schedule a hearing based upon the availability of the student and the instructor or Program Director. Both parties must receive at least ten (10) working days notice of the date, time and place of the hearing. An appeal may be scheduled with less than ten (10) working days notice with the written agreement of both parties; and
 - xiv. forward all of the submissions for the appeal, including a copy of the student's academic record where relevant, to: all members of the Hearing Panel; the Program Director and any instructors who will be attending the hearing; the Registrar; the student; and the student's advocate, if any. Students must receive appeals information related to their Hearing from the Secretary of Senate either in person by prior arrangement or by courier. It will be deemed that the information has been received on the date it was picked up or couriered.
- c. All Hearings shall be conducted in accordance with the *Statutory Powers Procedure Act (SPPA)*. A copy of the SPPA is available for review in the office of the Secretary of Senate.
- d. Hearing Regulations:
- i. The respondent in the appeal shall be accompanied, when possible, by relevant faculty who shall attend to respond to any relevant questions.
 - ii. Both parties may bring witnesses, who shall normally be present at the hearing only while giving testimony. Students may bring one representative or advocate (including legal counsel) at this level.
 - iii. Unless the committee is informed of an emergency situation, if either party, a representative, or advocate, or witness fails to attend the Hearing, the Appeals Committee will proceed in his or her absence.

- iv. The Hearing Panel may adjourn the Hearing when it is required for a fair process.
- v. An oral Hearing may be open to the public except when the Hearing Panel is of the opinion that matters involving public security may be disclosed or the person disclosing intimate financial or personal matters may be negatively affected by doing so.
- vi. In order to provide advice on the process and information on a student's academic record, the Secretary of Senate and a representative of the Registrar's office, respectively, may be present at the Hearing.

g. Decisions

- i. The Hearing Panel may not award a numerical grade, or require any action contrary to another university policy or collective agreement.
- ii. The Hearing Panel may
 - a. deny the appeal.
 - b. grant the appeal
 - c. grant the appeal in part subject to conditions. If the student does not accept the conditions attached, the appeal will be considered as denied.
- iii. The letter to the student, outlining the decision of the Hearing Panel clearly stating the basis on which the decision was reached, must be sent by the Panel Chair to the Secretary of Senate, who will send a copy to the student by the means specified by the student within five (5) working days. The Secretary of Senate must send a copy of the decision to the Chair, the Dean and the Registrar.
- iv. Decisions of the Appeals Committee of Senate are final and binding.
- v. Based upon matters arising at the Hearing, the Hearing Panel or Appeals Officer may make recommendations on procedural or policy matters to the Appeals Committee of Senate, the Secretary of Senate, a Program or the School of Graduate Studies Appeals Committee or Appeals Officer, a Dean or the Registrar's Office.

III. DISMISSAL OF APPEALS

IIIA. Circumstances for dismissal

1. Submission past the deadline.
2. Incomplete submissions, or submission forms improperly completed.
3. Missing an exam and/or assignment for religious observance (Section 1B.1): If a student did not file appropriate forms at the beginning of the semester or as soon as the final exam schedule is posted, cannot appeal at a later date based on religious observance (see Policy: Accommodation of Student Religious Obligations)
4. Accommodation for Disability (Section 1B.2): A student who has been granted an accommodation from the access Centre, but has not requested that accommodation from his or her instructor, may not claim the accommodation after-the-fact, or base an appeal on the grounds that the accommodation was not given.
5. Regrading (Section 1C1) or Recalculation (Section IC2): Grade re-assessments are not grounds for an academic appeal. Students are required to review grade concerns with the instructor within ten (10) working days of when the graded work is returned to the class or by the appeal deadline if it is a final exam or paper. If the instructor does not agree to review the work or does not respond within five (5) working days, a student should consult the Program Director. The only appeal permitted regarding quality of work is if the re-assessment of the work was not done or has not been done in keeping with the policy. The ground for this type of appeal is Procedural Error (Section IIB5). There is no appeal of the new grade received – it may go up or down or remain the same.
6. Prejudice (Section IIB1) – if the Discrimination and Harassment Prevention Office has found that there has been no prejudice on a prohibited ground, continuation on the ground of prejudice will be dismissed.
7. Medical (Section IIB2) – Documentation must be submitted within three (3) days of a missed test, exam or graded assignment deadline, or as soon as reasonably possible. It is expected that students will consult with a physician at the time of their illness. Appeals can be dismissed if the medical certificate is not submitted in a timely way, if it does not cover the period of time in question, or if there is not medical documentation submitted with an appeal based on medical grounds.

IIIB. Dismissal at the Program Level

1. Only appeals which are not filed by the deadline date found in University calendars, or which are not complete or filed on the appropriate forms may be dismissed (not accepted) at the Program Level.
2. If there are extenuating circumstances (medical/compassionate) that prevent a student from meeting the deadlines, a student may request an extension from the Program Director. Supporting documentation may be required.
3. Students should be notified in writing of the dismissal of the appeal.
4. There is no further appeal unless it is based on Procedural Error (IIB5)

IIIC. Dismissal at the School of Graduate Studies Level

1. If an appeal is dismissed (not accepted) at the School of Graduate Studies level, the Dean or designate, must give the student written notice of the intent to dismiss the appeal and the reasons for the dismissal.
2. Students have five (5) working days to provide a written response as to why the appeal should not be dismissed, addressing the reasons stated in the notice of intent to dismiss.
3. If the student responds, the Dean or designate should forward all documents to Senate to be reviewed by a panel of the Senate Appeals Committee, which will decide if the appeal will be dismissed or proceed.
4. The Secretary of Senate will inform the Dean and the student of the decision in writing.
5. There is no further appeal unless it is based on Procedural Error.

IIID. Dismissal at the Senate Level

1. If an appeal is dismissed (not accepted) at the Senate level, a student must be given a written notice of intent to dismiss the appeal and the reasons for the dismissal.
2. Students have five (5) working days to provide a written response as to why the appeal should not be dismissed, addressing the reason stated in the notice of intent to dismiss.
3. If the student responds, the documentation will be reviewed by a panel of the Senate appeals committee, which will decide if the appeal will be dismissed or proceed.
4. The student will be informed in writing of the decision.
5. There is no further appeal.