



## Policy and Procedure Manual

<b>Policy Title:</b>	<b>ACADEMIC GRADE APPEAL POLICY</b>	<b>Area of Responsibility:</b> <b>VICE PRESIDENT, ACADEMIC</b>
<b>Policy Section:</b>	<b>ACADEMIC</b>	<b>Policy No: 1.4.2</b>
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### 1.4.2. Academic Grade Appeal Policy

#### 1. Purpose

St. Clair College and its faculty are committed to quality academic decision-making and to ensuring that academic decisions are based on appropriate assessment considerations. Academic decisions should be based on impartially assessed performance outcomes which measure the learning of students and these decisions must be free of bias, prejudice, unfairness or other inappropriate personal influences. The College, its faculty and staff wish to ensure that academic records genuinely and accurately reflect our learners' academic accomplishments.

The purpose of this policy is to provide students with access to a respectful, thorough, judicious, impartial and timely review of academic grading disputes.

This policy and the processes it establishes shall be the only grade review process and supersedes any other such process however created.

#### 2. Consistent Progressive Review Process

This policy establishes a consistent progressive pathway for the resolution of concerns or disputes relating to the grades, marks or academic status conferred in academic courses delivered to St. Clair College students. It is intended that the normal route followed by an Appeal of an academic grade will be:

- firstly, addressing the concern with the faculty member who conferred the grade.
- secondly, appealing to the Chair of the academic department that delivers the academic course to mediate a resolution of the dispute.
- thirdly, appealing to the St. Clair College Appeal Panel for a final resolution of the dispute.

2.1 The review of academic grades is subject to the rules of natural justice, principles of fairness and equity as well as to the policy and processes relating to the College Appeal Panel.

**3. Informal Process of Appeal**

Wherever possible, students are encouraged to follow an informal route to develop a mutually acceptable resolution of their grading concerns with the person who made the grading decision. This is the professional and courteous route to follow in seeking the resolution of disputes.

3.1. The failure to pursue an informal process of Appeal does not preclude the student from proceeding with the formal process of review.

3.2. The purpose of this informal process is to ensure that the student is fully aware of the grounds and rationale for the grading decision and that the decision-maker can substantiate the grounds for the decision to the student.

3.3. The student should request a meeting with the appropriate faculty member who made the academic grading decision in question.

3.4. If the student attempts an informal resolution of the decision, the faculty member who made the grading decision in question should meet with the student to explain why the decision was made, the grounds for the decision and any policy under which the decision was made.

3.5. The student should be provided with all appropriate documentation relating to the grade, the weighting and the calculation of the grade.

3.6. The student should be allowed to state his or her reasons why the decision should be changed.

3.7. If the student and the College decision maker cannot arrive at a mutually agreeable resolution of the student's concern, the student should consider whether he or she wishes to launch a formal Appeal under this policy.

**4. Prohibition of Reprisals for Initiating a Grade Appeal**

The College prohibits reprisals or the threat of reprisal against any individual who initiates, makes use of or participates in proceedings under this Grade Appeal Policy and in proceedings before the St. Clair College Appeal Panel. Any College employee who violates this provision will be subject to disciplinary measures.

**5. Formal Process of Appeal**

Students have a right to two levels of formal Appeal; a first level of Appeal to an Academic Chair and a second and final Referral to the College Appeal Panel.

**6. Time Limits for Formal Appeals at the First Level**

6.1. A formal Appeal of an academic grading decision should be made immediately following the issuing of the official transcript by the Registrar's Office. However, an Appeal from a grading decision cannot be made after the lapse of 10 College business days from the date of the official release of the final grade report by the Registrar's Office.

6.2. If a student has not been able to launch a formal Appeal within 10 College business days from the date of the official release of the final grade report owing to verifiable and documented circumstances that are beyond the control of the student, the student will be allowed an additional 10 days within which to launch a formal Appeal. The appropriate documentation to support this late Appeal shall be submitted in written form to the Registrar's Office together with the Notice of Grade Appeal.

6.3. If a student has a concern about a final grade the student should launch a formal Appeal in a timely manner prior to the deadline for launching a formal Appeal. This will minimize the impact on the academic progression of the student.

## **7. Process for Initiating a Formal Appeal at the First Level of Inquiry**

In order to launch the formal Appeal process, a student should complete and file with the Registrar's Office a Notice of Grade Appeal form (which can be obtained from the Registrar's Office, the Office of the Student Representative Council, or the Office of Thames Students Inc. (See appendix A.)

7.1. The student should clearly identify the grounds for launching the Appeal. The Notice of Grade Appeal requires that the reasons for disagreeing with the conferred grade must be clearly set out or specified in the Notice of Grade Appeal document. The Appellant must also include complete contact information for the Appellant including phone, mail and email addresses if any, where the Appellant can be reliably and quickly contacted.

7.2. An administrative charge is payable for filing the Notice of Grade Appeal but is refundable if the Appeal is successful. The payment shall be made at the time of filing of the Notice of Grade Appeal.

7.2.1. The Registrar's Office will review the amount set for the administrative charge on an annual basis.

7.3. On the filing of a Notice of Grade Appeal, the Registrar's Office will verify the filing of the Notice of Grade Appeal by date and time stamping the notice.

7.3.1. The Registrar's Office will provide the student with a copy of the Notice of Grade Appeal with the date and time stamping information and shall retain a copy for the Registrar's files.

7.4. The Registrar's Office will immediately process the Notice of Grade Appeal and direct it to the Academic Chair of the program in which the student is registered or to the Academic Chair of the department that delivers the course that is the subject of the Grade Appeal, as appropriate.

7.5. In the event that the Academic Chair to whom the Notice of Grade Appeal is directed has a conflict of interest or who has been directly involved in making the decision which is the subject of the Notice of Grade Appeal, the Academic Chair shall immediately notify the Vice President, Academic who will assign another Academic Chair to conduct the first level inquiry.

7.6. If the course which is the subject of Appeal falls under the jurisdiction of a Chair who is not the program Chair, the Notice of Grade Appeal shall be directed immediately to the Academic Chair of the department that delivers the course.

7.7. When the Office of any Chair receives the Notice of Grade Appeal, the Office shall verify the receipt of the Notice of Grade Appeal by date and time stamping the Notice. The date and time stamp will include the name of the department.

## **8. First Level Inquiry**

The Academic Chair to whom the Notice of Grade Appeal has been directed shall immediately take steps to hold a full inquiry into the matters concerned in the Appeal and to effect a resolution within 5 College business days from the date on which the Notice of Grade Appeal was received by the Office of the Academic Chair.

8.1. The Academic Chair and the Appellant may mutually agree on a longer period of time to accommodate extenuating circumstances which both parties agree need a longer time period within which to conduct the inquiry. Any agreement to extend deadlines must be documented in writing signed by the Chair and the Appellant or corroborated by an email or other written confirmation from the Appellant to the Chair agreeing to the extension and the date of the new deadline.

8.2. Where a formal Appeal has been made against a grade or academic standing status which would prevent progression to the next semester of an academic program or enrolment in a course, the Academic Chair will permit the Appellant to continue in the program or to enrol in the course pending the outcome of the final decision on the Appeal.

8.3. The Academic Chair will require that the Appellant sign a written acceptance of binding conditions of withdrawal from the program or course should the Appeal be denied. (See appendix D.)

8.4. The Academic Chair shall conduct a fair and thorough inquiry into the matters that are the subject of the Appeal with the persons concerned in the decision being appealed, including the Appellant, the faculty member(s) or program Chair or other College employee who has information relating to the conferred grade.

8.5. The inquiry should be conducted as much as possible in accordance with the principles of natural justice and principles of fairness and equity.

8.6. At this first level of Appeal, the Academic Chair is not required to, but may choose to hold an informal hearing at which all stakeholders attend for the purpose of investigation and mediation of the disputed grade. In any event the Chair shall conduct a full inquiry or investigation of the matters under Appeal.

8.7. In conducting the inquiry, the Academic Chair shall provide the Appellant with an opportunity to present the reasons why the Appellant disagrees with the decision that is being appealed. These reasons should be documented in writing either by the Appellant or by the Academic Chair with the consent of the Appellant.

8.8. In conducting the inquiry, the Academic Chair shall provide the faculty member(s) or other participants in the inquiry process with the opportunity to present information and documentation to substantiate the original decision. This information should be documented in writing by the person presenting it or recorded by the Chair who receives it.

8.9. The Academic Chair conducting the inquiry shall provide the Appellant with the opportunity to respond to the information and documentation received by the Chair.

8.10. With the concurrence of both the Appellant and the faculty member who conferred the disputed grade, the Academic Chair should use his or her best efforts to facilitate or mediate a resolution of the issue under Appeal. In the event that the parties to the Appeal reach a voluntary settlement of the issues in the Appeal, the resolution of the matter shall be captured in writing in Minutes of Settlement (see appendix B) and a copy of the resolution should be provided to both parties.

8.11. If the resolution affects the student's academic status or the conferred grade, the Academic Chair who conducted the inquiry should immediately ensure that the appropriate documentation is processed with the Registrar's Office to reflect the terms of the settlement.

8.12. The Minutes of Settlement are final and binding on both sides to the dispute.

8.13. In the event of a resolution or a failure of a resolution, the Academic Chair shall immediately contact the Appellant by means of the phone and/or email contacts provided in the Notice of Appeal and then send a notice in writing of the resolution or failure of resolution to the Appellant at the mailing address provided in the Notice of Appeal. A copy of the written notice should also be sent to the other parties to the first level inquiry.

9.14. The Chair should document the time of any phone call to the Appellant. The effective time of communication or notice to the Appellant shall be the earliest of the date and time of the phone call or 24 hours after the date and time of an email sent to the Appellant notifying the Appellant of the Chair's resolution of the matter.

8.15. If a resolution was reached voluntarily by means of binding Minutes of Settlement, the Chair should immediately send a copy of the Minutes of Settlement Registrar's Office together with supporting paperwork to effect any changes to the academic record of the Appellant.

**9. Referral to the College Appeal Panel**

The Appellant to the Grade Appeal at the first level of inquiry may initiate a Referral to the College Appeal Panel where there has been a failure to resolve the dispute at the Chair inquiry level or because the matter has not been dealt with or resolved within the time limits specified by this policy.

**10. Time Limits for Referral to the College Appeal Panel**

A Referral to the College Appeal Panel must be received in the Registrar's Office within 3 College business days of the effective notification to the Appellant of the failure of resolution in the first level

of Appeal or of the expiry of the timeframe for the resolution at the first level of Appeal whichever comes first.

**11. Initiating an Appeal to the College Appeal Panel**

A Referral to the College Appeal Panel is initiated by submitting to the Registrar's Office a Notice of Referral to the College Appeal Panel (see Appendix A).

11.1. On the filing of a Notice of Referral to the College Appeal Panel, the Registrar's Office will verify the filing of the Notice of Referral by date and time stamping the Notice. A copy of the Notice of Referral with the date and time stamping shall be provided to the Appellant by the Registrar's Office.

11.2. There shall be no additional fee or administrative charge for the initiation of a Referral to the College Appeal Panel.

11.3. The form for the Referral to the College Appeal Panel is a part of the original Notice of Grade Appeal and should be completed only if application is being made to launch such a referral.

**12. Processing of the Referral to the College Appeal Panel**

The Registrar's Office shall direct the Referral to the College Appeal Panel to the Office of the Vice President, Academic.

12.1. On the receipt of a Notice of Referral to the College Appeal Panel, the Office of the Vice President, Academic will verify the receipt of the Notice of Referral by date and time stamping the Notice.

12.2. Upon receipt of the Referral to the College Appeal Panel, the Vice President, Academic will normally refer the Appeal to a designate for processing and adjudication which will include the formation of a College Appeal Panel. This designate will normally be the Assistant Vice President, Academic or it may be an Academic Chair of the department or school that is different from the Appellant's school or department.

12.3. The Office of the Vice President, Academic or designate will immediately confirm in writing via mail or email with the Appellant and Respondent of the receipt of the Referral to the College Appeal Panel.

**13. Time Limits for Processing the Referral to the College Appeal Panel**

The College Appeal Panel will sit at the earliest time possible to hear the Appeal and every effort should be made to hold the Appeal proceedings within 6 College business days but no more than 14 College business days after the notification of the referral to the Vice President, Academic.

13.1. The Appellant and the Chair of the College Appeal Panel through the Office of the Vice President, Academic may agree on a reasonable extension of the time period for the hearing of the Appeal.

**14. Processes in Advance of the Hearing of the College Appeal Panel**

Upon receipt of Notice of Referral the Office of the Vice President, Academic shall immediately inform the Appellant and the Respondent in writing of the receipt of the referral and provide the parties with a written overview of the process before the College Appeal Panel.

14.1. The Office of the Vice President, Academic shall immediately take steps to empanel the College Appeal Panel in conformity with the College Appeal Panel Policy.

14.2. The Office of the Vice President, Academic will determine a date for the holding of the Appeal hearing that is convenient to the Panel members and to the Appellant and Respondent and which meets the timelines set out in this policy.

14.3. Notice of the hearing date together with copies of the original Notice of Grade Appeal, any resolution determined by the Academic Chair at the first level of inquiry, the Notice of Referral and any other appropriate documents shall be delivered to all parties at least 24 hours in advance of the scheduled hearing of the College Appeal Panel and the notice shall contain the date, time and location of the scheduled hearing.

14.4. The hearing before the College Appeal Panel shall be conducted in accordance with the policy relating to the College Appeal Panel. (See Appendices F, G, and I of this policy.)

14.5. Grade Appeal hearings will generally be held at the campus at which the academic program is delivered with respect to the student who has launched the Grade Appeal.

14.6. Once the hearing before the College Appeal Panel has been completed, the Chair of the College Appeal Panel should communicate the decision of the College Appeal Panel to the Office of the Vice President, Academic within 2 College business days.

**15. Notification by the Office of the Vice President, Academic**

The Office of the Vice President shall within 2 calendar days of the receipt of the decision of the College Appeal Panel (excluding holidays as defined in the Academic Calendar) inform the Appellant in writing of the decision of the College Appeal Panel together with the rationale for the decision. Additionally, the Office of the Vice President should communicate the decision to the Appellant by phone and by email using the contact information supplied in the Notice of Grade Appeal and Referral.

15.1. The Office of the Vice President, Academic shall send copies of the decision to the Appellant to the Respondent; the Academic Chair of the department or school where the student is registered; the Chair of the department or school that delivered the course, if appropriate; and the Registrar's Office. With respect to the Appellant, the Office of the Vice President shall also attempt to communicate the decision to the Appellant by means of those methods of communication identified by the Appellant on the Notice of Grade Appeal. The dates and times of these communication attempts should be recorded as well as whether or not the attempt to communicate was successful.

15.2. Any changes to the academic transcripts as a result of the determination by the Vice President, Academic shall be prepared by the Office of the Vice President, Academic, signed by the Vice President Academic or Assistant Vice President Academic and transmitted to the Registrar's Office for processing.

15.3. The determination of the College Appeal Panel shall be final and binding on all parties to the Grade Appeal.

Appendix A



**ST. CLAIR**  
COLLEGE

**Notice of Grade Appeal**

**Students are strongly advised to contact the SRC or TSI for advice and assistance in completing this document and on how best to proceed with the grade appeal.**

**Part A**

Name: \_\_\_\_\_ Student ID # \_\_\_\_\_

Program: \_\_\_\_\_ Semester (year and fall, winter or spring) \_\_\_\_\_

Campus: (Please check) Windsor South \_\_ SCCA \_\_ Thames \_\_ Wallaceburg \_\_

Name of course being appealed: \_\_\_\_\_

Course ID of course being appealed: (eg. ACC100) \_\_\_\_\_

Name of Professor of course being appealed: \_\_\_\_\_

**Student Contact Information**

Phone Number(s): \_\_\_\_\_

Email Address: \_\_\_\_\_

Mailing Address: \_\_\_\_\_

Date of filing with Registrar's Office (stamp)

Date of receipt by the Office of the Academic Chair: \_\_\_\_\_

Signature of Chair or Administrative Assistant: \_\_\_\_\_





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## Referral to the College Appeal Panel

### Part C

**Note to student: If the Chair has not been able to mediate a resolution of your grade appeal or if the time line (5 college business days) has passed without a resolution, complete Part C and file with the Registrar's Office in order to refer the appeal to the College Appeal Panel. Do not complete Part C until the above is complete.**

I wish to refer this concern to the Office of the College Appeal Panel.

Signature of Student: \_\_\_\_\_ Date: \_\_\_\_\_

Date of filing with the Office of the Registrar's Office (stamp)

A large, empty rounded rectangular box with a black border, intended for a stamp.

Date of receipt by the Office of the Vice President, Academic  
on behalf of the College Appeal Panel (stamp)

A large, empty rounded rectangular box with a black border, intended for a stamp.

Appendix B

**Referral to College Appeal Panel**

Part C of Grade Appeal Form is completed and filed with Registrar's Office  
Registrar's Office sends to VPA Office on behalf of the College Appeal Panel  
Appeal Panel holds hearing within 10 College business days of receipt of referral  
Decision with rationale to VPA Office within 2 College business days  
VPA Office communicates decision to student within 2 College business days



**Filing of Notice of Grade Appeal with Registrar's Office**  
(MEDIATION WITH ACADEMIC CHAIR)

Within 10 College business days from the official release of grade reports  
(Verifiable extenuating circumstances may extend time limit an additional 10 days)  
Academic Chair conducts a first level inquiry and attempts to secure a mediated resolution  
(5 College business days to attempt a mediated resolution by Chair)



**Informal Attempt to Resolve Grade Concern**  
(WITH FACULTY)

Discussions leading to voluntary resolution if possible and within  
time limits for launch of formal appeal  
(10 days after release of grades by Registrar's Office)

**Note: a grade appeal must be based on verifiable grounds such as error, unfair process, bias, or other rationale that can be documented and shows that the grade assigned is not the correct grade. Grade appeals that lack appropriate grounds will not be successful. Please discuss this issue with SRC or TSI.**

**Appendix C**

**Minutes of Settlement with respect to the resolution of a grade dispute**

The parties to this dispute agree that the final grade to be recorded in the Registrar's Office with respect to the indicated course for the named student shall be as indicated below:

Name of Student: \_\_\_\_\_

Student ID Number: \_\_\_\_\_

Course Number: \_\_\_\_\_ Course Name: \_\_\_\_\_

Grade to be recorded with the Registrar's Office: \_\_\_\_\_

The faculty member and Chair agree to ensure that the above grade is given to the Registrar's Office to be recorded as the student's final grade in the above course.

\_\_\_\_\_  
Signature of Student

\_\_\_\_\_  
Date

\_\_\_\_\_  
Signature of Faculty

\_\_\_\_\_  
Date

\_\_\_\_\_  
Signature of Chair

\_\_\_\_\_  
Date

**Appendix D**

**Written Acceptance of Binding Conditions**

Name of Student: \_\_\_\_\_

Student ID Number: \_\_\_\_\_

Course Number: \_\_\_\_\_ Course Name: \_\_\_\_\_  
Course Number and Name of the Course to which a student is being conditionally admitted pending the outcome of an Appeal

Name of Professor: \_\_\_\_\_  
Name of Course Professor to which the student is being offered conditional admission pending the outcome of an Appeal

The parties to this agreement acknowledge that the named student has lodged an Appeal relating to the grade assigned in a course which is a prerequisite to the above named course.

The parties also acknowledge that there is a joint desire to ensure that the student will not be disadvantaged in the above named course should the final decision of the Appeal process be in favour of the student with the result that the student is entitled to register in the above named course.

The parties also acknowledge that if the Appeal is not successful, the student is not entitled to be admitted to the above named course.

Therefore the parties agree that the student may be conditionally admitted to the above named course pending the outcome of the Grade Appeal.

The parties also agree that in the event that the Grade Appeal is not successful, the admission of the student to the above named course is immediately cancelled and the student agrees to that cancellation and has no further right to participate in that class.

\_\_\_\_\_  
Signature of Student

\_\_\_\_\_  
Date

\_\_\_\_\_  
Signature of Faculty

\_\_\_\_\_  
Date

\_\_\_\_\_  
Signature of Chair

\_\_\_\_\_  
Date

**Appendix E**

**Grounds for Appeal**

The following are suggested examples of grounds for an Appeal of a grade. These examples are in no way exhaustive of possible grounds for a Grade Appeal. However, there must be **clear, definite and verifiable grounds** for a Grade Appeal to be successful. Just as grades must be based on verifiable assessments conducted during the course and which follow fair processes, the Appeal of a grade must also be based on verifiable and valid grounds.

The process used to determine the grade was unfair; for example, the professor changed the process without reasonable notice to the students of that change.

The process used to determine the grade was unfair; for example, the professor did not inform us adequately on how we were going to be assessed.

The professor made an error in the calculation of the grade; students were advised that a particular assessment would be worth 20 % of the final grade but the professor calculated the final grade by assigning that particular assessment a weight of 35%.

The process used to determine the final grade was unfair; for example the professor failed to advise us that a particular project was going to be counted in the calculation of the final grade but did use it as part of that calculation.

**Appendix F            Procedure before the College Appeal Panel: - Resource Person or Advisor**

(The following is taken from the College Appeal Panel Policy and covers the Appellant's right to have a resource person or advisor present during the Grade Appeal hearing.)

**6.        Resource Person or Advisor for the Appellant**

Though it is not required during the Appeal process, a student may request another person to act as a resource person and to provide advice or support during any stage of the Appeal process. This resource person may be a member of the executive of the Student Representative Council or the Thames Student Inc., a parent or other relative, a friend, a fellow student, a personal counsellor, or a legal representative.

6.1.     There is no absolute right to representation before the College Appeal Panel. However, the Chair of the Appeal Panel has discretion to permit the presence of a resource person or advisor.

6.2.     When a resource person or advisor attends any step in the Appeal process, that resource person is strictly a resource or advisor for the Appellant. The resource person or advisor will not be permitted to speak, make submissions or to advocate on behalf of the Appellant.

6.3.     In the event that the resource person attempts to advocate, speak, or interfere with the conduct of the Appeal, that person may be excluded from the proceedings at the sole discretion of the Chair of the College Appeal Panel.

6.4.     If, due to language, hearing or other challenge, the student encounters difficulty understanding or expressing himself/herself, the Chair of the College Appeal Panel has the discretion to permit the resource person or personal advisor to speak on behalf of the student.

6.5.     The Appellant may request reasonable periods during the Appeal process to consult with the resource person. The number and length of the periods of consultation are subject to the sole discretion of the Chair of the College Appeal Panel.

6.6.     Any costs associated with the student being assisted by legal counsel or any other paid advisor or resource person shall be the sole responsibility of the Appellant.

6.7.     In all cases, where a student wishes to have a resource person or advisor attend any proceeding before the College Appeal Panel, the student should advise the Chair of the College Appeal Panel of the identity of the advisor or resource person as early as is reasonably possible in the circumstances. The Chair may approve the presence of the advisor or resource person at the discretion of the Chair.



**Appendix H                      Procedure before the College Appeal Panel: - Onus of Proof**

(The following is taken from the College Appeal Panel Policy and covers the onus or burden of proof that must be established by each party.)

**10.     Onus or Burden of Proof**

At the hearing, the Appellant has the onus of satisfying the College Appeal Panel that there is sufficient reason to question the decision or challenge the matter that is the subject of the Appeal. The Appellant must raise a reasonable doubt about the appropriateness or fairness of the matters concerned in the Appeal.

10.1.    If the Appellant meets that onus, then the onus will shift to the other party to substantiate the appropriateness of the decision or matter that is the subject of the Appeal.

## **Appendix I**

(The following is taken from the College Appeal Panel Policy and provides a brief explanation of the rules of natural justice which govern hearings conducted by the College Appeal Panel.)

### **The rules of natural justice and its implications for College decision making and the conduct of Appeals.**

Natural justice is a term that requires institutional decision-makers to be guided by an overall commitment to fairness when they are making administrative decisions that affect other people. This requirement is particularly strong where the decision will have very specific and identified consequences for particular individuals, for example, decision that impacts a student's grade or academic status. Accordingly, our legal system establishes that where an administrative decision will affect the rights, privileges or interests of a particular individual, the institution is bound by the rules of natural justice and a duty of fairness. A decision-making or Appeal process based on natural justice and fairness is different from the normal legal system. The rules of evidence are simpler, less rigid and more flexible. The hearings are less formal than a court of law. An error of procedure will not automatically invalidate a decision. Formal procedures are not dogmatically followed.

In the academic setting, the principles of natural justice and the requirement of fairness give students the following rights:

1. adequate notice of the date, time and location of a hearing that will affect their status or rights.
2. sufficient notice of any allegations or claims that are made against them.
3. full disclosure of the nature of the evidence to be used against them.
4. a reasonable opportunity to provide their own evidence and version of events and arguments.
5. an opportunity to present their own witnesses and to examine their own and opposing witnesses.
6. to hear the evidence or negative information being provided about them so that they can prepare and present a response or answer to these allegations and information.
7. to request an adjournment or postponement for a reasonable period of time based on a reasonable ground.
8. to expect that the Appeal Panel will have the necessary expertise and familiarity with College processes and policies
9. to have the Appeal Panel members free of bias or any conflict of interest and that they will render their decision impartially and fairly
10. to have a record of the proceeding kept and a right to obtain a copy of that record
11. to receive a communication of the Appeal Panel's decision, in writing, including the rationale or explanation of the decision within a reasonable period of time after the Appeal hearing.
12. to expect that anyone who is involved in making the decision will have been present throughout the entire hearing.
13. to have necessary and appropriate supports and counsel present during the Appeal Panel hearing (there is no absolute right to have counsel or advisors present during the hearing but if it would be unfair to deny such advise or counsel, the Chair of the Appeal Panel should ensure appropriate counsel or advice, for example, a translator if language is an issue. Similarly there is no right to legal counsel but if the consequences of the hearing could be severe or if

the matters in question are complex, it might be unfair to deny legal counsel to be present. Generally, in all cases the counsel or advisor does not have the right to address the Appeal Panel or to advocate on behalf of the Appellant.