



## **A Quick Guide to Appeals and Concerns**

Appeals are never easy. A variety of emotions and feelings are involved when you initiate an appeal. Understanding what options you have, the appeal process, their purpose, and operation will help to ensure that everyone involved is better able to contribute to a resolution.

The first step is to understand what the different appeals and concerns are. There are three:

1. Grade Appeal
2. Quality Learning Environment Concern
3. Academic Misconduct Appeal

Understanding each type is important to make sure that you are following the appropriate steps. This guide will provide you with some basic information about all three types.

### **Quick Summary**

#### **1. Grade Appeal**

A grade appeal is submitted when you disagree with your final assigned grade. This is the grade that you can see on your unofficial or official transcript on SIS. Students can submit a grade appeal using a web form and the process usually takes 2-3 weeks to resolve from start-to-finish. This appeal must be submitted within 10 business days after a grade is made official.

#### **2. Quality Learning Environment Concern**

This is a concern submitted when you believe that you did not have an opportunity to engage actively in your education, feel safe and respected, or you did not have access to the necessary resources and supports for your success. You can submit this concern within 30 days following the end of the class.

#### **3. Academic Misconduct Appeal**

This appeal is submitted when you have received a notice of an academic misconduct. Misconducts are reported in SIS and you are notified by email when an misconduct has been filed. You must submit a request for an appeal within 5 business days after you receive this communication.

More details about each type of appeal are found below.



## 1. Grade Appeal

A formal grade appeal is submitted after a final grade has been assigned and students are notified by:

- Official communication from the Registrar's Office that grades are posted and available for view on SIS (official or unofficial transcript).
- Specific communication by the Coordinator or Chair that you are being removed from a placement setting and assigned a failing grade in the placement course, together with the reasons for the termination of the placement.
- Specific communication by the Chair that you are being assigned a grade.

Once notified, you will have 10 business days to launch a formal appeal by submitting a web form [here](#).

### What will be reviewed?

A grade appeal is a review of the final grade that was assigned to a student in a particular course. Neither the Chair nor the Grade Appeal Panel will review the academic merit of your assessments, nor should they. If you wish to have a test question re-assessed, then you should raise that request with the faculty member and perhaps with the Chair at the time that you receive your marked assessment.

The Chair and the Grade Appeal Panel do not and cannot consider the non-academic challenges that a student faced during the semester such as financial difficulties, personal health issues, family problems, or relationship problems.

### Process

1. **Fill out the [web form](#).** After filling out the web form, the Registrar's Office will apply the fee and send you confirmation with instructions on how to pay. The Registrar's Office will send the appeal document to the Chair.

Students going through the appeal process can conditionally progress into the next semester, subject to all of the pre-requisite and co-requisite requirements of those classes. This means that the Registrar's office may re-enroll you in the next semester. For more details, you can reach out to the Registrar's office directly by replying to the confirmation email mentioned in the paragraph above.

2. **First Level – appeal directly to the program Chair.** Students have a right to two levels of formal appeals. The first level is an appeal directly to the program Chair; the second and final level is a referral to the College Grade Appeal Panel.



The program Chair will conduct a thorough inquiry and decide if the appeal will be allowed, dismissed, or decide on an agreement on a resolution. The program Chair will decide within 8 business days. The decision will be communicated clearly to the teacher and you. If you disagree with the program Chair's decisions, you have 3 business days to lodge an appeal to the College Grade Appeal Panel which is the second level in this process. Your teacher also has the right to appeal to the College Grade Appeal Panel, if they disagree with the program Chair's decision.

**3. Second Level – appeal to the College Grade Appeal Policy.**

You can lodge an appeal to the College Grade Appeal Panel by one of two ways:

1. A signed document delivered directly to the Executive Director, Institutional Appeals, or
2. An email sent directly to the Executive Director, Institutional Appeals

The Executive Director, Institutional Appeals is Wayne Beneteau:

[wbeneteau@stclaircollege.ca](mailto:wbeneteau@stclaircollege.ca)

Room #A3500B

In your appeal to the College Grade Appeal Panel, please make sure you provide all relevant information, including your full name, student number, and appeal communications that you have received so far.

**4. College Grade Appeal Panel.** The St. Clair College Grade Appeal Panel is made up of three people:

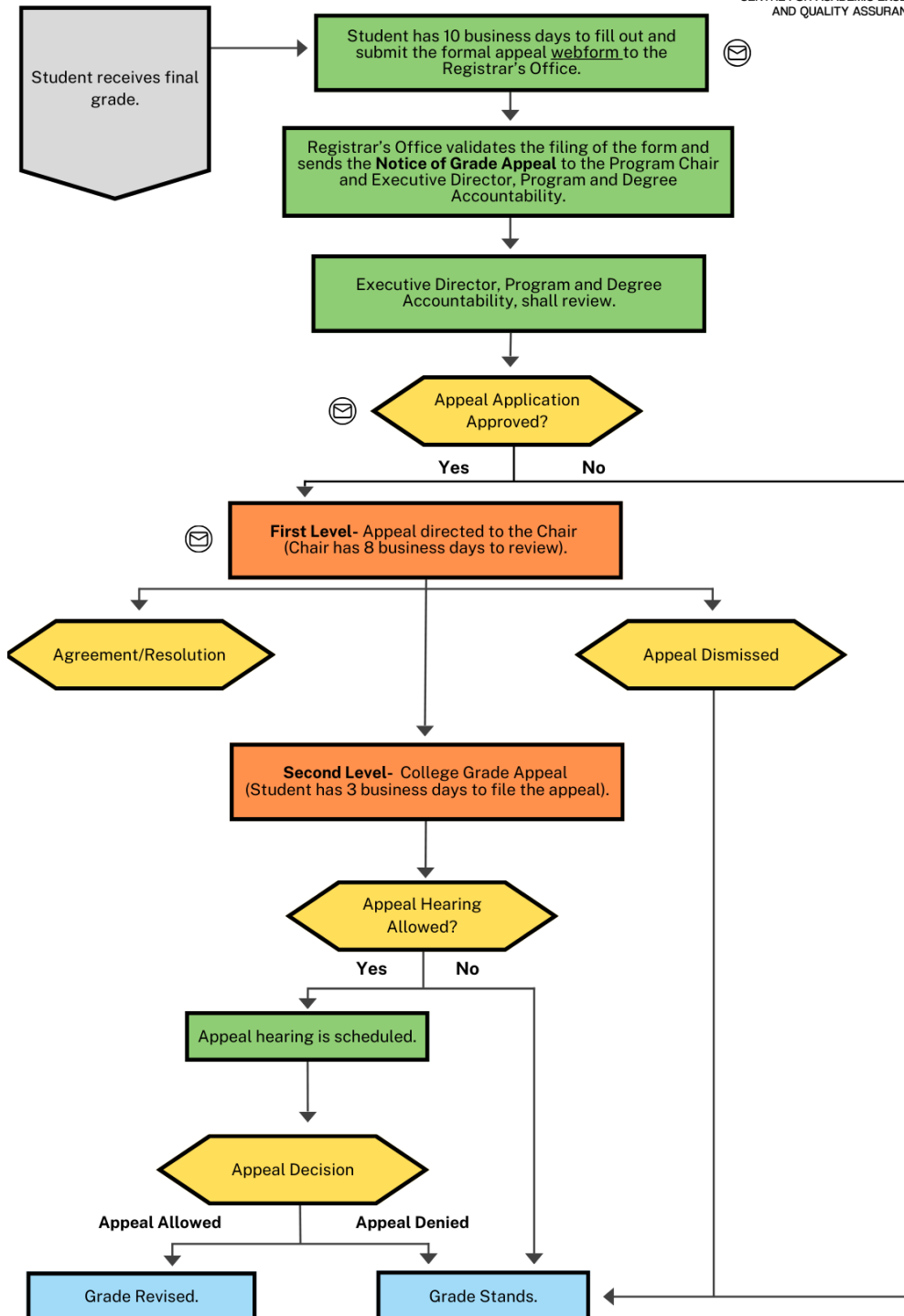
- A representative from administration. This is usually the Chair of the College Grade Appeal Panel who is the Executive Director, Program and Degree Accountability.
- A representative from the student body. This can be a member of the Student Representative Council (SRC) or Thames Students Incorporated (TSI).
- A representative from faculty. This is a faculty member that is not a part of your program or School.

Once this appeal meeting has been set, you should be fully prepared to show precisely how the grade is not an appropriate assessment of your learning. Your teacher will also take part in the meeting and will demonstrate how the grade was determined, the marks assigned for each component of the course, and the weighting of each component.

**Final Decision**

The Panel Chair writes a decision that the Panel Chair believes accurately reflects the decision of the Panel. The Senior Vice President, Academic and Career Services will review this decision and, if there are no concerns, will sign the letter. This letter records the decision of the Panel and you will receive a copy. This decision is final and binding and not subject to any further review or appeal by the College.

## GRADE APPEAL PROCESS





## 2. Quality Learning Environment Concern

A quality learning environment ensures that all students at St. Clair College (SCC) have the opportunity to engage actively in their education, feel safe and respected, and have access to resources and support necessary for their success. The learning environment at SCC is composed of:

- The people who directly assist students in their learning,
- The physical facilities in which the learning occurs,
- All learning resources, and
- Services provided by the college for the benefit of the student.

### Process

To address a concern about the quality of a learning environment at SCC, you can fill out the Quality Learning Environment Concern Form and submitted to the Chair. This form and the relevant policy can be found [here](#). It is important to note that concerns must be brought forward within 30 calendar days of the end of the semester. The process for addressing a concern about the learning environment has 3 levels.

Once you have filled out and submitted the form, you will be notified by email during each step of the way:

- 1. First Level - Informal Process:** Students and all involved parties are expected to discuss the concern and develop a fair and reasonable solution voluntarily and mutually. This is always the first step and may entail having a respectful conversation with the individual or faculty member to resolve the concern. At this point, the concern may be resolved.
- 2. Second Level - Referral of Concern to Program Chair:** Once the student has attempted to speak with the faculty member or other parties involved, a student may refer their concern to the Chair of their Academic Program if:
  - the student feels unable to approach the parties involved, and/or
  - the concern relates to equipment, software, or other physical resources, and/or
  - the faculty member or other person is unable/ unwilling to offer a resolution that addresses the student's concern within 6 working days.

The Chair will arrange to meet with the student within 3 working days and a decision will be provided in writing within 10 working days from the time of the meeting. At this point, the concern may be resolved.



**3. Third Level - Referral of Concern to Senior Vice President, Academic and Career**

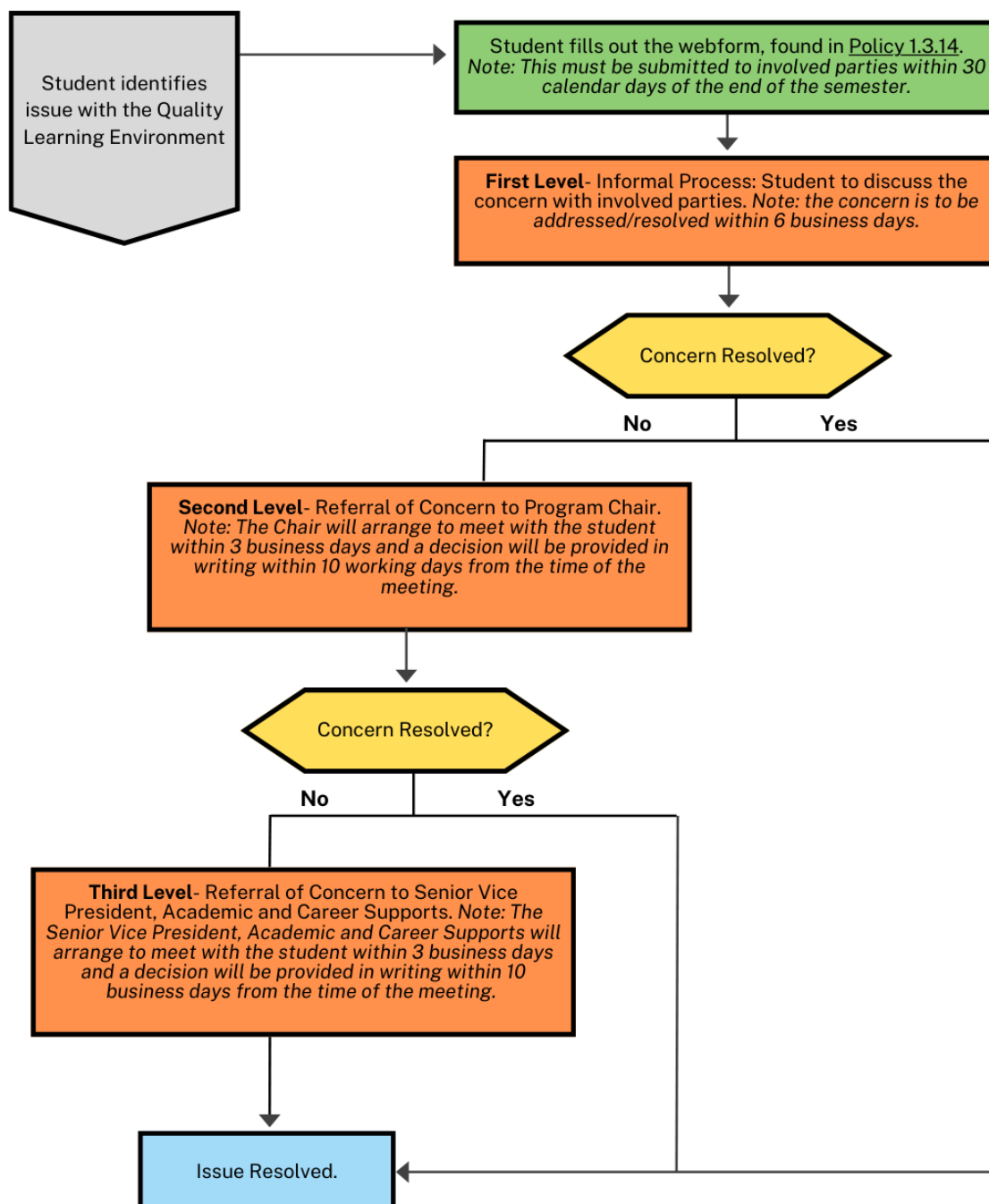
**Supports:** Once the student has attempted to speak with the Chair, a student may refer their concern to the Senior Vice President, Academic and Career Supports if:

- the Chair has decided that the appeal does not disclose a valid academic concern, and/or
- the Chair does not provide a resolution within 10 days of meeting with the student, and/or
- the student does not find the Chair's decision satisfactorily resolves their issue.

**Final Decision**

At this point, the Senior Vice President, Academic and Career Supports or their designate will investigate the concern. The Senior Vice President, Academic and Career Supports will arrange to meet with the student within 3 working days and a decision will be provided in writing within 10 working days from the time of the meeting. It is important to note that the decision may be confidential depending on the parties involved. The decision of the Senior Vice President, Academic and Career Supports is final.

# QUALITY LEARNING ENVIRONMENT CONCERN PROCESS





### 3. Academic Misconduct Appeal

A notification of an academic misconduct occurs when your teacher enters an academic misconduct on SIS. You are notified by email that this misconduct has been entered and what steps you can take next.

This guide will provide some key details on this appeal process. For all relevant information, please review our web page [here](#).

#### Process

1. **Speak to your teacher.** You have five days to speak with your teacher or academic administrator about this misconduct. At this point, you cannot drop the course or file an appeal (yet). If the matter is not resolved after speaking with your teacher and/or academic administrator, you will receive a second email titled Notification of Academic Penalty. This will be sent to your email 10 days after the original notification of academic misconduct.
2. **Appeal the Academic Penalty.** You now have 5 days to appeal the Notification of Academic Penalty. You can submit an appeal by filling out [this form](#) and submitting it to the Centre for Academic Excellence and Quality Assurance (CAE). This can be submitted in person to room number A2332 or by email to [CAE@stclaircollege.ca](mailto:CAE@stclaircollege.ca).

Once you submit the form, the Chair of the Academic Misconduct Appeal Panel will review your form and decide if an appeal hearing will be held. It is important that you check your College email; the CAE will send information about the date and time of the appeal hearing, if approved. Your teacher and/or academic administrator will also be notified to participate.

3. **Academic Misconduct Appeal Panel.** The CAE coordinates the hearing process with the Academic Misconduct Appeal Panel. The Panel has three members:
  - The Chair of the Academic Misconduct Appeal Panel
  - A faculty member
  - A student member

The Panel will hear both from the teacher and from you about this specific misconduct. It is your responsibility to come prepared and to answer all questions to the best of your abilities. This hearing will focus specifically on the misconduct and the penalty applied. Please make sure that you fully understand that you cannot appeal your final grade or any other part of the course that is not related to this misconduct.





You can apply to the Chair of the Panel to have a support person sit with you during the hearing. This person can be a relative or friend but cannot be a witness in the hearing. At the hearing, you will be able to present information supporting your case.

### **Final Decision**

The Executive Director of the CAE will notify you of the decision with reasons, in writing, within two days of the receipt of the Panel's decision. The decision of the Panel is final.

## ACADEMIC INTEGRITY PROCESS

