

FACULTY OF EDUCATION

UNDERGRADUATE ACADEMIC APPEALS POLICY AND PROCEDURES

PREAMBLE

This document outlines the appeals policy and procedures for undergraduate students in the Faculty of Education. Graduate students in the Faculty of Education should consult the Office of the Dean for information related to appeals policy and procedures.

INTRODUCTION

Decisions regarding students' academic standing as well as grades in individual courses may become the subject of an informal or formal appeal. This document sets out the informal procedures to be followed by students before initiating a formal appeal. The Faculty of Education encourages students to seek early support and guidance from the Undergraduate Student Services office, appropriate department and program advisors, as well as Student OmbudService. If the matter is not resolved through informal measures, this document also outlines the formal regulations by which academic decisions may be appealed.

DEFINITIONS

Academic Standing refers to any matter covered in the Faculty's academic standing regulations as approved by General Faculties Council or its Executive Committee. These regulations appear in the University of Alberta Calendar and include such matters as promotion, graduation, continuation in or dismissal from a program in the Faculty of Education.

Appeal is a request to overturn an adverse decision affecting students' academic standing or course grade.

Appellant means the student appealing a decision of the Faculty of Education.

Associate Dean refers to the Associate Dean, Teacher Education, Faculty of Education.

Committee means the Faculty of Education Academic Appeals Committee which may also be referred to as the Panel.

Dean refers to the Dean of Education.

General Chairperson means the General Chairperson of the Faculty of Education Academic Appeals Committee.

Faculty refers to the Faculty of Education.

FEAAC is the Faculty of Education Academic Appeals Committee.

GFC is the General Faculties Council.

GFC AAC is the General Faculties Council Academic Appeals Committee.

Grade Appeal is an appeal in which students claim they received a grade other than that which they earned.

Petition is a request to waive, on an individual basis where grounds are warranted, a Faculty of Education regulation which involves discretionary power and where exceptions are permitted.

PRB is the Practice Review Board.

Respondent means the delegated representative of the Faculty of Education in an Academic Standing or Grade Appeal.

1. TERMS OF REFERENCE AND EXCLUSIONS

Education Faculty Council has delegated authority to hear petitions.

- 1.1** The Associate Dean or delegate is authorized to hear petitions related to any existing Faculty regulation which students believe merit special consideration due to extenuating circumstances. This includes:
 - a) exceptions or waivers to published program requirements;
 - b) submission of applications or documents after the published deadline;
 - c) permission to add/delete/withdraw from courses after the published deadline.
- 1.2** FEAAC has been authorized to hear appeals related to Academic Standing and Grades. This includes:
 - a) continuation in, termination of, or dismissal from a program within the Faculty;
 - b) grades awarded in individual Faculty courses. FEAAC has the final authority to hear and determine grade appeals.
- 1.3** FEAAC has no jurisdiction to hear appeals with respect to:
 - a) decisions to refuse admission to the Faculty or readmission after a period of absence from the Faculty;
 - b) decisions related to the transfer of courses or granting of credit from another institution or from another Faculty at the University of Alberta;
 - c) academic offenses outlined in the Code of Student Behavior (these offenses are handled by the University Appeal Board);
 - d) decisions related to the withdrawal or denial of field experience placements (these appeals are handled by the GFC Practice Review Board);
 - e) petitions concerning matters in 1.1 above.
- 1.4** The Committee shall have no jurisdiction to hear an appeal until the Appellant has exhausted all informal procedures available within the Faculty.
- 1.5** The Committee shall hear an appeal from the same Appellant against the same decision only once.
- 1.6** The decision of the Committee in matters of grade appeals is final. No further appeal will be considered.
- 1.7** If the matter concerns Academic Standing, students will be advised by the Committee of their right to appeal within twenty-one (21) calendar days of written notification of the adverse decision to the GFC AAC.

2. GROUNDS FOR INFORMAL AND FORMAL FEACC APPEALS

The grounds for an appeal include:

- a) procedural errors on the part of a department or the Faculty;
- b) failure on the part of a department or Faculty official to make a decision in a fair and equitable manner in light of the procedures, standards and circumstances applicable in the case of an Appellant;
- c) failure of the Faculty to consider all factors relevant to the decision being appealed.

While a student is entitled to an explanation of why any grade was awarded, the following do not constitute grounds for an appeal:

- a) disliking the instructor's marking scheme;
- b) coming close to the instructor's cut-off point for a higher grade;
- c) disagreeing with the instructor's judgment about the quality of submitted work

3. APPEAL INITIATION, DEADLINES AND EXCLUSIONS

Advice on the preparation and submission of appeals is available from the Director of Support, Undergraduate Student Services, Faculty of Education and from Student OmbudService.

Appeal procedures pertain only to courses taught in the Faculty of Education. Students appealing grades received in courses taught outside the Faculty of Education must follow the appeal guidelines of the Faculty in which the courses are taught.

There are deadlines for the initiation of appeals. Appeals submitted after the appeal deadline will not be considered. Appeals must be submitted within ten (10) working days of written notification of the decision being appealed. Notification may be effected in person, via mail, via courier or via electronic mail. Notification is deemed effected when delivered in person, mailed electronically to students' University of Alberta accounts (or alternate accounts provided to Beartracks) or seven (7) calendar days following mailing to students' last known address.

For matters concerning reappraisals of final examinations and reexaminations, students should refer to the University of Alberta calendar section 23.5.4-23.5.5. For the most current reappraisal and reexamination fee and date information, students should refer to the following website: www.registrar.ualberta.ca/fees. Marks or grades assigned as a result of reappraisals of final examinations or reexaminations are final; there will be no opportunity to appeal these decisions.

4. INFORMAL APPEALS

Grade Appeals

- 4.1 Grade appeals of Faculty courses should first be directed to the instructor concerned or to the course coordinator if the instructor is unavailable.
- 4.2 If, after students have made a reasonable effort to resolve the matter with the instructor, the matter cannot be resolved or if it involves a program in a department, students shall then discuss their concerns with the Chair or delegate of the department in which the course is offered.
- 4.3 If the matter is not resolved after meeting with the department Chair or delegate, students may appeal to the Associate Dean or delegate. Grade appeals, with supporting documentation, must be submitted to the Associate Dean or delegate by:

February 15 th	for Fall term courses
June 15 th	for full-year and Winter term courses
July 15 th	for Spring term courses
September 15 th	for Summer term courses

In the event of an adverse decision, students may initiate a formal appeal to FEAAC.

Academic Standing Appeals

- 4.4 Academic Standing appeals should be submitted to the Associate Dean or delegate no later than ten (10) working days after the receipt of written notification of the adverse decision impacting the students' Academic Standing.
- 4.5 Upon receipt of the appeal, the Associate Dean or delegate will contact the student to set up an informal hearing. The informal hearing will take place no later than one (1) month after the appeal was submitted to the Associate Dean or delegate.
- 4.6 Education Faculty Council has granted discretionary power to the Associate Dean or delegate to initially approve or deny Academic Standing appeals. In the event of an adverse decision, students may appeal to FEAAC.

5. FORMAL APPEALS

Grade Appeals

- 5.1** Students shall submit their formal grade appeal within ten (10) working days of receipt of the Associate Dean or delegate's written notification of the adverse decision.
- 5.2** To initiate a formal grade appeal, students must submit two (2) copies of a written statement to the General Chairperson of FEAAC. Students will sign their written statement which shall include the substance of the matter to be appealed, the grounds for the appeal, and the nature of the relief requested. Students must include, as accompanying documentation, all of the information and documentation they submitted during the informal levels of appeal as well as an outline of the informal procedures undertaken.

Written submissions should be addressed to: General Chairperson, FEAAC, c/o Office of the Dean, Faculty of Education, 845 Education South, University of Alberta, Edmonton, Alberta T6G 2G5. The Dean will forward the appeal to the General Chairperson.

- 5.3** Upon receipt of the statement of appeal, the General Chairperson shall:
- a) determine whether the appeal falls within the Committee's jurisdiction;
 - b) provide the Appellant and Respondent with the names of all Committee members who could be constituted to the Panel. The Appellant and the Respondent will have seven (7) calendar days to submit a written challenge of a potential member of the Panel to the General Chairperson. Challenges may be made only on the grounds that the panel member may have a bias that would prevent a fair hearing and must include written reasons to support the challenge. If the General Chairperson concurs with the challenge the General Chairperson will replace the Panel member with another member who will be selected by rotation from the same constituent group (e.g., faculty member, undergraduate student);
 - c) consult with the Appellant and Respondent to determine a date for the appeal hearing;
 - d) inform, in writing, the Appellant and Respondent of the date of the appeal.

If the appeal is upheld by the Appeal Panel, the Panel will assign a new grade or grades. **The decision of the Committee's Appeal Panel in matters of grade appeals is final and binding. No further appeal will be considered.**

Academic Standing Appeals

- 5.4** Students shall submit their formal academic standing appeal within ten (10) working days of receipt of the Associate Dean or delegate's written notification of the adverse decision regarding their Academic Standing.
- 5.5** To initiate a formal academic standing appeal, students must submit two (2) copies of a written statement to the General Chairperson of FEAAC. Students will sign the written statement which shall include the substance of the matter to be appealed, the grounds for the appeal, and the nature of the relief requested. Students must include, as accompanying documentation, all of the information and documentation they submitted during the informal levels of appeal as well as an outline of the informal procedures undertaken.

Written submissions should be addressed to: General Chairperson, FEAAC, c/o Office of the Dean, Faculty of Education, 845 Education South, University of Alberta, Edmonton, Alberta T6G 2G5. The Dean will forward the appeal to the General Chairperson.

5.6 Upon receipt of the appeal, the General Chairperson shall:

- a) determine whether the appeal falls within the Committee's jurisdiction;
- b) provide the Appellant and the Respondent with the names of all Committee members who could be constituted to the Panel. The Appellant and the Respondent will have seven (7) calendar days to submit a written challenge of a potential member of the Panel to the General Chairperson. Challenges may be made only on the grounds that the panel member may have a bias that would prevent a fair hearing and must include written reasons to support the challenge. If the General Chairperson concurs with the challenge the General Chairperson will replace the Panel member with another member who will be selected by rotation from the same constituent group (e.g., faculty member, undergraduate student);
- c) consult with the Appellant and Respondent to determine a date for the appeal hearing;
- d) inform, in writing, the Appellant and Respondent of the date of the appeal.

5.7 If, after the FEAAC appeal hearing, students receive an adverse decision, students will be advised by the Committee of their right to appeal to GFC AAC. Appeals must be received by the Secretary to GFC within twenty-one (21) calendar days of receipt of written notification of the adverse Faculty of Education Academic Appeals Committee decision.

6. COMPOSITION OF FEAAC AND TERMS OF OFFICE

6.1 The Committee shall consist of the Chair of the appeal hearing, two (2) academic Faculty members, and one (1) undergraduate Faculty student member. In the event of Committee member absence, the Chair of the appeal hearing shall have the power to make ad hoc appointments to the Committee; ad hoc appointments will be made from the roster of eligible Faculty members and undergraduate students.

6.2 Quorum for the Committee shall be the Chair of the appeal hearing and three (3) Committee members.

6.3 The function of the Committee is to hear the statements (arguments/evidence) brought forward by the Appellant and the Respondent, and, on the basis of such information, to arrive at its decision. The Committee is not bound by rules of evidence or procedures applicable to a court of law.

6.4 The hearing shall be held as soon as possible after receipt of the written appeal, allowing a reasonable time for both the Appellant and the Respondent to prepare.

6.5 The General Chairperson shall provide fourteen (14) calendar days notice to the Appellant by registered mail, courier, electronic mail, or in-person delivery and to the Respondent by campus mail of the time and place of the hearing. The requirement of fourteen (14) calendar days notice may be waived if there is unanimous agreement of the Committee, the Appellant and the Respondent.

6.6 Subject to existing University of Alberta regulations governing the confidentiality and privacy of information, all documents relevant to the appeal will be provided to the Committee and to both parties. Both the Appellant and the Respondent must have reasonable time to access copies of all documents prior to the hearing. In the case that new information is introduced during a hearing, it will be at the discretion of the Chair of the appeal hearing to decide, after consultation with the Panel and the Appellant or the Respondent, whether the hearing should

proceed with the new information as evidence or whether a new Faculty hearing should be held.

- 6.7 Prior to the hearing, the Committee shall take such steps as are necessary to familiarize itself thoroughly with the relevant Faculty regulations.
- 6.8 Both the Appellant and the Respondent may have an advisor present at the hearing for moral support or advice but the case normally will be presented by the Appellant and Respondent, not the advisor.
- 6.9 Both the Appellant and the Respondent may present evidence and call and question witnesses.
- 6.10 Members of the Committee may question witnesses, the Appellant, and the Respondent.
- 6.11 In the event that the Appellant or Respondent is absent, the Committee has two alternatives: (a) to proceed with the hearing using the written documentation submitted (b) to reschedule the hearing. The Chair of the appeal hearing will make the decision based on the circumstances of the individual case.
- 6.12 At the conclusion of the formal hearing, the Committee shall decide either to (a) uphold or (b) deny the appeal.
- 6.13 Decision shall be by majority vote. The Committee members shall vote by written ballot.
- 6.14 The General Chairperson shall inform the Appellant and the Respondent in writing, within seven (7) calendar days of the hearing, of the Committee's decision, the reasons for the decision, plus any recommendations from the Committee. The decision of the Committee will either be hand delivered to students or sent via registered mail. The General Chairperson shall submit a copy of the decision to the Dean of Education.
- 6.15 When students receive an adverse decision from FEAAC in Academic Standing Appeals, students have the right to further appeal to the GFC AAC. An appeal can be made on the basis that a miscarriage of justice has occurred.

7. APPEAL TO GENERAL FACULTIES COUNCIL

For information related to GFC AAC appeals, students should refer to the following document:

<http://www.uofaweb.ualberta.ca/secretariat/studentappeals.cfm>.

8. FIELD EXPERIENCE APPEALS

Advice on the preparation and submission of appeals is available from the Director of Support, Undergraduate Student Services, Faculty of Education and from Student OmbudService.

Informal Appeals

- 8.1 Education Faculty Council has granted discretionary power to the Associate Dean or delegate to initially approve or deny field experience appeals. In the event of an adverse decision, students who were withdrawn from or denied a field experience, received a varied placement, or had conditions imposed, may appeal to the PRB.
- 8.2 Students are permitted to appeal (a) a final written evaluation (b) grade of NC (c) withdrawal, variance or denial of a practicum placement.
- 8.3 Students appealing a final written evaluation or a grade of NC should first meet with their Mentor Teacher(s). If reasonable efforts have been made to resolve the issue informally, and no resolution is forthcoming, students may appeal to the Associate Dean or delegate. If the matter remains unresolved, students may submit a formal appeal to FEAAC. Formal appeals must be submitted within ten (10) working days of receipt of the Associate Dean or delegate's adverse decision.
- 8.4 Students appealing withdrawal, variance, or denial of practicum placements should meet with the Associate Dean or delegate to resolve the matter informally. The Associate Dean or delegate has authorization to immediately deny assignment of students, withdraw students from, or vary terms, conditions or sites of practicum placements if the Associate Dean or delegate has reasonable grounds to believe that this is necessary in order to protect the Public Interest. The Associate Dean or delegate may consult with third parties in making this decision. If students have made a reasonable attempt to resolve the matter informally, and no resolution is forthcoming, students may initiate a formal appeal to the PRB.

FORMAL APPEALS

Grade Appeals

- 8.5 Students appealing a final written evaluation or grade of NC shall submit their formal grade appeal within ten (10) working days of receipt of the Associate Dean or delegate's adverse decision.
- 8.6 To initiate a formal grade appeal, students must submit two (2) copies of a written statement to the General Chairperson of FEAAC. Students will sign their written statement which shall include the substance of the matter to be appealed, the grounds for the appeal, and the nature of the relief requested. Students must include, as accompanying documentation, all of the information and documentation they submitted during the informal levels of appeal as well as an outline of the informal procedures undertaken.

Written submissions should be addressed to: General Chairperson, FEAAC, c/o Office of the Dean, Faculty of Education, 845 Education South, University of Alberta, Edmonton, Alberta T6G 2G5. The Dean will forward the appeal to the General Chairperson.

- 8.7 Upon receipt of the statement of appeal, the General Chairperson shall:
 - a) determine whether the appeal falls within the Committee's jurisdiction;
 - b) provide the Appellant and Respondent with the names of all Committee members who could be constituted to the Panel. The Appellant and the Respondent will have seven (7) calendar days to submit a written challenge of a potential member of the Panel to the General

Chairperson. Challenges may be made only on the grounds that the panel member may have a bias that would prevent a fair hearing and must include written reasons to support the challenge. If the General Chairperson concurs with the challenge the General Chairperson will replace the Panel member with another member who will be selected by rotation from the same constituent group (i.e., faculty member, undergraduate student);

- c) consult with the Appellant and Respondent to determine a date for the appeal hearing;
- d) inform, in writing, the Appellant and Respondent of the date of the appeal.

The decision of the Committee in matters of final evaluations and grade appeals is final. No further appeal will be considered.

Practicum Appeals

- 8.8** Students appealing withdrawal, variance, or denial of practicum placements shall appeal to the PRB. For all information related to PRB appeals, please refer to the document: "Practicum Placements, Professional Practice and the Public Interest" on the following website: <http://www.uofaweb.ualberta.ca/secretariat/studentappeals.cfm>.

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