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9.2.5 Student Records and Transcripts

Suspension imposed for disciplinary reasons shall appear on the student's records and transcripts for the full period of the suspension until the suspension is lifted. In the case of expulsion, an entry shall appear on the student's records and transcripts for the full period of the expulsion.

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9.2.6 Exclusion from Class or Exam for Disruptive Behaviour

10.2.6.1 Exclusion from Class by an Instructor

1. When a student disturbs, disrupts, or otherwise interferes with classroom activities, the instructor may immediately exclude the student from the course for a particular class and may also exclude the student from the next subsequent class in that course. In each case, the instructor is required to notify the course professor and the Program Director by the next business day.
2. If the behaviour persists when the student is re-admitted to class, the instructor may again immediately exclude the student from the class and the instructor must initiate proceedings against the student according to the procedures described above. The student's exclusion from class will be in effect until a decision is reached by the Program Director. If a student is reinstated by a decision of the Program Director, such decision shall not invalidate the prior action of the instructor. The University shall not be held legally responsible for any lost class time. The Program Director shall communicate his/her decision in writing to the student within five (5) calendar days from the date of the most recent exclusion.
3. The student may appeal the Program Director's decision as set out below. The student shall not be permitted in the class without the Program Director's written approval until such time as the appeal is heard and decided.
4. Within five (5) calendar days of receipt of the appeal, the Program Director shall provide written notice to the student

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of the decision, any penalty imposed and the deadline to appeal to the Vice-President, Academic of ten (10) calendar days.

5. The student (hereinafter cited as the appellant) must lodge a written appeal with the Vice-President, Academic within ten (10) calendar days after the decision was delivered or deemed to have been delivered to the appellant.
6. The Vice-President, Academic shall consider the appeal and review the matter in a manner which he/she, in his/her sole discretion, deems appropriate, and may either sustain, quash, or vary the decision being appealed. Where a decision against the appellant is sustained, the Vice-President Academic may also confirm, vary, extend, or suspend the exclusion from class initially imposed.
7. The Vice-President, Academic shall communicate his/her decision to the appellant, or his/her agent/ representative/lawyer, in writing within ten (10) calendar days of receipt of the appeal or within such longer period as the Vice-President, Academic deems necessary in his/her sole discretion.
8. Decisions of the Vice-President, Academic shall be final and binding, and no right of appeal lies therefrom.

9.2.6.2 Exclusion from an Exam by an Exam Supervisor

1. When a student disturbs, or otherwise interferes with exam activities, the exam supervisor may immediately exclude the student from the exam room and request that the student return immediately his/her exam test and booklet. The exam supervisor shall advise the student that he/she can request to write another version of the exam at a later date.
2. The exam supervisor is required to notify the Registrar, the course professor, and the Program Director by the next business day.
3. The student who feels that he/she has been unfairly treated can lodge a complaint with the Program Director. The decision of the Program Director and of the Vice-President, Academic, in the case of an appeal, shall not invalidate the prior action of the exam supervisor.
4. The Program Director shall communicate his/her decision in writing to the student within ten (10) calendar days of receipt of the complaint.
5. The University shall not be held legally responsible for any

contract period or credit lost.

6. The student may appeal the Program Director's decision by following the same procedures outlined under Appeal Procedures within this policy.

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9.2.7 Freedom of Information and Protection of Privacy

The use and disclosure of personal information will be only as provided for by Athabasca University's [Protection of Privacy Policy](#) and Alberta's Freedom of Information and Protection of Privacy Act.

Regulation: N/A
Procedure: N/A

Approved By:

Academic Council, (Motion 185-14) Revised 03 November, 2004
Academic Council (Motion 148-7) Revised 03 March, 1999
Academic Council (Motion 134-8) Revised 22 January, 1997
Revised 1993
Academic Council (Motion 79-3) Revised 10 March, 1990
Academic Council (Motion 71-6) Original 17 January, 1989

Amended Date/Motion No. N/A

Related References, Policies and Procedures

Athabasca University Protection of Privacy

Applicable Legislation/Regulation

Alberta Freedom of Information and Protection of Privacy Act

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9.3 Student Appeals Policy

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9.3.1 Membership

9.3.1.1

The Student Academic Appeals Committee (Committee) comprises the following members:

1. members elected by Athabasca University Academic Council (AUAC)
 - Registrar (Chair)
 - three academic staff members elected by AUAC from undergraduate programs
 - two academic staff members elected by AUAC from graduate programs
 - one undergraduate student representative
 - one graduate student representative.
2. The Registrar or designate shall be an ex officio member of the Committee, and shall serve as its Chair.

9.3.1.2

Committee members elected by Academic Council shall hold office for a term of two years (except for Registrar, which is ex officio). Members elected by Academic Council shall have their terms staggered at one-year intervals.

9.3.1.3

Student Academic Misconduct Policy	The quorum for committee deliberations shall be five (5) members, one of whom shall be the Chair. If the committee is obliged to consider an appeal at a time when a quorum from the regular committee membership is not possible, the Chair shall obtain alternative representatives from the various bodies sufficient to ensure a quorum. The alternative representatives selected in the above manner shall serve only until a quorum of elected members can be obtained.
Non-Academic Misconduct Policy	
Student Appeals Policy	9.3.1.4
Membership Consultation	The undergraduate student representative will be nominated by Athabasca University Student's Association.
Appealable Actions and Decisions	9.3.1.5
Appeals Process of Assignment of Grades	The graduate student representative will be nominated by the Graduate Students' Association Advisory Committee.
Appeals Process for Transfer Credit Evaluations and Assessments	Information effective Sept. 1, 2020 to Aug. 31, 2021. <i>Updated June 23 2020 by laurab</i>
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9.3.2 Consultation

The University shall consult with staff, faculty or any other person considered appropriate in the process of reviewing an academic appeal application.

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9.3.3 Appealable Actions and Decisions

A student/applicant may appeal

1. the assignment of grades on substantive grounds
2. the assignment of grades on procedural grounds
3. decisions on the evaluation and assessment of transfer credits
4. the application of institutional policies and procedures which do not directly impact the assignment of a grade. This appeal process does not apply to policies and procedures in which a decision of an University Officer is expressed as being the final decision, or where no express provision is made in the policy or procedure in question for appeal of the decision
5. the assignment of penalties resulting from decisions made under the [Student Academic Misconduct Policy](#).

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9.3.4 Appeals Process for Assignment of Grades

A student (appellant) may appeal any grade assigned to essays, examinations and assignments, or exercises that contribute to the final grade. Appeals of both failing and passing grades may be considered.

The appellant must follow the procedures outlined in the appropriate section of this document. If the appeal is misdirected, the University Officer in receipt of the appeal shall redirect the appeal to the appropriate University Officer. Where there is disagreement as to which procedures should be followed or which University Officer should review the appeal, the Chair of the Student Academic Appeals Committee shall make the final decision.

The appeal of a grade and subsequent remarking, if appropriate, shall result in one of three possible outcomes:

1. the grade remains the same
2. the grade is raised
3. the grade is lowered.

NOTE: Reference to a Program Director means the director of the program of study in which the student is enrolled. In the case of an unclassified student, the director of the program in which the course in question resides will be assigned by the Vice-President, Academic to administer the appeal. If any question arises as to the appropriate Program Director, the Vice-President, Academic will decide.

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9.3.4.1 Appeals on Substantive Grounds

9.3.4.1.1 An appeal for the assignment of grades on substantive grounds can be made when:

1. an appellant believes a grade to coursework was assigned on some basis other than academic achievement
2. the published evaluation standards in the course syllabus differ from the evaluation standards applied to the assigned grade
3. the evaluation standards applied to the assignment of the grade are unreasonable or differ from the evaluation standards described in the student manual for the course.

9.3.4.2 Step One – Request for an Informal Review by Marker

The appellant must request an informal review of the assigned grade with the marker. This request must be made within thirty (30) days of receiving the grade.

The marker can:

1. remark the coursework in question and assign an outcome as described above;
2. decline to proceed if sufficient grounds have not been established.

The marker must discuss the matter with the appellant and provide a decision, in writing, to the appellant within ten (10) business days of receiving the informal review request.

9.3.4.3 Step Two – Appeal to Course Coordinator

An Appellant who is not satisfied with the Step One decision may appeal in writing to the Course Coordinator within thirty (30) days of receiving the Step One decision. The appeal must be in writing, specify the reasons for making a further appeal and include all additional information or documentation the Appellant wishes to be considered. When the Course Coordinator is the individual who has assigned the grade and/or is the individual who completed the Step One review, then the Centre Chair responsible for the course shall assign an alternate Course Coordinator or competent marker to review the Step Two appeal.

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The Course Coordinator shall review the case, consulting with staff, faculty, the Appellant concerned, or any other person considered appropriate, providing it is practical to do so.

The Course Coordinator can:

1. remark the coursework in question and assign an outcome
2. arrange to have the coursework remarked by an alternate competent marker
3. decline to proceed if sufficient grounds have not been established.

The Course Coordinator must discuss the matter with the appellant and provide a decision, in writing, to the appellant within ten (10) business days of receiving the Step Two appeal request.

9.3.4.4 Step Three – Appeal to the Dean (or designates)

An Appellant who is not satisfied with the Step Two decision may appeal in writing to the Dean (or designates) responsible for the course within thirty (30) days of receiving the Step Two decision. The appeal must be in writing, specify the reasons for making a further appeal and include all additional information or documentation the Appellant wishes to have considered.

The Dean (or designates) shall review the case, consulting with staff, faculty, the Appellant concerned, or any other person considered appropriate, providing it is practical to do so.

The Dean (or designates) can:

1. arrange for remarking of the coursework in question by an individual who has not been involved in the step one or two decision and assign an outcome
2. decline to proceed if sufficient grounds have not been established.

The Dean (or designates) must discuss the matter with the appellant and provide a decision, in writing, to the appellant within ten (10) business days of receiving the Step Two appeal request.

The decision of the Dean (or designates) is final.

9.3.5.5 Appeals on Procedural Grounds

9.3.5.5.1

An appeal for the assignment of a grade on procedural grounds can be made when an appellant believes a university policy or procedure has not been followed in the assignment of a grade. When it is determined, in accordance with this procedure that university procedure and policy have been followed an appeal using procedural grounds as its basis will be dismissed.

The Appellant must submit their appeal in writing to the Chair of the Student Academic Appeals Committee setting out the grounds for their appeal, including details as to the university policy or procedure they believe was not followed, and how that impacted on the grade assignment within thirty (30) days of receiving the grade.

9.3.5.5.2

The Chair shall review the case, consulting with staff, faculty, the Appellant concerned, or any other person considered appropriate providing it is practical to do so.

The Chair may:

1. present the appeal to the Student Academic Appeals Committee for consideration and review, or
2. decline to proceed if sufficient grounds have not been established.

9.3.5.5.3

In cases where the appeal has been presented to the Student Academic Appeals Committee for consideration and review, the committee may consult with the appellant if desired or delegate the Chair to consult with the appellant in the event the appellant is not available at the time of the committee's review of the appeal. The Chair shall inform the appellant of the committee's decision, in writing, within thirty (30) days of receiving the appeal. The decision of the Student Academic Appeals Committee is final.

9.3.5.5.4

In cases where the appeal has been declined based on insufficient grounds the Chair shall inform the appellant, in writing, within ten (10) business days of receiving the appeal and include specific reasons for the decision to decline. The decision of the Chair is final.

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9.3.5 Appeals Process for Transfer Credit Evaluations and Assessments

A student (appellant) may appeal any decision concerning the awarding of transfer credit for previous education. Appeals to change the designation of certain credits, to obtain more credit or to reduce the credit granted may be allowed. Appellants should review and are expected to be familiar with [Admissions and Academic Regulations](#) in the current Athabasca University Calendar prior to appealing any decision regarding the award of transfer credits.

The appeal of a decision on transfer credit shall result in one of two possible outcomes:

1. the transfer credit award remains the same, or
2. an award of additional transfer credit.

9.3.5.1 Step One – Appeal to Coordinator of Admissions and Transfer Credit Services

9.3.5.1.1

An appellant submitting an appeal to any decision concerning the evaluation and assessment of transfer credit must contact the Coordinator of Admissions and Transfer Credit Services to discuss the award and to set out the reasons for their appeal. Such contact must be made within thirty (30) days of receiving the letter containing the transfer credit decision.

The Coordinator of Admissions and Transfer Credit Services can:

Student Academic Misconduct Policy	<ol style="list-style-type: none"> 1. change the transfer credit award, or 2. decline to proceed if sufficient grounds have not been established.
Non-Academic Misconduct Policy	<p>9.3.5.1.2</p> <p>The Coordinator of Admissions and Transfer Credit Services must respond to the appellant within five (five) business days and provide a decision, in writing, to the appellant within thirty (30) business days of receiving the request.</p>
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Appealable Actions and Decisions	<p>9.3.5.2.1</p> <p>An appellant who is not satisfied with the Step One decision may <u>appeal in writing</u> to the Associate Registrar of Admissions and Transfer Credit Services within thirty (30) days of receiving the Step One decision. The written appeal must identify precisely the decision(s) the appellant wishes to have reconsidered. All supporting documentation or evidence that the appellant wishes to have considered must be submitted at this stage of the appeal.</p>
Appeals Process of Assignment of Grades	
Appeals Process for Transfer Credit Evaluations and Assessments	<p>9.3.5.2.2</p> <p>The Associate Registrar of Admissions and Transfer Credit Services shall review the file and any supporting documentation that has been submitted, and may consult with faculty members, committee members, staff members, program directors, the Appellant concerned, or other persons considered appropriate.</p>
Appeals of Matters of Institutional Procedures or Policy	<p>The Associate Registrar of Admissions and Transfer Credit Services can:</p>
Appeals of Penalties Arising from the Academic Misconduct Policy	<ol style="list-style-type: none"> 1. change the transfer credit award, or 2. decline to proceed if sufficient grounds have not been established. <p>The Associate Registrar of Admissions and Transfer Credit Services shall inform the appellant in writing of the decision, within thirty (30) days of receiving the appeal.</p>
Student Academic Appeals Committee Written	<p>The decision of the Associate Registrar of Admissions and Transfer Credit Services is final.</p>

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9.3.6 Appeals on Matters of Institutional Procedure or Policy

An student (appellant) may appeal any decision based upon institutional procedure or policy provided that the policy allows for an appeal. The appellant may ask that the decision be rescinded, or that it be varied.

The appeal on the application of University policy or procedure shall result in one of three possible outcomes:

1. the decision remains the same,
2. the decision will be rescinded, or
3. the decision will be varied.

9.3.6.1 Step One – Appeal to Unit Supervisor/Coordinator

An appellant who is dissatisfied with any decision based upon institutional procedure or policy, provided that the policy allows for an appeal, must contact the unit supervisor/coordinator where the initial decision was made to discuss the decision before an appeal is made. Such contact must be made within thirty (30) days of the notification of the decision.

9.3.6.2 Step Two – Appeal to Department Head

An appellant who is not satisfied with a Step One decision may appeal the decision in writing to the head of the department, or designate, of the unit where the original decision is was made, within thirty (30) days of notification of the decision. The written

Student Academic Misconduct Policy	appeal must identify precisely the decision(s) the appellant wishes to have reconsidered. All supporting documentation or evidence that the appellant wishes to have considered must be submitted at this stage of the appeal.
Non-Academic Misconduct Policy	The department head (or designate) shall review the case and any supporting documentation that has been submitted, and may consult with faculty members, committee members, staff members, program directors, the appellant concerned, or other persons as considered appropriate. After a thorough investigation of the circumstances and particulars of the case, the department head (or designate) shall inform the appellant in writing of the decision, within thirty (30) days of receiving the appeal.
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Appealable Actions and Decisions	9.3.6.3 Step Three – Appeal to Student Academic Appeals Committee
Appeals Process of Assignment of Grades	An appellant who is not satisfied with a Step Two decision may appeal a decision based on institutional procedure or policy, provided that the policy allows for an appeal, by submitting a <u>letter of appeal</u> to the Chair of the Student Academic Appeals Committee within thirty (30) days of receiving written notification from the department head (or designate). The letter of appeal must specify in detail the reasons for making a further appeal.
Appeals Process for Transfer Credit Evaluations and Assessments	The Chair shall review the case, consulting with staff, faculty, the appellant concerned, or any other person considered appropriate, providing it is practical to do so.
Appeals of Matters of Institutional Procedures or Policy	The Chair may: <ol style="list-style-type: none"> 1. present the appeal to the Student Academic Appeals Committee for consideration and review, or 2. decline to proceed if sufficient grounds have not been established.
Appeals of Penalties Arising from the Academic Misconduct Policy	In cases where the appeal has been presented to the Student Academic Appeals Committee for consideration and review, the committee may consult with the Appellant if desired or delegate the Chair to consult with the Appellant in the event the Appellant is not available at the time of the committee’s review of the appeal. The Chair shall inform the Appellant, in writing, of the Committee’s decision within thirty (30) days of receiving the appeal. The decision of the Committee is final.
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9.3.7 Appeals of Penalties Arising from the Academic Misconduct Policy

The [Student Academic Misconduct Policy](#) provides rights and procedures for appeal to the Student Academic Appeals Committee.

An appeal from the assignment of a penalty for academic misconduct can be based on the following:

- a. denial that the offence occurred, or
- b. the appellant believes the assigned penalty is too severe.

The appeal on the assignment of penalties from the [Student Academic Misconduct Policy](#) shall result in one of three possible outcomes:

- a. the penalty remains the same,
- b. the penalty is altered to one that is either less or more severe in nature, or
- c. the penalty is rescinded.

9.3.7.1 Step One – Consult Policy

Appellants who wishes to avail themselves of these rights are expected to be familiar with the policy in question and must follow the procedures for appeal as outlined below.

[Academic Misconduct Policy and Disciplinary Procedures](#)

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9.3.7.2 Step Two – Appeal to Student Academic Appeals Committee

An Appellant may appeal a penalty by submitting a letter of appeal to the Chair of the Student Academic Appeals Committee within thirty (30) days of receiving notification of the decision. This letter must specify in detail the reasons for making a further appeal and the remedy the Appellant is seeking.

The Chair shall review the case, consulting with staff, faculty, the Appellant concerned, or any other person considered appropriate, providing it is practical to do so. The Chair shall then present the appeal to the Student Academic Appeals Committee for consideration and review.

The Chair may:

- a. present the appeal to the Student Academic Appeals Committee for consideration and review, or
- b. decline to proceed if sufficient grounds have not been established.

In cases where the appeal has been presented to the Student Academic Appeals Committee for consideration and review, the committee may consult with the Appellant if desired or delegate the Chair to consult with the Appellant in the event the Appellant is not available at the time of the committee's review of the appeal. The Chair shall inform the Appellant, in writing, of the Committee's decision within thirty (30) days of receiving the appeal. The decision of the Committee is final.

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9.3.8 Student Academic Appeals Committee Written Appeal

A written appeal can be sent via a formal letter to the Chair of the Student Academic Appeals Committee by fax, by post or by email.

9.3.8.1 Appeals to the Student Academic Appeals Committee can be addressed as follows:

Chair, Student Academic Appeals Committee
c/o Office of the Registrar
1 University Drive
Athabasca, AB T9S 3A3

Fax: (780) 675-6174

E-mail: registrar@athabascau.ca

9.3.8.2 All appeals to the Student Academic Appeals Committee should be addressed to the Chair of the committee and contain the following information:

- a. The student's (appellant's) name
- b. The appellant's student ID number
- c. The appellant's return mailing address
- d. What is being appealed. If the appeal is in relation to a grade, then the course name and number must be included. If the appeal is in relation to a policy, then the policy must be identified.
- e. Full details regarding the grounds for appeal and copies of all

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supporting documents.

- f. The signature of the appellant. If the appeal is being sent by email, it must be sent as a PDF attachment and contain the appellant's signature.

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9.3.9 Time Limits

Time limits for submitting appeals under the Student Appeals Procedures are mandatory and must be adhered to. Failure by an Appellant to submit an appeal within the time limits set out therein shall result in the Appellant forfeiting the right to appeal. The Chair of the Student Academic Appeals Committee, the Dean (or designates), or the Department Head (or designates) may, in their sole discretion, extend the time limit for the processing of an appeal of an Appellant where they consider an extension appropriate under the circumstances.

9.3.9.1

In all cases the time limit for submission of any appeal shall commence when the Appellant first becomes aware of the decision which they wish to appeal. Where notification of the decision has been sent to the Appellant by the University by mail, the time limit commences when the Appellant receives, or has been deemed to have received, the notification, whichever occurs first. Notification of a decision sent by mail to the last known address of the appellant is deemed, in the absence of evidence to the contrary, to have been received by the Appellant ten (10) business days after mailing if sent to an Alberta address and twenty (20) business days if sent to an address outside Alberta. Registered mail signed for by or on behalf of an Appellant is deemed to have been received on the day it was signed for.

Where notification has been sent to the Appellant by the University through electronic means (e-letter, email, etc.), the time limit commences on five (5) business days from the date the electronic communication was generated.

**Student
Academic
Misconduct
Policy**

**Non-Academic
Misconduct
Policy**

**Student
Appeals Policy**

Membership

Consultation

**Appealable
Actions and
Decisions**

**Appeals
Process of
Assignment
of Grades**

**Appeals
Process for
Transfer
Credit
Evaluations
and
Assessments**

**Appeals of
Matters of
Institutional
Procedures
or Policy**

**Appeals of
Penalties
Arising from
the Academic
Misconduct
Policy**

**Student
Academic
Appeals
Committee**

Procedure:

Student Appeals Procedure

Approved By:

Original: Academic Council (Motions 71.4 and 71.5) 17 January, 1989

Amended Date/Motion No.

April 29, 2009 (Academic Council motion 217-7)

November 3, 2004 (Academic Council motion 185-16)

February 1991 (Revised)

January 22, 1997 (Motion 134-7)

Related References, Policies, and Procedures:

Student Academic Misconduct Policy

Applicable Legislation/Regulation:

The Canadian Charter of Rights and Freedoms

Alberta Freedom of Information and Protection of Privacy Act

Responsible Position/Department:

Registrar

Information effective Sept. 1, 2020 to Aug. 31, 2021.

Updated June 23 2020 by laurab