

STUDENT ACADEMIC APPEALS GUIDE AND FAQ

Policy A128: Student Academic Appeals

Students may appeal an academic decision **within 7 College business days** if they believe that they have been treated unfairly or have extenuating circumstances that significantly impacted their academic performance. Students are required to consult with their professor as a first step to ensure proper understanding of the course expectations, grading processes and procedures and to explore alternative options.

These options may include a review of their grade assigned for projects, tests, exams, or a supplemental opportunity to demonstrate their knowledge of the curriculum, core learning outcomes or clinical competencies, depending on the circumstances, while considering the course syllabus/Academic Program guidelines, etc. If a student is unable to consult with their professor (e.g. the professor is no longer employed by the College), the student will be required to provide rationale for non-completion.

What Can I Appeal?

Students must have reasonable grounds to Appeal an academic decision. Grounds include the following; “merit of work, medical/legal/compassionate reasons, procedural error or any other unfair treatment”. Please visit the website to view Policy (A128) Student Appeals <http://www.fanshawec.ca/appeals>

How Long do I have to Submit an Appeal?

Students have **7 College business days** to submit an appeal through the [Notice of Appeal Form \(fanshawec.ca\)](http://www.fanshawec.ca/notice-of-appeal-form). This timeline starts when the student becomes aware of the academic decision or should have reasonably been aware (ie – when grades are posted).

Who Can Help Me with an Appeal?

If you have questions or need guidance regarding your right to appeal an academic decision after discussion with your professor/Program Co-ordinator, you may consult with the College Ombuds or the Fanshawe Student Union (FSU).

The Office of the Ombuds (<https://www.fanshawec.ca/students/support/academic-support/office-ombuds#>) provides impartial, confidential, support and options for students that may include an informal remedy or formal Appeal. The Ombuds Office also provides guidance on College policies and procedures, helps to clarify issues and advises students of their rights and responsibilities. With your consent, the Ombuds may connect with academic units or student services departments to help facilitate alternative, fair resolutions.

The Fanshawe Student Union can assist students with their Appeal submission package and may act as a support person to accompany them to an appeal meeting if schedules permit. Please visit <https://www.fsu.ca/student-academic-appeals> for more information regarding support offered by the FSU and to view a diagram of the Appeals process.

(See next page for an overview of the appeal steps)

AN OVERVIEW OF THE APPEAL STEPS (Student Action Items)

Step 1- Appeal to the Associate Dean or Manager

The student completes an on-line “Notice of Appeal” form [Notice of Appeal Form \(fanshawec.ca\)](http://fanshawec.ca) available at the Registrar’s Office. Please check the box on the form indicating your primary grounds and upload supporting documentation (ie.- A brief letter describing your situation addressed to the Associate Dean or Academic Manager, including the reason or primary “grounds” for your appeal and a requested fair remedy that will allow you to demonstrate your knowledge of the curriculum or course Vocational Learning Outcomes VLO’s). Attach any supporting evidence to validate the grounds for your appeal (like communication with your professor or academic area, placement supervisor, employer, health care professional, etc.

- Once the Appeal is uploaded, the Registrar’s office will confirm receipt of your appeal submission and provide a confirmation tracking number. They will forward your appeal package to the Associate Dean’s or Academic Manager’s office.
- The Associate Dean or Academic Manager will set up a meeting with the student to hear their appeal, attempt to resolve the issue and determine if the Appeal is granted or denied. The student will receive an email with a summary of the outcome of the meeting and any follow-up steps required.
- If a student believes that they have grounds to challenge the outcome of a Step 1 Appeal, based on a procedural error or if they have new supporting documentation that was not available at the time of their initial appeal meeting, they may initiate a Step 2 Appeal.

Step 2- Appeal to the Dean

The student completes an on-line “Notice of Appeal” form and submits the form attaching supporting documentation (that is, a brief letter addressed to the Dean to describe their situation, outline the primary “grounds” for the appeal, and include a requested fair outcome based on the circumstances). Attach any supporting documentation or evidence to validate your grounds like email communication with professors, placement supervisors, documents from health care professionals, etc.

- Once the Appeal is uploaded, the Registrar’s office will confirm receipt of your appeal submission and provide a tracking number. They will forward your appeal package to the Dean’s office
- The Dean will set up a meeting with the student to hear their appeal, attempt to resolve the issue and determine if the Appeal is granted or denied. The student will receive an email with a summary of the outcome of the meeting and any follow-up steps required.
- If a student believes that they have grounds to challenge the outcome of their Appeal (based on procedural error or new information that becomes available, they may initiate a Step 3 Appeal.

Step 3- Appeal to a Committee of Review

The student submits a Step 3 on-line “Notice of Appeal” form to the Office of the Registrar – Attach a letter of explanation for the grounds of the Appeal, including a statement of resolution, a witness list and supporting evidence (like email communication with your Academic area or placement, supporting documentation from a health care provider, etc).

- Once the Appeal form is received by the Appeals Administrator, they will contact the student and the Dean to explore/determine if a resolution may be possible based on the circumstances. If a resolution is not possible, they will gather a Committee of Review to meet with the student to hear their appeal and determine the outcome of the Step 3 Appeal.

(See next page for FAQs)

FREQUENTLY ASKED QUESTIONS (FAQs)

1. What resources are available to determine if I should appeal an academic decision?

- All students are required to discuss concerns with their professor first with the goal to achieve a fair outcome/informal resolution based on the circumstances
- During the semester, students may also contact their Academic Advisor or Program Coordinator to discuss their concerns and possible alternative options for resolution
- The College Ombuds is available to help clarify issues, provide impartial, confidential, guidance and options for students that may include an informal remedy or formal appeal
- The Fanshawe Student Union (FSU) is available to help students with their appeal submission and/or to accompany them during the appeals process as a support person

2. What are the reasons for an Appeal?

Student must have reasonable grounds for an Appeal that include; merit of work, medical/legal or compassionate reasons, procedural error or any other unfair treatment

3. How do I access an appeal form?

The Notice of Appeal form is available at the Office of the Registrar at

[Notice of Appeal Form \(fanshawec.ca\)](https://www.fanshawec.ca/notice-of-appeal-form)

4. Who can help me during the Appeal Process?

The College Ombuds is available to help clarify issues, provide impartial, confidential, guidance and options for students that may include an informal remedy or formal appeal.

(<https://www.fanshawec.ca/students/support/academic-support/office-ombuds#>)

The Fanshawe Student Union (FSU) is available to help students with their appeal submission and/or to accompany them during the appeals process as a support person.

<https://www.fsu.ca/student-academic-appeals>

5. Is there a time limit?

Yes, a Notice of Appeal form must be submitted within 7 College business days (not including College holidays or weekends) from the time the student becomes aware, or should have become aware, of the issue in question.

Please note:

The Academic appeals process includes 3 possible Levels of Appeal that a student may access to achieve a fair outcome. Each step requires a new Appeal form to be submitted within 7 College business days of the Academic Decision and the Grounds for an appeal must remain the same at each level of appeal. Students may initiate the next level of Appeal if new or contravening evidence becomes available to validate their grounds or where issues of procedural fairness existed during the appeal process.

Students cannot proceed to the next Level of Appeal until the preceding Level is complete. Students will receive a response at the end of each step from their Academic School and may continue in their course or academic program during the appeals process unless notified by the Dean or Appeals Administrator.

For more information prior to submitting an appeal please reference Policy A128 Academic Appeals at <https://www.fanshawec.ca/about-fanshawe/corporate-info/policies#>