
Undergraduate Student Academic Appeal Procedures

Academic Program Requirements

Original Approval Date:**Most Recent Approval Date:** January 2018**Most Recent Editorial Date:** February 2024**Office of Accountability:** Associate Dean (Academic), ALES**Office of Administrative Responsibility:** ALES Office of the Dean, Student Services**Approver:** ALES Faculty Council**Scope:** Undergraduate Student Academic Appeal Procedures – Academic Program Requirements

ALES undergraduate students have the right to appeal decisions regarding requests for course substitutions and/or transfer credit assessment. Students should only appeal in cases where they believe that an error has been made in the original decision.

If students wish to request a substitution for a required course or Approved Program Elective, or wish to request additional transfer credit beyond that originally granted for coursework done elsewhere, they should first seek assistance through the Undergraduate Student Services Office. These steps are outlined below.

If the student is not satisfied with the outcome of their request, they may then submit an appeal to the Associate Dean (Academic) through the Appeals Submission Form found on the ALES Student Services website: uab.ca/ALESsso. The Faculty of ALES Dean delegates to the Associate Dean (Academic), or designate, authorization to hear this appeal. Procedures for this appeal are provided in subsequent sections.

Process for initial request

Course Substitutions

A student wishing to request a substitution for a) a required course in their program or b) an Approved Program Elective (APE) should first submit an initial request through the appropriate form found on the ALES Student Services website: uab.ca/ALESsso.

- A decision will be made by the Student Services Advisor with input from the program committee or other academic staff members as appropriate. The student will be notified of the decision by Student Services via email.
- If the request is denied, the student may submit an appeal to the Associate Dean (Academic). The steps to be followed are provided below.

Transfer Credit

Assessment of transfer credit (i.e., credit for coursework taken at another post-secondary institution) is normally done at time of admission into the student's University of Alberta program. However, there may be instances where students wish to request additional transfer credit. ALES students participating in an exchange program will also need to request transfer credit for any academic coursework completed in advance of the exchange.

A student wishing to request transfer credit should first submit an initial request through the appropriate form found on the ALES Student Services website: uab.ca/ALESsso.

- A decision will be made by the Student Services Advisor with input from the program committee or other academic staff members as appropriate. The student will be notified of the decision by Student Services via email.
- If the request is denied, the student may submit an appeal (in writing) to the Associate Dean (Academic). The steps to be followed are provided below.

Appeals to the Associate Dean (Academic)

If the student is not satisfied with the outcome from their course substitution or transfer credit request, they may submit an appeal to the Associate Dean (Academic) through the Appeals Submission Form found on the ALES Student Services website: uab.ca/ALESsso.

Grounds for Appeal

The following constitute grounds for an Academic Program Requirements Appeal:

- Procedural errors
- Failure to consider all relevant factors / mitigating circumstances
- Bias and/or discrimination

Registration status in the course will not be considered when making a decision.

Appeal Content

The student should complete and submit the Appeals Submission Form which includes a written section and should provide a clear rationale or justification for the appeal of the course substitution or transfer credit decision. The written portion of the Appeals Submission Form must include the following information and documentation:

- Type of initial request, i.e. transfer credit, course substitution or permission to take course at another institution.
- Relevant information or details about the student's initial request

- Explanation of the basis of the appeal which may include procedural errors, extenuating circumstances or a failure to consider all relevant factors
- Supporting documentation (where relevant)

Appeal documents should be submitted to ALES Student Services by email to alesacad@ualberta.ca.

Questions about the appeal process and relevant Faculty and university regulations should be directed to the ALES Student Services Office, at questions.ales@ualberta.ca or 780-492-4933. Student Service Staff are not authorized to speculate on the probability of an appeal's outcome. In order to maintain impartiality, Student Service Staff are also prohibited from providing guidance on the content of the appeal. While they may offer general information about the appeals process and necessary documentation, they should not offer advice or suggestions regarding the content of the appeal itself.

Assistance with the content and submission of appeals is available from the Office of the Student Ombuds (uab.ca/ombuds). Appellants are advised to consult with the Student Ombuds prior to submission of their appeal.

Appeal Process and Outcome

When an appeal is submitted, the Associate Dean (Academic) may request assistance from Student Services Staff to gather relevant student data and communications pertaining to the appeal. Student Services Staff will access relevant student records, including academic transcripts, enrollment history, and communication records.

Student Services Staff will compile a summary of relevant student data and communications and provide it to the Associate Dean (Academic) in a timely manner. Staff members may provide insights or interpretations of the data to assist the Associate Dean (Academic) in making an informed decision; however, adjudication of the appeal is the sole discretion of the Associate Dean (Academic).

Information obtained for the purpose of appeal assistance should be accessed and shared only on a need-to-know basis and used solely for the appeals process.

The Associate Dean (Academic) will review the First Appeal submission and may meet with the student to discuss the appeal. The Associate Dean (Academic) will normally provide a written decision via email approving or denying the First Appeal within 14 calendar days of receiving the First Appeal. The decision will be communicated to the student, course instructor and Department Chair.

Further Appeal

The decision of the Associate Dean (Academic) on any appeal for course substitutions or transfer credit assessment is final and cannot be further appealed. The only exception would be if there was new information related to the request, in which case the student should contact Student Services to request that their request be reconsidered.

Communication

Effective delivery of appeal-related materials is governed by GFC Policy Section 1.5.3 (Service and Notice). In accordance with the University's Electronic Communication Policy for Students and Applicants, (University Calendar), electronic communications sent by the University will be deemed received the next University business day after the day the email was sent.

All official written communication will be via email, although students have the option of communicating in person with Student Service Staff for informal guidance. All email communication will be sent to the student's ualberta.ca email account. Email communication from the student must also come from their ualberta.ca account.