

FACULTY OF BUSINESS
ACADEMIC APPEAL PROCEDURES POLICY
Amended March 2014

General Faculties Council has delegated to Faculties the power to establish Faculty Appeals Committees to hear appeals by students from decisions affecting their academic standing, grades and continuation in programs. The following are the procedures that will be used in the event of a student appeal.

JURISDICTION

1. Undergraduate Appeals: There are four major areas in which appeals by undergraduate students against decisions of a non-disciplinary nature may be entertained in the Faculty of Business. They are:

- a) academic standing appeals (e.g. requirement to withdraw, or decisions on continuation or graduation);
- b) course grade appeals;
- c) residency requirements; and
- d) work term failures and/or continuation in the Co-operative Education program.

2. Graduate Appeals: There is only one area where the Faculty of Business has the jurisdiction to hear appeals from graduate students, and that is with respect to grades in individual courses. In all other academic matters, jurisdiction to hear appeals lies with the Faculty of Graduate Studies and Research.

FACULTY APPEALS COMMITTEES

1. Undergraduate: The Faculty Appeals Committee for undergraduate students will consist of members of the Undergraduate Policy Committee (USPC) or their alternates (comprising two undergraduate students plus one full-time academic faculty member from each department in the Faculty). This Committee will hear all appeals that are lodged by undergraduate students in relation to their academic programs.
2. Masters: The Faculty Appeals Committee for MBA and other Masters level students will consist of members of the Graduate Studies Policy Committee (GSPC) or their alternates (comprising two MBA students plus one full-time academic faculty member from each department in the Faculty). This Committee will hear all grade appeals that are lodged by MBA and other Masters students.
3. PhD: The Faculty Appeals Committee for PhD students will consist of members of the PhD Policy Committee or their alternates (comprising two PhD students plus one full-time academic faculty member from each major in the PhD Program in the Faculty). This Committee will hear all grade appeals that are lodged by PhD students.
4. The following applies to all Faculty Appeals Committees:
 - a. A quorum for meetings of the Faculty Appeals Committee is one student member and three faculty members.
 - b. If any faculty member is unable to attend, the Dean or Department Chair may appoint alternates for the purpose of constituting the Faculty Appeal Committee.
 - c. The relevant Associate Dean or Program Head represents the Faculty in the appeal and may not serve as members of the Faculty Appeals Committee.
 - d. Where at least one student member is unable to attend, an alternate student member may be appointed by the President of the Business Students' Association (in the event of undergraduate appeals) or the MBA Association (in the event of a Masters level appeal) or any person acting as their delegate. In the case of the PhD program, a substitute student will

- be appointed by the President of the Graduate Students' Association of the University of Alberta.
- e. The Chair of the Faculty Appeals Committee normally will be one of the faculty members serving on the Committee.
 - f. No one will participate as a member of the Faculty Appeal Committee if he or she has been involved in any discussion or other activity related to the case prior to the appeal, or where he or she has any interest in the appeal.

GRADE APPEALS

The following are the procedures for grade appeals in the Faculty of Business:

1. Any notifications required under these policies are effective when carried out by way of registered mail, actual delivery by hand to the relevant parties, or electronic communications with an official University of Alberta e-mail account.
2. Concerns with marks or grades must be referred initially to the relevant Instructor for resolution. If no resolution occurs at this stage, the student must contact the relevant Department Chair, and finally, the relevant Associate Dean or Program Head.
3. Students must notify Instructors of their disagreement with a grade within thirty (30) calendar days of the official posting of the grades on Bear Tracks by the Registrar's Office.
4. The Faculty Appeals Committee is delegated by the Business Faculty Council to hear appeals of grades in rare cases in which problems with grades cannot be resolved by the Instructor/Chair/Associate Dean or Program Head.
5. A prospective appellant must lodge a formal letter of appeal with the Associate Dean or Program Head within twenty-one (21) calendar days from the date on which the student is advised of the final decision of the Department or the Instructor if the Department Chair has not been consulted.
6. The appellant must state in an appeal the nature of the appeal including the decision being appealed and the relief or remedy being requested. An appellant must formally request that an Appeals Hearing be convened.
7. A meeting of the Appeals Committee normally must be convened not later than thirty (30) calendar days after a formal request for an appeal is received by the Associate Dean or Program Head.
8. The appellant must appear personally to present their case.
9. The Appeals Committee must provide the appellant and respondent with an opportunity to present their case orally. The appropriate Faculty representative - usually the Associate Dean or Program Head - is required to present the Faculty's position in relation to the case and describe the basis for the Faculty's decision or other information which may be deemed relevant.
10. The appellant and the respondent must have at least ten (10) calendar days notice of the date on which an appeal will be heard.
11. Subject to University regulations governing the confidentiality of documents, documents or other material that will be used by the parties to support their cases must normally be made available to the other party and to the Appeals Committee at least seven (7) calendar days prior to the Hearing.
12. The Appeals Committee will make its decision with the appellant and the Faculty representative absent from its discussion.
13. The Chair of the Appeals Committee must inform both parties in writing of the Committee's decision not later than seven (7) calendar days after the conclusion of the Hearing.
14. Decisions made by the Faculty Appeals Committee in respect of grades are final and are not subject to appeal. GFC cannot and will not hear appeals on the Faculty decision in this area.

UNDERGRADUATE APPEALS OF ACADEMIC STANDING, RESIDENCY, AND CO-OP

1. Academic Standing:

The following are the procedures for appeals by undergraduate students of academic standing decisions:

1. A prospective appellant must lodge a formal letter of appeal with the Associate Dean Undergraduate Programs within twenty-one (21) calendar days from the date of the formal letter advising the student of the academic standing decision.
2. Sections 5-11 of the procedure for grade appeals above apply in their entirety.
3. If a student is appealing a grade in addition to appealing their academic standing, the Appeals Committee must hear any grade appeal before the appeal on academic standing is considered. This may be at the same meeting.
4. Decisions in respect of academic standing made by the Faculty Appeals Committee may be further appealed to the GFC Academic Appeals Committee. Grounds for appeal to GFC (Section 1.3.4) include but are not restricted to matters such as procedural error, failure to consider all relevant factors, or bias at the Faculty level. The GFC Academic Appeals Committee may only entertain and uphold an appeal if a miscarriage of justice has occurred. GFC policy and appeal procedures concerning academic standing are stated in Section 1 of the GFC Policy Manual, and in section 23.8 of the University of Alberta Calendar.
5. The Chair of the Appeals Committee must communicate the Committee's decision in writing to the student no later than seven (7) calendar days after the conclusion of the Hearing. The Chair of this Committee will also inform the Associate Dean of the Committee's decision. If the decision is adverse to the appellant, the Chairman on behalf of the Dean, will specifically inform the appellant in his or her letter, of the appellant's right to further appeal to the GFC Appeals Committee within fifteen (15) working days of notice from the Faculty.
6. The decision letter will also advise the appellant of the name and contact information of the Secretary to the GFC Academic Appeals Committee and of the existence of the Student Ombudservice as a source of information concerning their rights.

2. Residency:

Appeals relating to residency requirements in the undergraduate program are permitted in situations in which these vary from general University policy in the area. Appeals relating to residency are subject to the same rules and policies as grade appeals. Appeals of residency requirements are allowed only for continuing undergraduate students and not where those residency requirements are a condition of admission. Such an appeal must be made within twenty-one (21) calendar days from the date of written notification of the residency decision. The decision rendered by the Faculty Appeals Committee is final with no further appeal.

3. Co-operative Education Program:

Appeals relating to work terms failures are subject to the same rules and policies as grade appeals. Appeals relating to continuation in the Co-operative Education program may be dealt with in the same manner as an academic standing appeal or may be subject to the rules of the GFC Practice Review Board depending on the situation. Students should contact the Undergraduate Office for information concerning jurisdiction. In any event, a student is required to first discuss the matter with the Director of Business Career Services or his/her delegate prior to any appeal. An appeal must be made within twenty-one (21) calendar days from the date of written notification of the decision being appealed, or the result of any informal appeal process.

INSTRUCTOR REQUEST FOR REVIEW OF DEPARTMENT CHAIR DECISION

Course instructors may request that the Faculty Appeal Committee review a decision of a Department Chair to substitute a new grade for the grade originally assigned by an instructor in a course. Instructors have twenty-one (21) days from the date that the decision of the Department Chair was communicated to them to request the review in writing. The Faculty Appeal Committee will normally hear the case within thirty (30) days of the request. A student or students affected by the review are entitled to be notified, and to make written submissions or appear in person to provide their input to the review. Both instructor and Department Chair should appear in person to provide evidence. The relevant Associate Dean will present the case and provide the perspective of the program. The Faculty Appeal Committee shall make recommendations to the Department Chair as to whether they feel the original or the revised grade should be upheld. In the event that the instructor or Department Chair refuse to accept the recommendation of the Faculty Appeal Committee, the Dean will make the final decision. This decision is not open to appeal by the instructor or Department Chair, but may be appealed by a student adversely affected in accordance with rules laid out for Grade Appeals by students.