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# Cégep Heritage College Procedure #39 Relating to Academic Review, Support and Appeal

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**Subject:** Procedure relating to Bylaw 5: Concerning Support for Student Success.

**Administrator:** Director of Student Services

**Issuing Service:** Student Services

**Coming into Force:** April 30, 2015

**Revised:**

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## **Purpose**

The purpose of this document is to outline the procedures involved in the application of Bylaw 5: Concerning Support for Student Success.

## **Application**

These procedures apply to all students registered in credited programs.

## **Procedures**

### **1) Academic Review**

At the start of each semester, students are informed in writing of the importance of attendance, the criteria of satisfactory academic standing, the resources available to support student success, and the consequences of not meeting the criteria for satisfactory academic standing under Bylaw 5.

#### **1.1) Attendance**

Teachers are required to record attendance in an online module in accordance with Policy 5: *Concerning the Evaluation of Student Achievement*.

- 1.1.1 A first semester student in a DEC program who has not attended 25% or more of the course covered by week 3 of the semester, is strongly advised to meet with his/her Academic Advisor to review his/her course load and academic progression before the official course withdrawal deadline.
- 1.1.3 A student with attendance issues in an AEC course is required to meet with the Academic Advisor to review his/her progress throughout the course.

#### **1.2) Progress Report**

A student's academic progress is monitored by the teacher, who intervenes with the student as required, throughout the course.

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In addition, teachers are required to submit a summative mark in each course during the progress reporting period in accordance with Policy 5: *Concerning the Evaluation of Student Achievement*.

- 1.2.1 All students are reminded in writing of the criteria and consequences of not achieving satisfactory academic standing under Bylaw 5.
- 1.2.2 A student at risk of failing one or more courses is advised to review his/her academic performance, progression in the program and strategies for success, and highly recommended to meet with his/her Academic Advisor.

### 1.3) Professional, safety and ethical standards

Teachers assess whether students are meeting the professional, safety and ethical standards set by external bodies<sup>1</sup> associated with the program during the course.

- 1.3.1 A student who is not meeting the professional, ethical or safety criteria may be temporarily suspended from the course while his/her case is reviewed by the program/department.
- 1.3.2 A student who is permitted to continue in the course is given feedback on the issues impacting his/her success.
- 1.3.3 A student may be permanently suspended from, and subsequently fail the course, and in addition may be required to leave the program.

### 1.4) Final Grades<sup>2,3,4</sup>

A student's grades, obtained in any Cégep or program, are reviewed with respect to the criteria of satisfactory academic standing.

- 1.4.1 A student failing one or more, but less than 50%, of his/her Cégep Heritage College registered courses at the end of the semester, is advised in writing to review his/her academic status and progression in the program, and reminded of the support resources available.
- 1.4.2 A student who has failed 50% or more of his/her registered courses once, and/or the same course twice, in any Cégep or program, upon admission to the College or at the end of the semester:
  - is advised in writing of his/her academic status, and blocked from retrieving his/her schedule in Omnivox.
  - must complete an Academic Probation Contract with an advisor identifying the reasons for the failures and strategies to improve

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<sup>1</sup> A professional order, association or workforce having a direct connection to the student or program.

<sup>2</sup> A temporary Incomplete notation in a course is considered as a failing grade until the final grade is recorded in the student's file

<sup>3</sup> 50% or more course failures are calculated over the fall and winter semesters for DEC's and the fall winter and summer semesters for AEC's

<sup>4</sup> Course specific failures are calculated over the fall, winter, and summer semesters for DEC's and AEC's.

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success, in order to complete his/her registration for the semester and access his/her schedule.

- is placed on academic probation, given the opportunity to improve his/her academic standing using the resources and strategies identified in the self-evaluation exercise, and encouraged to meet with an advisor to review his/her course load and/or progress .

1.4.3 A student who has failed 50% or more of his/her registered courses two or more times, and/or the same course three or more times, in any Cégep or program, upon admission to the College or at the end of the semester:

- is advised in writing that he/she has been suspended from registering at the College, and that he/she has the right to request an appeal of the sanction by the prescribed deadline (appeal guide, deadline and form included with the letter).
- is blocked from retrieving his/her schedule in Omnivox.

1.4.4 A student who fails to pass all his/her registered courses while on probation following an appeal, is suspended from registering in the College.

A student who does not retrieve his/her schedule in the first week of the semester, or after the first class in a compressed course, will have his/her course/semester registration cancelled and must settle any outstanding fees with the College. Any balance owing to the student will be automatically returned to the student via the address recorded in his/her Omnivox file.<sup>5</sup>

Academic Advisors are notified of students in their programs falling under the Bylaw, and provided with copies of the probation contracts of students on academic probation.

Registration in courses is subject to availability, and the attainment of the appropriate pre-requisites. Students may not, therefore, be able to achieve full-time status in the semester as a result of academic failures.

## 2) Appeals

A student has the right to request an appeal of a suspension from a course, program or the College.<sup>6</sup>

### 2.1) Appeal Procedure

2.1.1 The student completes and submits an Appeal Request Under Bylaw 5 Form to Student Services by the prescribed deadline (form, appeal guide and appeal deadline are included with the letter advising the student of his/her academic standing).

2.1.2 The Student Services Director evaluates the Appeal Request to determine if a student has sufficient grounds for an appeal (see Reference Document B5.2).

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<sup>5</sup> A student who discontinues his/her program is asked to complete an official withdrawal form or survey.

<sup>6</sup> A student who has not been registered in the College for one or more semesters must apply for admission to the College and meet the College and program admission requirements in effect at that time, in accordance with Policy 8: *Concerning Conditions of Admission to Diploma (DEC) Programs*, or Bylaw 3: *Concerning the Attestation of College Studies (AEC)*, before his/her appeal will be considered.

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2.1.3 If necessary, an Appeal Committee is struck and the student is advised when he/she may present his/her case.

2.1.4 The Appeal Committee hears the student's case and determines whether the student is permitted to register in the upcoming course/semester, subject to course availability, or if the suspension remains in effect.

### **2.2) Appeal Outcomes**

2.2.1 If the student is not required to go before the Appeal Committee, he/she is placed on academic probation and required to sign an Academic Probation Contract as a condition of registering in the College, subject to course availability.

2.2.2 Successful Appeals

- If a student is successful in his/her appeal, he/she is placed on academic probation and must complete an Academic Probation Contract before he/she is permitted to retrieve his/her schedule and confirm his/her registration in the course/semester, subject to course availability.
- The student must pass his/her registered course(s) while on probation in order to be allowed to register for the following course/semester.
- The student who fails to pass his/her registered course(s) while on probation is suspended once more from registering in the College. The student maintains the right to request an appeal in a future semester.<sup>4</sup>

2.2.3 Unsuccessful Appeals

- If the student is not successful in his/her appeal, he/she is advised that the suspension remains in place. The student has the right to request an appeal in future semesters.<sup>4</sup>
- The student's registration for the current course/semester is cancelled and outstanding balances are settled.<sup>3</sup>

### **2.3) Appeal Committee**

The Appeal Committee is comprised of:

- the Director of Student Services (Chair) or designate,
- an Education Advisor,
- an Academic Advisor,
- a Guidance Counsellor (as required),
- a Program Coordinator (as required).

The Appeal Committee's decision is final.

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### **Roles and Responsibilities**

#### **1) Director of Student Services**

- a) ensures that the procedures and responsibilities as defined by the present Bylaw, are fulfilled;
- b) receives and evaluates an appeal request to determine if a student has sufficient grounds for an appeal;
- c) grants the hearing of an appeal by the Appeal Committee;
- d) chairs the Appeal Committee.

#### **2) Education Advisors**

- a) inform students about the Bylaw;
- b) record the application of the Bylaw on the student's file;
- c) track student success;
- d) inform students at risk, or those who are not in satisfactory academic standing, of their academic status and the support services available;
- e) prepare the academic probation contract;
- f) establish an Appeal Committee;
- g) prepare information for and participates in the Appeal Committee;
- h) inform students of the outcome of an appeal;
- i) collaborate in the Bylaw review and revision process.

#### **3) Academic Advisors/Guidance Counselors**

- a) advise/counsel students;
- b) provide information for, or participate in, the Appeal Committee, as required.

#### **4) Administrative Technician**

- a) cancels students' course/semester registrations;
- b) settles outstanding balances.

#### **5) Appeal Committee**

- a) ensures fairness and equity in the appeals process;
- b) decides the final outcome of the appeal.

#### **6) Program/Department Coordinator**

Participates in the appeal process, as required.

#### **7) Teacher**

- a) records the attendance of students online, in accordance with Policy 5: Concerning the Evaluation of Student Achievement;
- b) records a summative grade during the progress reporting period for each student registered in a course in accordance with Policy 5: Concerning the Evaluation of Student Achievement;

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- c) when required in the appeal process, provides the Program/Department Coordinator<sup>7</sup> and Student Services with pertinent information regarding students, while respecting current confidentiality laws;<sup>8</sup>
- d) records, and informs the Program/Department Coordinator<sup>12</sup> and Student Services, of incidences whereby a student is not meeting the professional, safety and ethical standards set by external bodies associated with the program.

### 8) Student

- a) is responsible for becoming acquainted with the Bylaw and related policies;
- b) is responsible for his/her learning and academic success;
- c) regularly attends and actively participates in course learning and evaluation activities;
- d) actively participates in strategies that will promote academic success;
- e) actively seeks assistance, when necessary, to achieve academic success;
- f) has the right to appeal a grade, under Policy 5: *Concerning the Evaluation of Student Achievement*;
- g) has the right to request a Temporary Incomplete notation (IT), when the student, for reasons beyond his/her control, is legitimately and temporarily unable to complete the competencies of a course, under Policy 5: *Concerning the Evaluation of Student Achievement*.
- h) has the right to request a Permanent Incomplete notation (IN), when the student, for reasons beyond his/her control, is unable to complete the competencies of a course, under Policy 5: *Concerning the Evaluation of Student Achievement*;
- i) has the right to request an appeal of a sanction under this Bylaw.

### Revision

These procedures will be reviewed at least every five years or when deemed necessary.

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<sup>7</sup> In the absence of the Coordinator, Academic Services is advised.

<sup>8</sup> *The Act Respecting Access to Documents Held by Public Bodies and the Protection of Personal Information: R.S.Q., chapter A-2.1* and, *The Regulation Respecting the Distribution of Information and the Protection of Personal Information : R.S.Q., chapter A-2.1, ss 16.1, 63.2 and 15.*

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### Glossary

**Academic**

**Probation:** The semester during which the student is given the opportunity and support to improve their academic standing.

**Academic****Probation****Contract:**

A document outlining the conditions under which the student was placed on academic probation and the consequences of not attaining the satisfactory academic standing criteria under the Bylaw.

**Appeal:**

A process whereby a student requests that a suspension is lifted, with justified evidence.

**Appeal****Committee:**

The Committee responsible for deciding the outcome of appeals.

**Attendance****Monitoring:**

Attendance is recorded for students in accordance with Policy 5: *Concerning the Evaluation of Student Achievement*.

**Compressed****Course**

A course of less than 15 weeks in duration.

**External****Bodies:**

Professional order, association, or workforce having a direct connection to the student or program.

**Permanent****Incomplete:**

The notation used when the College recognizes that a student, for reasons beyond the student's control, is unable to complete the competencies of a course.

**Progress****Reporting****Period:**

The period in which a student's progress toward achieving the course learning outcomes and competencies is assessed, and a summative grade granted, in accordance with Policy 5: *Concerning the Evaluation of Student Achievement*.

**Suspension:**

The period in which a student is not permitted to register in the College.

**Temporary****Incomplete:**

The notation used when a teacher recognizes that a student, for a legitimate reason, is temporarily unable to complete the course competencies, in accordance with Policy 5: *Concerning the Evaluation of Student Achievement*.

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### Related Documents

This document is to be used in conjunction with:

- *Bylaw 5: Concerning Support for Student Success*<sup>9</sup>
- *Reference Document # B5.1: Academic Probation Contract*<sup>10</sup>
- *Reference Document #B5.2: Appeal Guide under Bylaw 5: Concerning Support for Student Success*<sup>11</sup>

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<sup>9</sup>Copies of this document are available from the Director General's Office.

<sup>10</sup> Copies of this document are available from Student Services.

<sup>11</sup> Copies of this document are available from Student Services.