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| <br>University College of the North<br><b>Policies &amp; Procedures Manual</b> | <b># Pages:</b><br><b>1 of 3</b>   | <b>Policy Number:</b><br><b>AC-01-38</b> |
|   | <b>Approved by:</b><br><b>Learning Council</b>   |  |
| <b>Section:</b><br><b>Academic - Students</b>   | <b>Effective Date:</b><br><b>June 14, 2022</b>   |  |
| <b>Title:</b><br><b>Student Appeal – Retroactive<br/>Withdrawal Decision</b>  | <b>Replaces:</b><br><b>AC-01-16 Voluntary Withdrawal<br/>AC-01-20 Retroactive Withdrawal</b> |  |

## PURPOSE OF POLICY

The purpose of this policy is to provide a process for UCN students who wish to appeal a decision made in regards to a Retroactive Withdrawal in accordance with the “Course Withdrawal Policy”. All other appeals related to the Course Withdrawal Policy would be handled via AC-01-06 Academic and Disciplinary Appeals Policy processes.

## PROCEDURES

### Multi-Level Resolution Process – Student Appeal

#### Level I: Registrar Level Resolution - Informal

1. The retroactive withdrawal student appeal process begins with a student-initiated discussion with the Registrar or designate, with both parties actively seeking to understand the issues, and attempting to resolve them. The discussion must be student-initiated within twenty (20) working days of the initial decision being handed down.
2. The student and Registrar, or Registrars designate, should, as a result of the discussion, attempt to come to an informal resolution. The discussion initiated by the student must occur within five (5) working days of the request. Regardless of the initial decision being upheld or changed, the Registrar must complete the Student Appeal Form and provide a copy to the student and one to the Enrolment Services/Student Services Office for the student file.

#### Level II: Senior Administrator Level Resolution

1. Failing resolution at the Registrar level, the student must provide a written submission of his/her concerns within five (5) working days of the date the Registrar Level Resolution Form is signed to the Vice-President Academic and Research. A written submission includes an email from the student’s UCN email address.

2. Based on the information provided the Vice-President Academic and Research may revise/reverse the previous decision. The Vice-President Academic and Research must render a decision within five (5) working days from receipt of the student's written submission.

### Level III: Student Appeal Committee Level Resolution

1. Failing resolution at the VP Academic and Research Level, the student must provide a written submission of their concerns within five (5) working days of the date the VP Academic and Research rendering the decision. A written submission includes an email from the student's UCN email address. Based on the information provided the Registrar will convene UCN Appeals Committee.
2. The Registrar shall communicate to the student the details related to the process, the time, and the location of the Appeals Committee meeting.
3. The Registrar will be responsible for ensuring that the members of the Appeals Committee are free of conflict of interest related to the case being heard. Every attempt will be made to hear the appeal in a timely manner.
4. The Appeals Hearing Board will be comprised of five (5) voting members:
  - a) The Chair of the Appeals Committee or their designate, who shall serve as the chair of the Appeal Board;
  - b) One faculty member
    - from college faculty if the appeal is by a student in a college program or,
    - from university faculty if the appeal is by a student in a university program;
  - c) One non-instructional staff member;
  - d) One student;
  - e) One member from any of the above constituencies;
  - f) The chair will be a non-voting member unless required to break a tie vote.
5. The decision of the Appeals Committee shall be final and binding and shall be communicated to the parties in writing. A copy of the decision shall be provided to the student and placed in the student's electronic file.

### **Guidelines for the Appeals Hearing Board**

In addition to the procedures established by the Appeals Hearing Board for the conduct of student appeals, the following guidelines apply:

1. The appeal shall be conducted in a fair and impartial manner;
2. Each appeal shall be considered independently and decided on its merits;
3. The Appeals Committee shall only consider matters and evidence relevant to the Retroactive Withdrawal portion within AC-01-37 Course Withdrawal;
4. All information reviewed and discussed during an appeal shall remain confidential;

5. The Appeals Committee shall render its consensus decision within five (5) working days of the hearing;
6. The Appeals Committee may, at its discretion offer recommendations regarding the application of policy in the future.

**OTHER RELATED POLICIES/DOCUMENTS**

AC-01-06 Academic and Disciplinary Appeals

AC-01-27 Student Discipline

AC-01-37 Course Withdrawal Policy

Academic Calendar