

- a) the course or program description.
 - b) learning outcomes/objectives when the program is at the post-secondary level.
 - c) the performance expectations of the course or program, including timelines for the completion of assignments and writing of examinations, and any other relevant information or requirements for successful completion of that course/program.
 - d) potential credits for the course or program (if applicable).
 - e) examination practices.
 - f) assessment methods.
 - g) the length of the course/program.
 - h) withdrawal deadlines.
 - i) required course materials.
 - j) the supplies and materials students must provide.
 - k) instructor contact information.
 - l) any other relevant information.
7. regular progress reports as determined by the program area, with a minimum of one progress report every term. All students will have the opportunity to meet with their instructors/program advisor/program coordinator to review their progress.
 8. review their class exams and course assignments after they have been evaluated. (This statement does not apply to exams administered by external examining bodies, such as Alberta Education, Apprenticeship Branch, CAN testing service, or other institutions.)
 9. an advocate who can speak or write on behalf of students. In most cases, this will be, but is not limited to a College counsellor. Anyone acting as a student advocate is expected to demonstrate appropriate conduct while at the College.
 10. provide feedback to the College about College programs and services.
 11. file formal complaints as a recourse for violation of rights. (See Section C.)
 12. appeal College decisions. (See Section F.)

B. Responsibilities

Students have the responsibility to:

1. treat others in the College or partners of the College with fairness and respect.
2. attend classes in compliance with their course or program requirements which include:
 - a) students' success is directly related to regular attendance. Students are responsible for providing reasons and documentation to the College and their funding agency (or agencies) for all absences.

- b) complete absence forms where appropriate. All students in Academic Upgrading, Life Skills Training, Integrated Training Programs, and all grant-funded students in other programs must complete and submit a Reasons for Absence Form at the end of each month in order to remain eligible for funding. Verified or verifiable medical or equivalent reasons must be provided in order for the College to determine whether absences are excusable. This information will be shared with the funding sponsor(s). The responsibility of excusing absences will be that of the learner facilitator or program coordinator.
 - c) inform the College, when they are absent, of the reason for the absence, of the expected time away, and of the plan for staying abreast of course work. (Each program and/or campus will designate a staff member as a contact person for this purpose, and students will be made aware of this information at the beginning of each program/semester.)
 - d) attend, if requested, a scheduled meeting to discuss the impact of their absences on their overall progress.
3. maintain a safe and healthy learning environment.
 4. maintain the confidentiality of others.
 5. provide the College with accurate and relevant information.
 6. strive to successfully complete their courses and/or program.
 7. be aware of, and use, the services they need in order to be successful.
 8. inform College staff/faculty of any perceived deficiencies in College services.
 9. follow College procedures for formal complaints and appeals.
 10. avoid inappropriate conduct which includes the following:
 - violence
 - disregard for the rights of others, including verbal, physical or sexual harassment
 - theft from the College, the staff, the faculty, other students, or any student organization
 - fraud
 - academic dishonesty

Academic Dishonesty defined:

The College values the pursuit of knowledge and the integrity of academic practices and views dishonest academic practices as unacceptable behavior.

Academic dishonesty includes plagiarism. This is the submission of work that is not one's own, or the submission of work for which previous credit has been obtained. It also includes giving false information for the purpose of gaining admission or credits.

Examples of academic dishonesty include copying or the use of unauthorized aids, including unauthorized electronic devices, in examinations and other written work, and using downloaded material without acknowledging its source.

C. Recourse for Violation of Student Rights

The College is committed to providing students with an avenue for addressing any perceived violation of their rights:

1. Students are encouraged to try to resolve issues or conflicts with College employees or other students with whom they are having problems.
2. Students can approach College counsellors to receive support and guidance in relation to resolving issues. Students may have counsellors, any other member of the College staff or faculty, or anyone else with whom they feel comfortable accompany them when meeting with the person(s) with whom they are in conflict.
3. If the means mentioned above do not bring resolution to a problem, students may file formal complaints. Formal complaints must be written and signed.
 - Students may also file formal, written, signed complaints if they feel that they are not receiving quality service from the College.
 - Students may ask counsellors, or other College staff members for guidance as to whom to forward formal complaints.
 - Students can expect formal complaints to be dealt with promptly and professionally.
 - Students can expect written responses to their formal complaints.
4. Students have the right to appeal College's decisions they feel are unjust. (See Appeal Process in Section F.)
5. Any violation of students' rights involving sexual harassment falls within the Harassment Policy of the College.

D. Violation of Students' Responsibilities

The College will address violations of students' responsibilities.

1. Late Assignments

- a) All assignments must be handed in by the due date at the specified time.
- b) Extensions are not automatically given and must be approved by the instructor prior to the due date.
- c) All assignments that have not had a negotiated extension may be assessed with a late penalty. The course outline will include information on penalties for late assignments.

2. Academic Dishonesty

When an instructor has reason to believe that an offence has taken place, he or she shall:

- a) retain possession of suspect materials and contact the student concerned,
- b) consult with his or her supervisor,
- c) notify the student of the nature of the charge of academic dishonesty made against him or her,

AND

- d) provide the student with a fair opportunity to answer the charge and put forth his or her case.

If students are guilty of academic dishonesty, penalties can range from redoing the work to being required to withdraw from the College.

Penalties for Academic Dishonesty

Where the instructor determines that an offence has taken place, she or he shall notify the program director or dean. If it is a first offence, the instructor may require the student to re-do the work or may levy a penalty to a maximum of a zero for the assignment, test or examination.

If the offence is a second or subsequent offence, or, if in the instructor's opinion the penalty should be more severe than zero for the assignment, test or examination, the instructor shall refer the case to the program director or the dean.

Penalties for students caught cheating on exams include a zero on the exam, and they may be required to withdraw.

Any penalty levied shall be communicated to the student in writing along with an indication of the student's right of appeal.

A finding of academic dishonesty and/or a penalty imposed may be appealed by the student. This must be done within seven days after the student has been advised of the penalty.

Temporary Suspension for Inappropriate Conduct

In the event that inappropriate conduct involves violent or threatening behavior, or significant disruption of the learning environment, the offending party can be suspended for up to 72 hours by any member of the College staff or faculty.

The purpose of a temporary suspension is to establish immediate control over a disruptive situation and to allow suitable time for staff to review it. As soon as possible after a temporary suspension from a program has been issued, the learner services director in charge of that program will meet with the College staff and student(s) involved to discuss the situation. The student(s) will have a counsellor present at this meeting.

Depending on the outcome of the meeting:

1. the situation may be resolved,
2. the student(s) may be asked to enter into a performance contract, or

3. the student(s) may be expelled.

Required to Withdraw and Expulsion

1. "Required to withdraw" from a course or program will be recommended to the director in charge of the course or program when a student:
 - a) has demonstrated inappropriate behavior or has seriously disregarded the rights of others.
 - b) has failed to meet attendance, progress or other requirements.
 - c) has failed to meet with faculty when asked to do so to discuss identified problems with progress, attendance, or conduct.
 - d) has refused to sign a performance contract. (The person recommending that a student be required to withdraw must send the following to the director of the course/program: details of the student's attendance and achievement, and efforts to meet with the student.)
 - e) has failed to meet the terms of a performance contract. (The person recommending that a student be required to withdraw must send the following to the director of the course/program: a copy of the performance contract, and documentation of meetings between the student, instructor(s), program coordinator, and/or counsellor.)
2. For students in Academic Upgrading or Career Programs, the requirement to withdraw will be initiated when students have been absent without contact for a period of three consecutive days. Reasonable efforts must have been made by staff to contact students within the three consecutive days, and documentation of this must be included in any recommendation requiring students to withdraw.
3. For students in the University Transfer Program(s), required to withdraw will be initiated when students have been absent without contact for three consecutive classes. Reasonable efforts must have been made by staff to contact the students within the timeframe of the three consecutive classes, and documentation of this must be included in any recommendation requiring students to withdraw.
4. The decision to withdraw individual students from a course, a program, or the College will be made by the director in charge of that course or program after pertinent documents have been reviewed, and staff members dealing with the student(s) have been interviewed. The director may also speak with the student(s), in which case a counsellor should be present.
5. Once a director has made the decision to require a student to withdraw, he/she will send a "required to withdraw" letter to the student(s). This letter will include the reason(s) for the requirement to withdraw, the length and conditions, and the deadline for an appeal. Copies of this letter will be dispersed to the Registrar and to other staff members for whom this information is pertinent.
6. Students who have been required to withdraw from a particular College course or program for poor attendance or lack of progress are withdrawn from all College programs for the duration of the withdrawal period; students can continue to access all College services. The length of the withdrawal period will be determined at the program level, and after the time of the withdrawal period has

elapsed, students may apply for readmission. (Readmission is not guaranteed and is based on an assessment of students' readiness to be successful.)

7. If students are withdrawn from courses or programs because of dishonesty, violent behavior, or harassment (physical, verbal or sexual), they are barred from all College programs and services, with the exception of Counselling Services. Withdrawals in these instances will be for a minimum of one calendar year from the date of the effective date of the withdrawal. If and when the withdrawn student reapplies for admission, he or she must demonstrate and provide evidence that the causes of the withdrawal have been addressed.
8. In rare and extreme cases a student may be permanently expelled from all College programs and services.

E. Assisting Students in Achieving Their Goals

The College is committed to helping students achieve their goals; therefore, students' attendance will be monitored, student action plans will be supported, and when necessary, performance contracts will be initiated.

Attendance Monitoring and Progress

1. Instructors, program coordinators, or program advisors are responsible for the recording and monitoring of absences in their classes; they are required to initiate performance contracts when necessary.
2. Learner services directors, or designates will regularly review and/or audit the attendance records and will recommend appropriate action, such as performance contracts, to address unresolved attendance issues.
3. In credit programs of one term or longer in length, the lead hand/program coordinators/program advisor will conduct formal Learner Progress Reviews with individual students and the counsellor as requested by the student or required by the program. These will occur once a term to review student attendance and progress, to address any unresolved issues that may result in students not successfully completing their programs, and to review students' educational goals. Progress Reports, Attendance Records, Performance Contracts and Educational Plans will be available for this formal review.

Student Action Plans

An action plan is a formal agreement initiated by students and their instructor that details the learning challenges and outlines what the student and the instructor need to do to help address those challenges. (For a sample Student Action Plan Template, see the Forms Section on the WEB.) A Student Action Plan can be initiated by either the student or the instructor.

Progress, attendance and/or inappropriate behavioral issues will NOT be addressed by student action plans.

If students fail to uphold their responsibilities laid out in the student action plans, a performance contracts will result.

Performance Contracts

Students who are 'at risk' of not completing courses successfully and who need to

improve progress, attendance, and/or behavior to meet course expectations must enter into performance contracts with the College. (Performance contracts are agreements between individual students and the College, designed to assist students in meeting learning objectives or to change inappropriate behavior.)

Contracts will clearly outline performance problems, tasks, expectations, timelines, and assistance that students can expect from their instructors and counsellors. Counsellors, who are advocates for students, will be involved in the development of contracts.

Performance contracts may be required at any time during the program when specific requirements for progress and/or attendance are not being met satisfactorily. While the purpose of contracts is to direct and support change so that students can be successful, failure to meet the conditions of contracts can result in students being required to withdraw from courses or programs. (See Section D.)

F. Appeals

1. The College provides students with the opportunity to appeal many of the decisions made within the program. If students are dissatisfied with the services provided or feel they have been treated unfairly, they may submit a written appeal.
2. The appeal process is slightly different depending on the nature of the appeal. For instructions on submitting a proper appeal, please read the guidelines under the appropriate heading below.
3. Every appeal may ultimately be submitted to an Appeals Committee for a final decision. The committee may be composed of various resource people as required. The committee is the final stage for all appeals.
4. All appeals must follow the guidelines provided in this procedure.
5. Appeals must be made within the time limits provided. All appeals must be written, dated and signed. Appeals made outside of the scope of this procedure will not be considered.
6. The program advisor, counsellor or appropriate designate will be available to assist students in the preparation of an appeal.

Grades

1. A student can appeal any grade granted in any course. Students can appeal grades either in part (assignments, tests, exams, and projects) or in total (the final course mark).
2. Appeals of grades, either in total or in part must be submitted within one month of a final mark being assigned in the course. Appeals after this date will not be considered.
3. To appeal a grade, either in part or in total, a student must first approach the instructor of the course. A signed and dated letter stating the reasons for the appeal must be submitted to the instructor. The student is also entitled to meet with the instructor to discuss the situation. The instructor must make a decision on the matter within one week of receiving the letter of appeal.

4. If after discussing the disputed grade with the instructor, the student is still not satisfied, the student can then appeal the grade to the program director. A signed and dated letter stating the reasons for the appeal must be submitted to the director. The director must make a decision on the appeal within two weeks of receiving the letter.
5. If the student is still not satisfied after appealing the grade to the director, the student may then appeal the grade to the dean. The dean will conduct a review and consultation process and may put together an Appeals Committee. A signed and dated letter stating the reasons for the appeal must be submitted to the dean. The dean will review the letter separately and then convene to make a decision on the appeal within two weeks of receiving the letter. This decision is final and cannot be appealed.

Exam Reappraisals

If the student is not satisfied with a final exam mark and has failed the course because of the exam mark, the student may make a written request for an exam reappraisal to the program director. The written request must be submitted within one month of receiving the failing grade.

The outcome of the re-appraisal may lead to either a higher or lower mark. The reappraised mark is final.

Academic Discipline

Students who have been disciplined for plagiarism, cheating or any other academic offence may appeal the decision. The student must submit a written appeal to the program director within two weeks of the instructor's decision. The director will make a decision within two weeks of receiving the written appeal.

After appealing the grade to the director, if the student is still not satisfied, the student may then appeal the grade to the dean. The dean will conduct a review and consultation process and may put together an Appeals Committee. A signed and dated letter stating the reasons for the appeal must be submitted to the dean. The dean will review the letter separately and then convene to make a decision on the appeal within two weeks of receiving the letter. This decision is final and will not be appealed.

Required to Withdraw or Expulsion Decisions

Students can appeal "required to withdraw" or expulsion decisions from a particular course or program to the dean in charge of that course or program.

1. Students must forward details, in writing, to the dean. Assistance may be asked from a counsellor. Students should include the dates they were absent and why they were unable to attend if the required to withdraw was due to poor attendance.
2. All relevant documents must be provided to the dean within two weeks. The required to withdraw letter will outline the appeal period.
3. Required to withdraw decisions will be investigated as quickly as possible by the dean, who will check that College policies and procedures were followed, and that fair treatment was administered.

4. Appeal decisions will be communicated in writing to students, and copies of this communication will go to staff members for whom this information is pertinent, including the counsellor involved, the registrar, the director, and the senior instructor.

Admission Decisions

Students can appeal admission decisions through the Admissions Committee (registrar and dean in charge of course or program in question). Appeal routes may vary for brokered programs.

Housing Decisions

Students can appeal housing decisions by sending a signed and dated letter stating the reasons for the appeal; the letter must be submitted to the Manager, Facilities and Ancillary Services. The program coordinator, counsellor or appropriate designate will be available to assist students in the preparation of an appeal of housing decisions.

The manager, Facilities and Ancillary Services will conduct a review and consultation process and may put together an Appeals Committee. Appeals for housing decisions will be investigated as quickly as possible by the manager, who will check that College policies and procedures were followed, and that fair treatment was administered.

This decision is final and will not be further appealed.

Exceptional Circumstances

Under exceptional circumstances, such as severe duress or harassment, a student may bypass the regular appeals process and submit a direct appeal to the next level of the appeal process.

If during an appeal, it is determined that the appeal does not qualify as an exceptional circumstance, the appeal may be dismissed and returned to the regular appeals process. Such a decision is within the discretion of the person to whom the appeal was submitted and will not be appealed.

If during an appeal, it is determined that the appeal has been made with false allegations of harassment or false accounts of duress, the appeal will automatically be denied. This decision may not be appealed. Further disciplinary action can also be pursued.

Stakeholders:

Academic Council
Student Council
Senior Management Team
Learner Services Directors
Deans