

# Student Academic Issue Resolution Processes

## Grades Concern

If you have failed a test or assignment

If you are worried about your academic success in a course

If you feel your work was marked unfairly

### **Step # 1 – Meet With Your Faculty Member**

- Be proactive, seek assistance!
- Go to your faculty as soon as issues arise
- Request an in-person meeting
- Bring a list of concerns and/or supporting documentation to the meeting

### **Step #2 - End of Term/ Final Grade**

If your concern remains unresolved, and you have sufficient grounds to proceed, you may initiate the Academic Appeal procedure once your final grade is released

Do you have grounds for appeal? Please visit the Academic Appeal website for information:

### **Step #3 Formal Academic Appeal**

If you have sufficient grounds to proceed with an academic appeal please go to the academic appeal website to proceed with the formal appeal.

## Course Content; or Delivery of Course Material(s) Concern

If you have concerns about course content; or the delivery of course materials

### **Step #1 - Meet With Your Faculty Member\*\***

- Meeting with your faculty is the first step in the process (unless your concern is related to Harassment & Discrimination or Sexual Assault or Sexual Violence, please see note below)
- Set up an in-person meeting
- Bring a written list of concerns and/or supporting documentation to the meeting
- See the tip sheet to help prepare you for the meeting
- NOTE: If your concern is related to Harassment & Discrimination or Sexual Assault or Sexual Violence, please refer to the respective policies and information pages. Be advised, under these circumstances, students are under no obligation to speak with their faculty member

### **Step #2 - Meet With the Academic Chair\*\***

- If the concern remains unresolved after meeting with the faculty, your next step is to meet with the Academic Chair for your School
- Please contact your School's Administrative Assistant to book a meeting
- See the tip sheet to help prepare you for the meeting

\*\*NOTE: For the School of General Arts and Sciences you will meet with the Associate Dean

### **Step #3 - Dean**

- If the concern remains unresolved after meeting with the Academic Chair, your next step is to meet with the Dean for your School
- Please contact your School's Administrative Assistant to book a meeting
- See the tip sheet to help prepare you for the meeting

### **Step #4 - Vice-President, Academic**

- If the concern remains unresolved after meeting with the Dean the final step is to meet with the Vice-President Academic
- Please contact the Office of the Vice-President Academic to book a meeting
- See the tip sheet to help prepare you for the meeting
- Decisions of the Vice-President Academic are final and binding

## **Program Concerns or Feedback**

If program content doesn't align with industry

You have concerns regarding safety measures or controls

If you have constructive feedback about your program

#### Step # 1 Meet With Your Program Coordinator

- Request an in-person meeting with your Program Coordinator
- Bring a written list of concerns and/or supporting documentation to your meeting with the Program Coordinator

#### Step # 2 - Academic Chair

- If the concern remains unresolved after meeting with the Coordinator, your next step is to meet with the Academic Chair for your School
- Please contact your School's Administrative Assistant to book a meeting
- See the tip sheet (page 4) to help prepare you for the meeting

#### Step # 3 - Dean

- If the concern remains unresolved after meeting with the Academic Chair, your next step is to meet with the Dean of your School
- Please contact your School's Administrative Assistant to book a meeting
- See the tip sheet (page 4) to help prepare you for the meeting

#### Step #4 - Vice-President Academic (VPA)

- If the concern remains unresolved after meeting with the Dean the final step is to meet with the Vice-President Academic (VPA)
- Please contact the Office of the Vice-President to book a meeting
- See the tip sheet to help prepare you for the meeting
- Decisions of the Vice-President Academic are final and binding

## Tips to Prepare for Resolution Meetings

1. It is the student's (your) responsibility to seek assistance as soon as issues arise – don't wait! It is not uncommon for students to hesitate in bringing forward academic issues and concerns. Unfortunately the greater the delay, the fewer resolution options available.
2. In advance of the meeting, prepare a written list of concerns / feedback to bring with you i.e.: "*I am concerned because* (list reasons and provide examples where appropriate). Preparing a list will help you stay focused and avoid going off-topic.
3. Bring supporting documentation to substantiate concerns (if applicable). Examples of supporting documentation includes:
  - course work that you feel was marked unfairly
  - documented dates and times when events occurred
  - email correspondences
4. Come prepared with questions and an open mind. Stay calm, speak respectfully, and engage in active listening.
5. Consider your expectations and be prepared for alternative resolution as the outcome of the meeting may not be what you hoped for, or expected.
6. Students may request the presence of a SAC/SA member to join them in any meeting (at any level) for support.

Student Administrative Council, Peterborough Campus: <http://flemingsac.ca/contact-us/>  
Frost Student Association: <http://www.frostsac.ca/>