



# COLLEGE OF THE NORTH ATLANTIC

## OPERATIONAL PROCEDURE

### TOPIC: STUDENT APPEALS ACADEMIC

<b>Procedure No.</b>	SS-213-PR	<b>Division</b>	Student Services
<b>Supersedes</b>	n/a	<b>Board Policy Ref.</b>	GP-RR-904
<b>Related Policy</b>	SS-213 & AC-104	<b>Effective Date:</b>	November 4, 2016 (R5)

## PROCEDURE

### 1.0 Academic Disputes

Instructors, faculty advisors, and program coordinators, in full adherence to current policies and regulations, shall extend every effort to resolve students' academic disputes.

### 2.0 Formal Appeal

If a dispute cannot be informally resolved to the satisfaction of the student, the student shall consult with a Student Services representative, who shall advise and assist the student in the preparation of their formal appeal.

The formal appeal shall be in writing and signed by the student. The formal appeal must be presented to the student's Campus Director / Manager within 10 calendar days from the date the student becomes aware of the matter giving rise to the complaint the student intends to appeal.

### 3.0 Campus Appeals Committee

Within 24 hours (of normal business operations) of receipt of the letter of appeal, the Campus Director / Manager shall establish a Campus Appeals Committee consisting of a Campus Director / Manager (or designate), who will act as Chairperson, the Registrar (or designate), one student services representative, one student representative, and one faculty representative from a department other than a department under appeal. Alternate

student services, student, and faculty representatives may be appointed in the event their respective representative is unavailable or unable to participate in a particular meeting.

The Campus Appeals Committee shall meet within 48 hours of being notified of the appeal at those times and in those places as the Appeals Committee Chairperson deems appropriate.

The decision of the Campus Appeals Committee will be final and shall be conveyed, in writing, to the student with a copy to the Senior Vice President Academic and Chief Learning Officer, the Associate Vice President Strategic Enrollment Management and the Campus Director / Manager within 48 hours after the appeal is heard.

Approval History	
Approved by President	June 20, 1997
Revision 1	June 17, 1999
Revision 2	April 23, 2003
Revision 3	May 15, 2007
Revision 4	July 11, 2007
Revision 5	November 4, 2016