

# APPEAL OF ACADEMIC DECISIONS

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Information on the appeals process is available from the *Bachelor of Health Sciences (Honours)* program office (bhsc@queensu.ca). Program Regulations are consistently being reviewed and may change at any time. For the most up-to-date version of this appeal information and the Academic Regulations is available through the *Bachelor of Health Sciences (Honours)* program office (bhsc@queensu.ca).

The following is a summary of the information relating to Appeal of Academic Decisions:

Once the program is operational, an appointed **Associate Director (Studies)** is responsible for matters indicated in this document.

The **Board of Studies** serves as the final body of academic appeal in the *Bachelor of Health Sciences (Honours)* program.

## Section 1: Introduction (p. 1)

### 1.1 – General Overview of Appeal of Academic Decisions

The Academic Regulations for the *Bachelor of Health Sciences (Honours)* program are designed to ensure that academic standards are upheld and that all students are treated fairly and equitably. The program office does, however, understand that there are occasions in which extenuating circumstances – that is, personal circumstances beyond a student's control – adversely affect a student's performance at Queen's University. The appeal process is available to reconsider the suitability of sanctions or penalties imposed upon a student in light of information brought forward by the student concerning such extenuating circumstances.

In general, with the exception of appeals related to final examinations and final grades, appeals are only granted where there are significantly extenuating circumstances, beyond the student's control, which would merit the waiving of a particular program regulation or decision. Extenuating circumstances normally involve a significant physical or psychological event that is beyond a student's control and debilitating to the students' academic performance. These kinds of extraordinary situations should be supported by official documentation from an appropriate professional.

Official documentation does not need to outline the specifics of the particular condition or matter affecting the student, but must clearly indicate ways in which the extenuating circumstances directly affected the student's performance, and should verify that these effects were substantial enough to cause the academic problem. Information on the start, duration, and present state of the extenuating condition is critical to helping the instructor, Associate Director (Studies),

or Board of Studies make an informed decision. Further, a clear statement on whether the condition or circumstances have either improved or are being managed so that they will not have a significant detrimental effect on future academic performance is also essential.

The appeals process does not compensate for extenuating circumstances that the student is unable to resolve, or for which the student is unwilling to actively seek accommodation. In addition, the appeals process does not compensate for extenuating circumstances that are actively being accommodated, for example where a student's permanent disabilities are being accommodated through Queen's Student Accessibility Services. Multiple appeals citing the same extenuating circumstances will be reviewed very closely. This review may include, with the permission of the student, consultation with the appropriate professionals involved to obtain more detailed information. In order for such an appeal to succeed, there must be convincing evidence that the circumstances that affected the student's academic performance will be resolved within a reasonable timeline, or will be appropriately managed on an ongoing basis.

### 1.2 – Contexts for Appeals in the Bachelor of Health Sciences (Honours) Program

#### 1.2.1 – Academic Integrity

The Centre for Academic Integrity defines academic integrity as "a commitment, even in the face of adversity, to six fundamental values: honesty, trust, fairness, respect, responsibility, and courage. From these values flow principles of behaviour that enable academic communities to translate ideals into action". This concept is more fully explored in **Academic Regulation 1** in the *Bachelor of Health Sciences (Honours)* academic calendar, but the educational mission of Queen's with its emphasis on "intellectual integrity," "freedom of inquiry and exchange of ideas" and "equal dignity of all persons" depends on an adherence to academic integrity in all its actions (see the Senate Report on Principles and Priorities). In support of the concept of academic integrity, students have the responsibility to familiarize themselves with the rules and regulations of the program. Additional information on academic integrity regulations, information for instructors and students and direction for appeals can be found in **Academic Regulation 1**. Appeals for issues of academic integrity are described in **Appeal of Academic Decisions, Section 2**.

#### 1.2.2 – Procedural Fairness

Procedural fairness or natural justice holds that:



1. students must have access to any evidence and information relevant to the academic matter in question,
2. students must have a meaningful opportunity to respond,
3. students have a right to seek support or advice (normally from the Office of the University Ombudsperson),
4. the decision maker must be free from apprehension of bias, and
5. the decision maker must provide reasons for the decision based on evidence and the decision must be consistent with the Academic Regulations.

### 1.2.3 – The University Setting

The University environment is characterized by a spirit of free exchange and inquiry, and the appeal process should be carried out with this in mind. The appeal process should take into consideration the educational context and role of disciplinary proceedings.

Educational hearings are not legal proceedings and should not resemble those of a courtroom. The proceedings should not be adversarial or prosecutorial; instead they should be conducted in an environment of mutual respect.

### 1.2.4 – The Student Academic Appeals Policy

The Student Academic Appeals Policy (<https://www.queensu.ca/secretariat/policies/senate/student-academic-appeals-policy/>) (SAAP) provides a procedural framework for proceedings in the *Bachelor of Health Sciences (Honours)* program. The expectation is that disputed matters will continue to be resolved as closely as possible to the level at which they originate, and as quickly as possible with careful review. In accordance with the SAAP policy, informality has characterized the administration of regulations in the *Bachelor of Health Sciences (Honours)* program as far as possible. However, when a matter cannot be resolved through an informal review, the program's regulations provide students with the opportunity to formally appeal academic decisions.

The SAAP policy also offers the following guidance on decision-making:

"All decision making bodies are intended] to ensure that students are treated fairly, but at the same time [it is recognized] that primary responsibility for making decisions about individual students rests with those who are closest to the students, who can fairly compare the individual students to other students in similar positions, and who have knowledge of the context in which the decision is made.

It is recognized that a decision-making body has the discretion to select among a number of reasonable alternatives. A decision that is fairly made shall only be reversed if the [decision maker] is satisfied that it was

not a reasonable decision. "Reasonable" in this context means a decision that is grounded in logic. In other words, a reasonable decision is one that is supported by logical inferences from accepted premises and facts. If there is more than one conclusion that may be reasonably drawn from the same premises and facts, the choice of one conclusion over another does not make the decision unreasonable. [Decision-making bodies] shall not reverse a decision solely on the basis that it would not have made the same decision itself if it were exercising discretion. There is a considerable body of Canadian jurisprudence that helps define what constitutes review on the ground that a decision is not 'reasonable'."

## Section 2: Appeals Related to Academic Integrity (p. 2)

### 2.1 – Levels of Appeal

There are three levels of appeal for matters related to academic integrity in the *Bachelor of Health Sciences (Honours)* program:

1. The Office of the Associate Director (Studies),
2. The Board of Studies, and
3. The University Student Appeal Board (USAB).

These levels of appeal deliver a decision addressing the academic issues raised in the case. Information on these appeals is available from the *Bachelor of Health Sciences (Honours)* program office ([bhsc@queensu.ca](mailto:bhsc@queensu.ca)) and will be posted on the *Bachelor of Health Sciences (Honours)* Program website.

The Student Academic Appeals Policy (SAAP) establishes a University-wide body, the University Student Appeal Board (USAB), which provides a final internal appeal process. USAB is intended to have a relatively narrow jurisdiction for dealing with appeals (see the Student Academic Appeals Policy (<https://www.queensu.ca/secretariat/policies/senate/student-academic-appeals-policy/>)).

### 2.2 – Appeal to the Associate Director (Studies) of an Instructor's Decision Related to Departures from Academic Integrity

Students may appeal the instructor's finding or sanction or both to the Associate Director (Studies) after receiving the official finding from the instructor.

#### 2.2.1 – Submission of the Appeal

Appeals must be received in the *Bachelor of Health Sciences (Honours)* program office within 21 calendar days of the initial decision by the instructor that is being appealed. In cases where a delay is needed on either side, there will be written notification of the delay and the reasons for the delay.

Students must submit their appeal to Associate Director (Studies) Appeal using the online appeals portal (<https://>

appeals.bhsc.queensu.ca/), stating whether they are challenging the finding, the sanction or both aspects of the departure.

All documents used by the instructor and student in the initial decision must be included as part of the submission. Further the student should include a letter responding to the decision by the instructor and outlining the specific concerns they have with the decision.

### **2.2.2 – Review of Appeal Documentation**

In preparation for the review, the Associate Director (Studies) may request additional relevant materials. If material in addition to that supplied by the student will be considered, the student must have at least 10 calendar days to review and respond to that material before a meeting or video/teleconference is convened (See Appeal of Academic Decisions Regulation 2.2.3).

### **2.2.3 – Convening a Meeting or Video/Teleconference**

In most instances, the Associate Director (Studies) will convene a meeting or video/teleconference with the student (and their support person), the instructor (and their support person), and witnesses where appropriate, to conduct a thorough review of the evidence as it relates to the departure.

If, for any reason, the student does not wish to meet in person or speak via video/teleconference, they may indicate in writing that the written materials constitute sufficient material for the Associate Director (Studies) to review.

Where it is decided that a meeting or video/teleconference will occur, the Associate Director (Studies) will notify the student and the instructor of the time and location of the meeting or video/teleconference. The student will also be informed of the right to bring a support person and the names of those who will be present.

### **2.2.4 – Students' Right to Representation**

Students have the right to be accompanied by an Ombuds Academic Appeals Advisor, or support person, to speak through in-person meeting or video/teleconference with the Associate Director (Studies). If a student seeks formal legal representation, they should notify the Associate Director (Studies) in advance. It will be expected that the student will normally be able to speak for themselves at the meeting or video/teleconference.

### **2.2.5 – The Decision of the Associate Director (Studies)**

The Associate Director (Studies) will make a decision according to the guidelines set out in **Academic Regulation 1**. The written decision must be framed within the language and context of the Academic Regulations and include:

1. a statement of the issues under review,
2. a summary of the arguments and evidence presented,

3. the status of the finding and sanction (whether they remain as in the previous decision or are altered),
4. the reasons for the decision, and
5. a statement of the right to proceed to the Board of Studies.

The Associate Director (Studies) will inform the student in writing of the decision, normally within 21 calendar days after the date at which the appeal is considered complete.

### **2.2.6 – Appealing the Decision of the Associate Director (Studies)**

If the student is not satisfied with the decision reached by the Associate Director (Studies), the student can choose to proceed to the next stage of review by appealing to the Board of Studies.

### **2.3 – Appeal to the Board of Studies of the Decision of the Associate Director (Studies) Related to Departures from Academic Integrity**

Students may appeal the decision of the Associate Director (Studies) regarding the finding or the sanction or both to the Board of Studies after receiving the decision of the Associate Director (Studies). Students must complete the Board of Studies Appeal Form and include a letter that addresses the written statements made by the Associate Director (Studies) in denying the appeal.

#### **2.3.1 – Types of Hearings**

The Board of Studies shall hold one of either of two types of hearings, depending on the circumstances leading to the appeal.

1. A full (i.e. de novo) hearing shall be held only in cases where a finding of a departure from academic integrity was originally made by the Associate Director (Studies).
2. An appeal hearing shall be held in all other cases, specifically in cases where a finding of a departure from academic integrity was originally made by the instructor and then subsequently appealed to the Associate Director.

#### **2.3.1.1 – Full Hearing**

In a full hearing, the Board of Studies shall review and consider all evidence pertaining to the case, including new evidence that may be introduced prior to the hearing.

#### **2.3.1.2 – Appeal Hearing**

In an appeal hearing, the Board of Studies shall review the decision of the Associate Director (Studies) based on the same information that was available to the Associate Director (Studies) at the time that the decision was made.

#### **2.3.2 – Submission of the Appeal**

Appeals must be received in the *Bachelor of Health Sciences (Honours)* program office within 21 calendar days of the



decision by the Associate Director (Studies) that is being appealed.

Students must complete the Board of Studies Appeal form, stating whether they are challenging the finding, the sanction or both aspects of the departure.

All documents used by the Associate Director (Studies) and student in the previous decision must be included as part of the submission. The student may include a letter, responding to the decision of the Associate Director (Studies) and outlining the specific concerns they have with the decision. No additional documentation should be added at this time. If, however, new material is included, the appeal will be redirected to the Associate Director (Studies) for reconsideration. After assessing the new information, the Associate Director (Studies) may decide to modify or overturn the previous decision or to redirect the appeal to the Board of Studies for consideration.

### **2.3.3 – Review of Appeal Documentation**

If material in addition to that supplied by the student will be considered, the student must have at least 10 calendar days to review and respond to that material.

### **2.3.4 – Convening a Meeting or Video/Teleconference**

In most instances, the Board of Studies will convene a meeting or video/teleconference with the student (and their support person or Ombuds Academic Appeal Advisor), the instructor (and their support person), and witnesses where appropriate, to conduct a thorough review of the evidence as it relates to the departure.

If, for any reason, the student does not wish to meet in person or speak via video/teleconference, they may indicate in writing that the written materials constitute sufficient material for the Board of Studies to review.

Where it is decided a meeting or video/teleconference will occur, the Secretary to the Board of Studies will notify the student and the instructor of the time and/or location of the meeting or video/teleconference. The student will also be informed of the right to bring a support person and the names of those who will be present.

### **2.3.5 – Students' Right to Representation**

Students have the right to be accompanied by a Ombuds Academic Appeals Advisor to meet or speak via video/teleconference with the Board of Studies. If a student seeks formal legal representation, they should notify the Chair of the Board of Studies in advance. It will be expected that the student will normally be able to speak for themselves at the meeting or video/teleconference.

### **2.3.6 – The Decision of the Board of Studies**

The Board of Studies will make a decision according to the guidelines set out in Academic Regulation 1 (<https://queensu-ca-public.courseleaf.com/health-sciences/bhsc/academic-regulations/#1>). The written decision must be framed within the language and context of the Academic Regulations and include:

1. a statement of the issues under review,
2. a summary of the arguments and evidence presented,
3. the status of the finding and sanction (whether they remain as in the previous decision or are altered),
4. the reasons for the decision,
5. if necessary, direction on how the decision is to be implemented, and
6. a statement of the right of the student to proceed to USAB.

In a case where the Board of Studies determines that withdrawal from the program on grounds of a departure from academic integrity is the appropriate sanction, the Board of Studies must direct the Associate Director (Studies) to make such a recommendation to Senate.

The Chair of the Board of Studies will inform the student in writing of the decision, normally within 21 calendar days after the date at which the appeal is considered complete.

### **2.3.7 – Appealing the Decision of the Board of Studies**

If the student is not satisfied with the decision reached by the Board of Studies, the student can choose to proceed to next stage of review by appealing to the Senate University Student Appeal Board.

## **2.4 – Appeal to the University Student Appeal Board (USAB)**

### **2.4.1 – Submission of the Appeal**

Appeals to USAB must be received in writing within 2 weeks of having received a decision from the Board of Studies. Students should contact the Secretary of USAB (USABSecretary@queensu.ca) in the Office of the University Secretariat and Legal Counsel to be informed of the appeal process.

### **2.4.2 – Matters that may be Appealed to USAB**

If a student believes that there are reasons for an appeal on other than academic grounds, the student may set in motion the system for handling appeals as recorded in the Student Academic Appeals Policy, by appealing to the University Student Appeal Board.

## Section 3: Appeals on Matters Other than Those Related to Academic Integrity (p. 5)

### 3.1 – Levels of Appeal

There are three levels of appeal within the *Bachelor of Health Sciences (Honours)* program:

1. The instructor,
2. Associate Director (Studies),
3. The Board of Studies.

These levels of appeal deliver a decision addressing the academic issues raised in the case. Information on these appeals is available from *Bachelor of Health Sciences (Honours)* program office (bhsc@queensu.ca).

#### 3.1.1 – Appeals to the Instructor

##### 3.1.1.1 – Submission of the Appeal

If an academic decision is questioned by a student, the student will first take up the matter informally with the instructor who made the decision, in order to ensure that the instructor is aware of all the facts which the student believes are pertinent to the decision. This should be done as early as possible and must be done within 21 calendar days of communication of the decision to the student.

##### 3.1.1.2 – The Decision of the Instructor

The instructor will normally give a reconsidered decision within 21 calendar days of receiving the additional information that the student has presented.

##### 3.1.1.3 – Appealing the Decision of the Instructor

If a student is not satisfied with the decision of an instructor, an appeal may be made to the Associate Director (Studies).

##### 3.1.1.4 – Matters that may be Appealed to the Instructor

The following matters may be appealed to the instructor:

1. Instructors' decisions on grading of term work (see **Appeal of Academic Decisions, Section 3**);
2. Instructors' decisions on grading of final examinations (see **Appeal of Academic Decisions, Section 3**); and
3. To request to write the final examination for an online course at an earlier time than formally scheduled (see **Academic Regulation 8**).

#### 3.1.2 – Appeals to the Associate Director (Studies)

##### 3.1.2.1 – Submission of the Appeal

Appeals must be received in the *Bachelor of Health Sciences (Honours)* program office within 21 calendar days of the initial decision that is being appealed. Students must complete the Appeal to the Associate Director (Studies) and include a letter outlining the nature of their concerns. The student must clearly explain the extenuating circumstances and

their impact upon the student. The appropriate supporting documentation must be appended to the appeal.

##### 3.1.2.2 – Review of Appeal Documentation

If material in addition to that supplied by the student will be considered, the student must have at least 10 calendar days to review and respond to that material.

In cases where facts are in dispute or there are issues of credibility, the student or the Associate Director (Studies) may request a meeting or video/teleconference in addition to the written appeal. Students have the right to be accompanied by an Ombuds Academic Appeals Advisor or other support person to meet or speak via video/teleconference with the Associate Director (Studies). If a student seeks formal legal representation, they should notify the Associate Director (Studies) in advance.

##### 3.1.2.3 – The Decision of the Associate Director (Studies)

The Associate Director (Studies) will inform the student in writing of the decision, normally within 21 calendar days after the date at which the appeal is considered complete.

##### 3.1.2.4 – Appealing the Decision of the Associate Director (Studies)

If the student is not satisfied with the decision reached by the Associate Director (Studies) the student can choose to proceed to next stage of review by appealing to the Board of Studies.

##### 3.1.2.5 – Matters that may be Appealed to the Office of the Associate Director (Studies)

The *Bachelor of Health Sciences (Honours)* program permits students to appeal the following matters to the Associate Director (Studies):

1. to add a course after the last official date for adding courses (see Academic Calendar Dates (<https://queensu-ca-public.courseleaf.com/health-sciences/bhsc/sessional-dates/>)),
2. to drop a course after the last official date for dropping courses (see Academic Calendar Dates (<https://queensu-ca-public.courseleaf.com/health-sciences/bhsc/sessional-dates/>)),
3. to request Aegrotat (AG) standing in a course (see **Academic Regulation 10**),
4. to request Credit (CR) standing in a course (see **Academic Regulation 10**),
5. to request an extension of the deadline to complete a deferred exam in a course (see **Academic Regulation 10**),
6. to request an extension of the deadline to submit incomplete work in a course (see **Academic Regulation 10**),



7. instructors' decisions on grading term work (see **Academic Regulation 11**),
8. instructors' decisions on grading final examinations (see **Academic Regulation 11**),
9. to request to write the final examination at an earlier time than formally scheduled (see **Academic Regulation 8**),
10. a requirement to withdraw (see **Academic Regulation 13**).

### **3.1.3 – Appeals to the Board of Studies**

#### **3.1.3.1 – Submission of the Appeal**

Appeals must be received in the *Bachelor of Health Sciences (Honours)* program office within 21 calendar days after the decision of the Associate Director (Studies). Students must complete the Board of Studies Appeal Form and include a letter that addresses the written statements made by the Associate Director (Studies) in denying the appeal.

#### **3.1.3.2 – Documentation to be Considered by the Board of Studies**

All letters and documentation considered by the Associate Director (Studies) in reaching a decision will be forwarded to the Board of Studies.

No additional information should be supplied, as the role of the Board of Studies is to review the decision of the Associate Director (Studies) based on the same information available to the Associate Director (Studies) at the time the decision was made. If new material is included, the appeal will be redirected to the Associate Director (Studies) for reconsideration. After assessing new information, the Associate Director (Studies) may decide to overturn the previous decision or to redirect the appeal to the Board of Studies for consideration.

#### **3.1.3.3 – Review of Documentation**

Students must have at least 10 calendar days to review and respond to the materials under consideration by the Board of Studies.

In cases where facts are in dispute or there are issues of credibility, the student or the Board of Studies may request an oral presentation, in addition to the written appeal. Students have the right to be accompanied by an Ombuds Academic Appeals Advisor or support person to meet or speak video/teleconference with the Board of Studies. If a student seeks formal legal representation, they should notify the Board of Studies in advance.

#### **3.1.3.4 – Decision of the Board of Studies**

In general, with the exceptions of appeals related to final examinations and final grades, appeals to the Board of Studies are only granted where there are significantly extenuating circumstances, beyond the student's control, that

would merit the waiving of a particular program regulation or decision.

The Board of Studies will inform the student in writing of the decision, normally within 21 calendar days after the date of the in-person or video/teleconference meeting of the Board of Studies to decide the appeal.

The decisions of the Board of Studies on academic matters are final (see the Student Academic Appeals Policy (<https://www.queensu.ca/secretariat/policies/senate/student-academic-appeals-policy/>)).

#### **3.1.3.5 – Appealing the Decision of the Board of Studies**

If the student is not satisfied with the process undertaken by the Associate Director (Studies) or the Board of Studies, the student can choose to proceed to next stage of review by appealing to the University Student Appeal Board.

#### **3.1.3.6 – Matters that may be Appealed to the Board of Studies**

The Bachelor of Health Sciences (Honours) program permits students to appeal the following matters to the Board of Studies:

1. to add a course after the last official date for adding courses (see **Academic Calendar Dates**),
2. to drop a course after the last official date for dropping courses (see **Academic Calendar Dates**),
3. to request Aegrotat (AG) standing in a course (see **Academic Regulation 10**),
4. to request Credit (CR) standing in a course (see **Academic Regulation 10**),
5. to request an extension of the deadline to complete a deferred exam in a course (see **Academic Regulation 10**),
6. to request an extension of the deadline to submit incomplete work in a course (see **Academic Regulation 10**),
7. instructors' decisions on grading term work (see **Academic Regulation 11**),
8. instructors' decisions on grading final examinations (see **Academic Regulation 11**),
9. to request to write the final examination at an earlier time than formally scheduled (see **Academic Regulation 8**),
10. a requirement to withdraw (see **Academic Regulation 13**).

### **3.1.4 – Appeals to the University Student Appeal Board (USAB)**

#### **3.1.4.1 – Submission of the Appeal**

Appeals to USAB must be received in writing within 2 weeks of having received a decision from the Board of Studies. Students should contact the Secretary of USAB (USABSecretary@queensu.ca) in the Office of the University

Secretariat and Legal Counsel to be informed of the appeal process.

### 3.1.4.2 – Matters that may be Appealed to USAB

If a student believes that there are reasons for an appeal on other than academic grounds, the student may set in motion the system for handling appeals as recorded in the Student Academic Appeals Policy, by appealing to the University Student Appeal Board.

## 3.2 – Limitations on Appeals

### 3.2.1 – Who may Appeal

Only students registered in the *Bachelor of Health Sciences (Honours)* program are eligible to initiate an appeal using the program's appeal procedure (see the Senate Policy on Faculty Jurisdiction With Respect To Student Appeals of Academic Decisions (<https://www.queensu.ca/secretariat/policies/senate/faculty-jurisdiction-respect-student-appeals-academic-decisions/>)).

### 3.2.2 – Timeline of Appeals

#### 3.2.2.1 – Explanation of 21-Day Appeal Timeline

Any appeal of an academic matter must be made within 21 calendar days of the decision under review. This timeline is in place for several reasons. First, the 21-day timeline offers students time to seek academic counselling, to write up and submit an appeal, and to collect the supporting documents necessary to the appeal.

Second, the appeal timeline is in place to ensure that decision making takes place in a timely manner, allowing students to continue in their academic programs without ongoing concern for unresolved matters.

Third, the appeal timeline is in place to ensure fair decision making. The interested parties and the original contexts within which the matter originated may not be available after this time period. Over time, instructors, course content, the norms of evaluating course materials, and Degree Plan structures may and generally do change. Furthermore, the supporting documents necessary to any appeal may no longer be available or their credibility may more easily come into question. Therefore, the inability to reconstruct accurately the circumstances leading to the original matter under appeal can compromise the decision-making process.

The principle of a limitation on timelines for review of academic matters conforms to precedents throughout the University. Most notably, Senate regulations on examinations require that final examinations be retained for up to one year from the date of writing. This policy assumes that students should be allowed sufficient time to query examination marks but also that the timeline for reconsideration is limited. Within the *Bachelor of Health Sciences (Honours)* program for instance, transcript notations such as IN (Incomplete) have a finite standing: if insufficient action is taken by the student to

complete the course, the standing IN is removed at the end of the term following that in which the course was offered, and is replaced with the letter grade F.

#### 3.2.2.2 – Appealing the 21-Day Appeal Timeline

Exceptions to this regulation can only be granted in cases where extenuating circumstances beyond a student's control render the student unable to appeal within the specified timeline. The student must be able to show that the extenuating circumstances were ongoing. The student must also be able to demonstrate that these circumstances prevented the student from acting between the time the original decision was received and the time at which the appeal was eventually initiated. Appeals of the regulation governing the timeline for appeals must be submitted in writing. An appeal of this type should include a presentation of the specific reasons for the delay and must include documents that support the reasons for this delay. Note that students are not able to revisit the same time period in submitting subsequent appeals. For example if a student has appealed to drop one or more courses without academic penalty in the Fall Term they are not able to make a subsequent different appeal in relation to that same time period.

#### 3.2.2.3 – Appealing after Graduation

No appeal may be submitted by a student after 21 days following graduation.

## 3.3 – Matters that May be Appealed

### 3.3.1 – To Add a Course after the Last Official Date for Adding Course

Students must be registered in a course to be eligible to access and participate in lectures, discussion boards, laboratories (virtual or otherwise), tutorials, tests, and examinations associated with the course (see **Academic Regulation 6**).

Appeals to add a course late must clearly demonstrate the significant extenuating circumstances, beyond the student's control, which prevented them from making the addition by the published deadline. A medical certificate or other documentation that outlines how the personal extenuating circumstances hindered the student's ability to add the course during the published deadlines should be provided with the letter of appeal. The student must also have support from the course instructor.

An appeal to add a course must be submitted to the *Bachelor of Health Sciences (Honours)* program office within 21 calendar days of the first day in which the course is offered.

### 3.3.2 – To Drop a Course after the Last Official Date for Dropping Courses

Appeals to drop a course late must clearly demonstrate the significant extenuating circumstances, beyond the student's



control, which prevented them from dropping the course by the published deadline, as indicated in the program's Academic Calendar Dates. A medical certificate or other documentation that outlines how the personal extenuating circumstances hindered the student's ability to drop the course during the published deadlines should be provided with the letter of appeal. If the appeal is successful, a grade of DR shall be placed on the transcript. If the appeal is unsuccessful, the final grade earned shall remain on the transcript. A student may not appeal to remove a DR grade from the transcript.

Students should be aware that if there are extenuating circumstances, other options are available in place of a DR grade, particularly when some or all of the coursework has been completed. These include Incomplete status (IN), Credit (CR) standing or an Aegrotat (AG) standing in the course. Note that courses in which a student has received a passing grade may not be dropped. Instead, students with extenuating circumstances should consider an appeal for credit (CR) standing (see **Academic Regulation 10**).

An appeal to drop a course must be submitted within 21 calendar days of the end of the examination period in which the course was offered.

### **3.3.3 – To Request Aegrotat Standing in a Course**

Aegrotat standing is reserved for a student who, because of illness or other extenuating circumstances beyond their control, is unable to complete all the work of the course. At least 60 per cent of the work to be evaluated in the course (assignments, midterms, laboratories, final examination, as specified in the course outline) must be completed. A medical certificate or other documentation that outlines how the personal extenuating circumstances affected the student's academic performance should be provided with the letter of appeal. A letter of support from the instructor should also be included. If this request is granted, the instructors involved will be asked to provide an estimated final grade (see **Academic Regulation 10**).

An appeal for Aegrotat standing must be submitted no later than 21 calendar days after the end of the examination period in which the course was offered.

A student may be granted Aegrotat or Credit standing for a maximum of 36.0 units over the course of an entire degree program (see **Academic Regulation 10**).

### **3.3.4 – To Request Credit (CR) Standing in a Course**

Credit standing is reserved for a student who has completed and passed all of the work of the course, including the final examination, but due to illness or other extenuating circumstances beyond their control, earned a substantially lower grade than might have been expected. Normally

CR standing is only awarded for a grade of C or lower. A medical certificate or other documentation outlining how the personal extenuating circumstances affected the student's academic performance should be provided with the letter of appeal. A letter of support from the instructor should also be included (see **Academic Regulation 10**).

An appeal for credit standing must be submitted no later than 21 calendar days after the end of the examination period in which the course was offered.

A student may be granted aegrotat or credit standing for a maximum of 36.0 units over the course of an entire degree program (see **Academic Regulation 10**).

### **3.3.5 – To Request an Extension of the Deadline to Complete a Deferred Examination in a Course**

A student affected by extenuating circumstances may ask the course instructor that the final examination be delayed for up to one full term following the original examination date (see **Academic Regulation 10**). If the first request is granted, any further request to write a final examination after that term has elapsed must be made through a formal appeal to the Associate Director (Studies). A medical certificate or other documentation outlining how the personal extenuating circumstances prevented the student from writing the examination should be provided with the letter of appeal. A note from the instructor agreeing to the extension and stating a revised date for completion of the final examination should also be included.

An appeal for the extension of the deadline to complete a deferred examination beyond one term must be made within the term following of the date of the final examination.

### **3.3.6 – To Request an Extension of the Deadline to Submit Incomplete Work in a Course**

As outlined in **Academic Regulation 10**, a student affected by extenuating circumstances may ask the instructor for incomplete standing (IN) for up to one full term after the completion of a course. If the first request is granted, any further request to submit incomplete work after the term has elapsed must be made through a formal appeal to the Associate Director (Studies). A medical certificate or other documentation explaining how the personal extenuating circumstances prevented the student from completing the outstanding work should be provided with the letter of appeal. A note from the instructor agreeing to a revised final date for completion of the course work in question should also be included.

An appeal for the extension of the deadline to submit incomplete work must be made before the end of the term following that in which the course was offered.

### **3.3.7 – To Request a Review of Instructors' Decisions on Grading of Final Examinations and/or Term Work**

A student may request a review of any grade assigned in a course subject to the marking scheme set out by the course instructor(s) if the student can:

1. clearly articulate grounds for reconsideration and identify specifically the substance of an answer where the student feels the mark given was not evaluated fully;
2. show, in an objective answer, that a correct answer has been counted as incorrect;
3. show, in a subjective or essay answer, that the response has been under evaluated substantially; and
4. provide relevant documentation to support the appeal (i.e. course notes, etc.).

It is the responsibility of the student to preserve all exercises, papers, reports, and other graded material for the course and to submit these materials with the appeal. In any formal appeal of term work, the student must accept the responsibility for ensuring that the work presented for reassessment is in fact the original term work submitted for evaluation (see **Academic Regulation 11**).

As a first step, the student should request an informal review with the instructor concerned, and instructors are strongly encouraged to consent. If the informal review process is unsuccessful, the student may ask for the assistance of the Bachelor of Health Sciences (Honours) program office in order to facilitate a review through an appeal to the Associate Director (Studies). This request should be made within 21 calendar days of the grade being received. Usually the instructor will provide a reconsidered grade within 21 calendar days of the receipt of the request.

The reconsideration of the work in question will be undertaken by two reviewers appointed by the Associate Director (Studies) or delegate (normally the Director of BHSc program). One of the two reviewers will be the original instructor, unless the student can demonstrate bias or other conflict on the part of the original instructor. In such cases the original instructor may be asked to provide any documentation relevant to the review. The review will involve a rereading of the work in question.

An appeal on grading of term work must be submitted within 21 calendar days after the student has received the mark from the instructor.

### **3.3.8 – To Request to Waive a Requirement to Withdraw for One Year**

Appeals requesting that a requirement to withdraw be waived must clearly demonstrate how significantly extenuating circumstances, beyond the student's control, affected their academic performance. In cases where the extenuating

circumstances have been temporary, the student should indicate and document how the circumstances have been overcome and why the student is confident that they will not continue to be a factor in academic performance. In cases where the extenuating circumstances are ongoing rather than temporary, the student should also indicate and document how these personal challenges will be managed if the requirement to withdraw is waived. A medical certificate or other official documentation that demonstrates the impact of the extenuating circumstances should be provided with the letter of appeal.

If the requirement to withdraw is waived, the Associate Director (Studies) may impose conditions governing the student's subsequent registration. In these cases, at the discretion of the Associate Director (Studies), the student's registration status may be changed from full-time to part-time, or the student may be required to seek the permission of the Associate Director (Studies) in order to register.

An appeal of the requirement to withdraw must be submitted within 21 calendar days of the receipt of the letter from the Associate Director (Studies) informing the student of the decision that the student must withdraw.

In all cases a notation indicating the requirement to withdraw will remain on the transcript, in accordance with the Senate's Policy on Transcript Terminology for Students Withdrawing from Queen's University. If the requirement to withdraw is waived, then a notation to that effect shall be added to the transcript.

### **3.3.9 – To Request to Waive a Requirement to Withdraw for a Minimum of Three Years**

#### **3.3.9.1 – Appeals Submitted Within 21 Days of Notification of RTW3 Standing**

Appeals requesting that a requirement to withdraw be waived must clearly demonstrate how significantly extenuating circumstances, beyond the student's control, affected their academic performance. In cases where the extenuating circumstances have been temporary, the student should indicate and document how the circumstances have been overcome and why the student is confident that they will not continue to be a factor in academic performance. In cases where the extenuating circumstances are ongoing rather than temporary, the student should also indicate and document how these personal challenges will be managed if the requirement to withdraw is waived. A medical certificate or other official documentation that demonstrates the impact of the extenuating circumstances should be provided with the letter of appeal. If a lesser sanction is imposed the requirement to withdraw notation will be removed from the transcript.



If a student is within 12.0 units of completion of a degree, that student's case will be reviewed by the Associate Director (Studies), who may impose a lesser sanction. In exceptional circumstances, academic probation may be imposed by the Associate Director (Studies) as an alternative to requiring a student to withdraw. The special conditions which the student must meet in such instances will be determined by the Associate Director (Studies) on an individual basis (see **Academic Regulation 13**). If a lesser sanction is imposed the requirement to withdraw notation will be removed from the transcript.

If the requirement to withdraw is waived, the Associate Director (Studies) may impose conditions governing the student's subsequent registration. In these cases, at the discretion of the Associate Director (Studies), the student's registration status may be changed from full-time to part-time, or the student may be required to seek the permission of the Associate Director (Studies) in order to register.

An appeal of the requirement to withdraw must be submitted within 21 calendar days of the receipt of the letter from the Associate Director (Studies) informing the student of the decision that the student must withdraw. Further appeals to the Associate Director (Studies) for a requirement to withdraw for a minimum of three years will not be entertained until the full three years have elapsed.

In all cases a notation indicating the requirement to withdraw will remain on the transcript, in accordance with the Senate's Policy on Transcript Terminology for Students Withdrawing from Queen's University. If the requirement to withdraw is waived, then a notation to that effect shall be added to the transcript.

### **3.3.9.2 – Appeals Submitted After the Three Year Withdrawal Period**

After the minimum withdrawal period of three years, a student who wishes to return to the *Bachelor of Health Sciences (Honours)* program must appeal to the Associate Director (Studies). The appeal should contain a completed Return to Studies Form, an outline of what the student has done during the period of withdrawal and a viable academic plan for the completion of their degree program. The appeal should provide evidence of their capability to succeed in the proposed academic plan.

If the requirement to withdraw is waived, the Associate Director (Studies) may impose conditions governing the student's subsequent registration. In these cases, at the discretion of the Associate Director (Studies), the student's registration status may be changed from full-time to part-time, or the student may be required to seek the permission of the Associate Director (Studies) in order to register.

An appeal of the requirement to withdraw may be submitted at any time after the minimum withdrawal period of three years has elapsed.