

## ACADEMIC APPEALS AND CONSIDERATION PROCEDURE

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**Mandatory Review**

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**Approved By:**

Office of the Provost and  
Vice-President,  
Academic

### 1. Purpose

This document sets out Sheridan's procedure on the academic appeals process for Sheridan students.

### 2. Scope

This procedure applies to all Sheridan full and part-time students in relation to final grade decisions and academic decisions.

### 3. Definitions

**Co-Requisite:** A course which must be taken at the same time as another course

**Mark**

A mark is awarded for each individual evaluation within the course; each mark contributes to the final grade.

**Final Grade**

A final grade is awarded upon completion of the course.

**Final Grade Appeal**

A grade appeal is a request that a final grade be reviewed and changed based on evidence supplied by the student. This includes requests from students who were unable to withdraw without academic penalty from the course by the drop deadline. Appeals of both failing and passing final grades will be considered. A grade appeal may result in the final grade being increased, decreased or unchanged.

**Academic Decision**

An academic decision is a decision made by the College acting in accordance with academic policies and procedures. Examples of decisions that may be appealed include but are not limited to:

- Sanctions for a breach of the Academic Integrity Policy,
- Progression or graduation decisions,
- Prior Learning Assessment and Recognition (PLAR) decisions and/or,
- Advanced Standing decisions
- Research Integrity

Decisions that are not appealable include but are not limited to:

- Grade point average (GPA) requirements for graduation
- Incomplete grades
- Academic Expulsions

**Level 1 Academic Appeal**

A Level 1 academic appeal is the first stage in the appeal process.

**Level 2 Academic Appeal**

A Level 2 academic appeal is the last stage of the appeal process and may only be used by students who wish to appeal a Level 1 academic appeal decision.

**Sheridan Academic Appeals Committee**

The Sheridan Academic Appeals Committee (hereafter “the Committee”) is a standing committee of the Sheridan Senate.

**Associate Dean**

Is the primary Associate Dean affiliated with the Academic Faculty who has accountability to the program area identified in the Appeal or the alternate Associate Dean within or outside the Academic Faculty who is assigned to ensure there is no conflict of interest.

**Chair/Chair Designate**

Is the Chair of the Academic Appeals Standing Committee of Senate (the Committee). The Chair is appointed by the Provost and Vice President Academic.

**Office of the Secretary of Senate**

The Secretary of Senate is an ex-officio voting member of the Academic Appeals Standing Committee.

**Prerequisite**

A requirement which must be successfully completed prior to being registered in a course.

## 4. Procedure

Students considering an appeal should review this information carefully and are encouraged to consult with a Student Advisor in Student Advisement before proceeding with an appeal.

It is the student's responsibility to:

- use their Sheridan email account ([name@sheridancollege.ca](mailto:name@sheridancollege.ca)) for all appeal communications and,
- retain all correspondence with faculty, administrators and staff and,
- retain copies of all documentation relating to the appeal.

### ACADEMIC APPEAL PROCESS CHART (Abbreviated):

The process charts below focus on the actions taken by the student who is appealing. Refer to the section ACADEMIC APPEAL PROCESS (Complete) for a full description of the two levels of appeal including actions taken by faculty, administrators, staff & the Committee.

LEVEL 1 ACADEMIC APPEAL PROCESS	
FINAL GRADE DECISION	ACADEMIC DECISION
<b>STEP1:</b> Student receives a <i>final grade</i> .	<b>STEP 1:</b> Student receives an <i>academic decision</i> .
<p><b>STEP 2:</b> Student contacts the faculty who assigned the final grade to attempt to resolve the grade dispute informally.</p> <p>Contact must be made with the faculty member within <b>five business days</b> of the posting of the official grade viewable through MyStudent Centre.</p> <p>The faculty is responsible for responding to the student within <b>three business days</b> of the student's request.</p> <p>If no resolution is reached, the student may consult with a Student Advisor in the Student Advisement Centre to learn about the appeal process.</p>	<p><b>STEP 2:</b> Student may consult with a Student Advisor in Student Advisement to learn about the appeal process.</p>
<b>STEP 3:</b> Student submits a Level 1 Academic Appeal Form to <a href="mailto:academicappeals@sheridancollege.ca">academicappeals@sheridancollege.ca</a> within <b>three business days</b> of contact with the faculty.	<b>STEP 3:</b> Student submits a Level 1 Academic Appeal Form to <a href="mailto:academicappeals@sheridancollege.ca">academicappeals@sheridancollege.ca</a> within <b>five business days</b> of notification of the academic decision being appealed.

## LEVEL 1 ACADEMIC APPEAL PROCESS

FINAL GRADE DECISION	ACADEMIC DECISION
<p><b>STEP 4:</b> Student will receive a decision on their appeal from the Associate Dean within <b>ten business days</b> of receipt of the academic appeal form from <a href="mailto:academicappeals@sheridancollege.ca">academicappeals@sheridancollege.ca</a></p> <ul style="list-style-type: none"> <li>• Timelines may be extended beyond ten business days if there are extenuating circumstances (e.g. the decision maker has been unable to meet with the student/faculty member, additional information is required).</li> <li>• The student must be notified of the length of the extension including a rationale for the extension.</li> </ul>	<p><b>STEP 4:</b> Student will normally receive a decision on their appeal from the Associate Dean within <b>ten business days</b> of receipt of the academic appeal form from <a href="mailto:academicappeals@sheridancollege.ca">academicappeals@sheridancollege.ca</a></p> <ul style="list-style-type: none"> <li>• Timelines may be extended beyond ten business days if there are extenuating circumstances (e.g. the decision maker has been unable to meet with the student/faculty member, additional information is required).</li> <li>• The student must be notified of the length of the extension including a rationale for the extension.</li> </ul>
<p><b>STEP 5:</b> The student may request to meet with the Associate Dean to discuss the decision of the appeal. The meeting must take place within <b>three business days</b> of notification of the decision.</p>	<p><b>STEP 5:</b> The student may request to meet with the Associate Dean to discuss the decision of the appeal. The meeting must take place within <b>three business days</b> of notification of the decision.</p>

## LEVEL 2 ACADEMIC APPEAL PROCESS

<p><b>STEP 1:</b> For students who wish to appeal a Level 1 decision, it is <b>mandatory</b> that they consult with a Student Advisor in Student Advisement to learn about the Level 2 appeal process.</p>
<p><b>STEP 2:</b> Student submits a Level 2 Academic Appeal Form to <a href="mailto:academicappeals@sheridancollege.ca">academicappeals@sheridancollege.ca</a> within <b>five business days</b> of notification of Level 1 appeal decision</p>
<p><b>STEP 3:</b> Student will receive a written response indicating:</p> <ul style="list-style-type: none"> <li>• an <b>alternate resolution has been directed</b>; including the rationale for the decision, or</li> <li>• the <b>appeal has been dismissed</b>; including the rationale for the decision or,</li> <li>• the <b>appeal will be heard</b>; the student will be notified of the date, time and location of the hearing.</li> </ul>
<p><b>STEP 4 (ONLY IF AN APPEAL HEARING):</b> Student will receive copies of all material submitted by all parties pertaining to the appeal; materials will be provided <b>two business days</b> prior to the panel hearing.</p>
<p><b>STEP 5:</b> Student attends hearing.</p>
<p><b>STEP 6:</b> Student will receive written notification of the decision from the Committee; a decision will be rendered within <b>two business days</b> of the panel hearing.</p>

## ACADEMIC APPEAL PROCESS (Complete):

### Level 1 Academic Appeal Process – Final Grades in a Course

Students who wish to appeal a final grade must first contact the faculty who assigned the final grade to attempt to resolve the grade dispute informally. The student is responsible for contacting the faculty within **five business days** of their official grades being posted. Official grades are viewable through MyStudent Centre. The faculty is responsible for responding to the student within **three business days** of their request and, if deemed necessary, setting up a time to discuss the final grade within that time period. If no resolution is reached, the student may consult with a Student Advisor in the Student Advisement Centre to educate the student about the appeal process.

The student submits a Level 1 Academic Appeal Form accompanied by all pertinent documentation online to [academicappeals@sheridancollege.ca](mailto:academicappeals@sheridancollege.ca) within **three business days** of contact with the faculty member. **Please include the text ‘Appeals Level 1’ followed by the campus in the subject line of the email.**

[Academicappeals@sheridancollege.ca](mailto:academicappeals@sheridancollege.ca) will immediately forward the application to the appropriate Associate Dean. The Associate Dean will review the appeal and may request additional documentation and/or convene a meeting with the student or faculty. Upon request, it is the responsibility of the faculty and/or student to provide requested materials. Prior involvement in the matter being appealed will not place the Associate Dean in a conflict of interest. In the case of academic integrity breaches, an Associate Dean who was not involved in the original determination of the breach will be assigned to the appeal by the Dean. The Associate Dean may be identified from within the Academic Faculty or from a different Faculty.

The Associate Dean will make a decision on the appeal and will advise the student and the faculty of their decision by Sheridan email within **ten business days** of receipt of the academic appeal form by [academicappeals@sheridancollege.ca](mailto:academicappeals@sheridancollege.ca). Timelines may be extended beyond ten business days if there are extenuating circumstances (e.g. the decision maker has been unable to schedule a meeting with the student and/or faculty member). The student **must be notified** of the length of the extension including a rationale for the extension.

The decision on the appeal complete with the rationale for the decision will be documented on the Level 1 Academic Appeal Form and emailed to the student and Office of the Registrar Record Specialist by the Faculty. All documentation will be retained by the Office of the Registrar for one year. The student may request to meet with the Associate Dean to discuss the decision of the appeal. If a meeting is to take place, it must be scheduled within **three business days** of notification of the decision.

If the appeal results in a change to a final grade, the Associate Dean will complete a Grade Change Form and forward it to the Office of the Registrar for processing. Every attempt will be made to process grade changes within **ten business days** of the appeal decision; it is the students' responsibility to follow-up with the Associate Dean if their grade is not updated. If the appeal results in the grade remaining the same, the Office of the Registrar will remove the student from any course(s) in which they do not meet prerequisites and/or co-requisites.

## Level 1 Academic Appeal Process – Academic Decisions

Students who wish to appeal an academic decision may consult with a Student Advisor in Student Advisement to learn about the appeal process.

The student submits a Level 1 Academic Appeal Form accompanied by all pertinent documentation online to [academicappeals@sheridancollege.ca](mailto:academicappeals@sheridancollege.ca) within **five business days** of notification of the academic decision being appealed. **Please include the text ‘Appeals Level 1’ followed by the campus in the subject line of the email.**

[Academicappeals@sheridancollege.ca](mailto:Academicappeals@sheridancollege.ca) will immediately forward the application to the appropriate Associate Dean. The Associate Dean will review the appeal and may request additional documentation and/or convene a meeting with student or faculty. Upon request, it is the responsibility of the faculty and/or student to provide requested materials. Prior involvement in the matter being appealed will not place the Associate Dean in a conflict of interest.

The Associate Dean will make a decision on the appeal and will advise the student and the faculty of their decision by Sheridan email within **ten business days** of receipt of the academic appeal form by [academicappeals@sheridancollege.ca](mailto:academicappeals@sheridancollege.ca). Timelines may be extended beyond ten business days if there are extenuating circumstances (e.g. the decision maker has been unable to schedule a meeting with the student and/or faculty member). The student **must be notified** of the length of the extension including a rationale for the extension.

The decision on the appeal complete with the rationale for the decision will be documented on the Level 1 Academic Appeal Form and emailed to the student and Office of the Registrar Record Specialist by the Faculty. All documentation will be retained by the Office of the Registrar for one year. The student may request to meet with the Associate Dean to discuss the decision of the appeal. If a meeting is to take place, it must be scheduled within **three business days** of notification of the decision.

If the appeal results in a change to a student’s record, the Associate Dean will complete the appropriate paperwork and forward it to the Office of the Registrar for processing. Every attempt will be made to process grade changes within **ten business days** of the appeal decision; it is the students’ responsibility to follow-up with the Associate Dean if their record is not updated. If the original decision stands, the Office of the Registrar will remove the student from any course(s) in which they should not be registered.

## Level 2 Academic Appeal Process

A student may appeal the Level 1 decision. In order to proceed to a Level 2 appeal, at least one of the following three grounds must be met:

1. A significant procedural error has occurred in the first level of appeal, or
2. Compelling new evidence is available that could potentially influence the appeal and that could not reasonably have been obtained during the first level of appeal, or
3. Sanctions imposed are unreasonable or substantially disproportionate to the circumstance or offence.

For students who wish to appeal a Level 1 decision, **it is mandatory that they consult with a Student Advisor in Student Advisement** to learn about the Level 2 appeal process.

Students may submit a Level 2 Academic Appeal Form accompanied by any supporting documentation online to [academicappeals@sheridancollege.ca](mailto:academicappeals@sheridancollege.ca) within **five business days** of receipt of the Associate Dean's decision. **Please include the text 'Appeals Level 2' followed by the campus in the subject line of the email.** Appeal applications will only be processed where the student has met with Student Advisement.

[Academicappeals@sheridancollege.ca](mailto:Academicappeals@sheridancollege.ca) will immediately forward the documentation to the Office of the Secretary of Senate.

All Level 2 Academic Appeals will be subject to a preliminary review by the Chair/Chair Designate of the Committee. This preliminary review will result in one of the following outcomes:

- an **alternate resolution is directed**, or
- the **appeal is dismissed** or,
- the **appeal will be heard**.

The Chair/Chair Designate of the Committee will consider accepting late appeals only under exceptional circumstances. Late appeals may be dismissed without a preliminary review.

#### ***Hearing Not Granted***

If an alternate resolution is directed, or if the appeal is dismissed an appeal hearing will not take place. The student will receive written notification of the decision including the rationale within **five business days**. The Level 2 Academic Appeal Form will be emailed to the student and Office of the Registrar Record Specialist by the Office of the Secretary of Senate. All documentation will be retained by the Office of the Registrar for one year.

**The decision of the Chair/Chair Designate of the Committee is final and binding.**

#### ***Hearing Granted***

If the appeal is to proceed to a hearing the student will receive written notification from the Office of the Secretary of Senate within **five business days**. The Committee Chair/Chair Designate will convene a panel made up of five individuals selected from the Committee. Members of the panel (including 2 faculty, 1 administrator and 1 student) will not have had any previous involvement in the appeal or be from the Academic Faculty of any of the parties involved in the appeal. It is the responsibility of the panel to meet, review, hear and make a decision on the appeal in a timely manner.

The Office of the Secretary of Senate will notify the student, and any faculty, administrators and/or staff involved in the appeal of the date, time and location of the hearing at least **five business days prior**. In the absence of evidence satisfactory to the panel establishing that a party is unable to attend, the hearing will proceed even if any of the parties choose not to attend. The student may be asked to provide additional documentation, and will have the opportunity to bring witnesses and/or someone for support to the hearing. The Academic Faculty may also provide additional documentation and request the attendance of witnesses at the meeting. Both parties are responsible for submitting documentation and names of additional attendees to the Office of the Secretary of Senate at least **three business days** prior to the

hearing. **Two business days prior to the hearing**, all parties involved in the appeal hearing will receive copies of all documentation relevant to the appeal.

Each party will present their case (including any witnesses), starting with the student. The panel may ask questions during the presentations. After hearing both sides, the panel may query either party to clarify any points in question. Once the panel has obtained all necessary information to make a decision, all parties will be dismissed and the panel will deliberate-in camera. The decision will be based on a majority vote. The decision including the rationale will be documented on the Level 2 Academic Appeal Form.

Within **two business days** of the hearing, the student and all affected parties will receive written notification of the decision of the panel as documented on the Level 2 Academic Appeal Form. The completed Level 2 Academic Appeal Form will be emailed to the student and Office of the Registrar Record Specialist by the Office of the Secretary of Senate. Additionally, all copies of the appeal documentation will be forwarded to the Office of the Registrar Records Specialist. The Office of the Registrar will retain the Level 2 Academic Appeal Form and relevant documentation for six years.

**The panel's decision is final and binding.**



## Level 1 Final Grade and Academic Decisions Criteria for Late Appeals

Appeals submitted beyond the timelines as stipulated by the Academic Appeals Policy and Procedure may be received at the discretion of the Associate Dean. These appeals **must be filed directly with the Faculty Office**. Only late appeals forwarded by the Faculty Office to [academicappeals@sheridancollege.ca](mailto:academicappeals@sheridancollege.ca) will be considered.

Circumstances that **may** warrant an appeal being received beyond the time limits may include:

1. An illness and/or personal situation, supported by appropriate documentation that has reasonably impacted the student's ability to submit the appeal within the established timelines.
2. Grade related information that was not available to reasonably allow for the submission of the appeal within the established timelines.

## Enrolment Eligibility

Subject to the exceptions set out below, academic progression will not be affected when a student is involved in an academic appeal, however, timetables may be impacted. Enrolment restrictions, pre-requisites and/or co-requisites, will be waived until the appeal is resolved, subject to the appeal being submitted on time.

In the following circumstances, a student is not permitted to progress pending an appeal where a passing and/or requisite grade has not yet been obtained:

- Co-op/Internship Students - special permission determined jointly between the Director of Career Education and the student's Academic Faculty is required to proceed in a work term.
- Field Placement/Practicum Students - special permission from the Associate Dean in consultation with the student's Academic Faculty is required to proceed.
- Apprenticeship – Ministry of Advanced Education and Skills Development (MAESD) Apprenticeship policy requirements must be met such that prior to commencing an apprenticeship, a passing grade in all required courses must be obtained on the Registered Student Record.
- Any program wherein external accreditation and/or legislation/regulation require pre-requisites to be completed in order to progress.

In addition, in the event of an appeal by a student who is subject to an interim or final decision prohibiting the student from attending on campus or restricting their access to campus, that decision will prevail over the general provisions of this Policy, and nothing in this Policy relieves the student from the obligation to comply with the decision prohibiting or restricting their access to campus (e.g. under the Student Code of Conduct, security, court decision).

## **5. Related Documentation (Procedures/Additional Policies/Forms/Departments)**

[Level 1 Academic Appeal Form](#)

[Level 2 Academic Appeal Form](#)

[Academic Integrity Policy](#)

[Academic Standing Policy](#)

[Graduation Policy](#)

[Prior Learning Assessment and Recognition](#)

[\(PLAR\) Policy Academic Integrity Office](#)

[Free Speech Policy](#)