Student Academic Appeals

Campus based classes | ED 4-0

Thompson Rivers University (TRU) recognizes that although most students experience no concerns regarding their education, some students occasionally experience problems with the interpretations of TRU policy or procedures by TRU staff. TRU encourages students and staff to resolve academic issues through discussion. When resolution is not reached, students may bring forward for formal review matters that have not been resolved to their satisfaction. The formal review process concludes with a decision that is final and binding upon all parties.

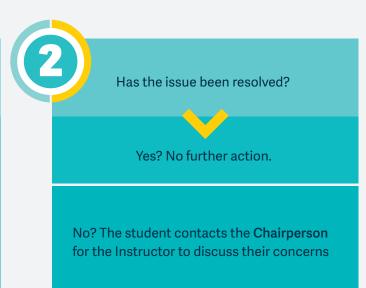
Campus Informal Appeal Process



Student is dissatisfied with decision affecting their academic experience



Student contacts Course Instructor to discuss concerns. Student can e-mail the Office of Student Affairs (OSA) studentaffairs@tru.ca for help connecting with their Instructor, and proposing a resolution for the issue.





Has the issue been resolved?



Yes? No further action.

No? Student contacts the **Dean** of the Faculty to discuss their concerns further.

TRU recognizes the right of students to appeal:

- i. decisions on final grades
- ii. decisions on the application of Senate policies, procedures and regulations as they relate to student academic performance; and
- iii. perceived unethical conduct by TRU staff and other students



Office of Student Affairs 250-828-5023 studentaffairs@tru.ca

tru.ca/appeals

Campus Formal Resolution Process

STEP

STUDENT

1

Download and complete the Academic Appeal Form and email it to the Instructor, within 30 days of the decision being appealed, formally proposing a resolution to the issue.

STEP

INSTRUCTOR

2

Enters comments and emails form with signature back to the student.

STEP

STUDENT

3

Emails form to Chairperson, with Instructor's comments.

STEP

CHAIRPERSON

4

Reviews details of the appeal, enters comments, provides contact information for the appropriate Dean and emails package with completed sections and signature back to the student.

STEP

STUDENT

5

Emails Dean the entire package for review.

STEP

DEAN

6

Review details of the appeal, enter comments and email package with completed sections and signature back to the student.

STEP

STUDENT

7

Sends the Academic Appeals Form, including signatures and responses to the OSA, along with any supporting documentation (a copy of an assignment if applicable).

Include proof of payment of the Campus Student Academic Appeal Fee.

STEP

HEARING PANEL

8

Once the Director of the OSA determines the required steps were followed, they will request a Hearing Panel be convened.

Appellent (student) and respondent must participate in appeal hearing and may include witnesses and have one support person. As per policy, the support person must be approved by OSA prior to the hearing.

STEP

DECISION



Following a decision, the Chair of the Hearing Panel shall notify the appellant and respondent in writing of decision, including the rationale.

NOTE

Within 14 days of receiving a Hearing Panel decision either party may make a final appeal of the process followed to the President.