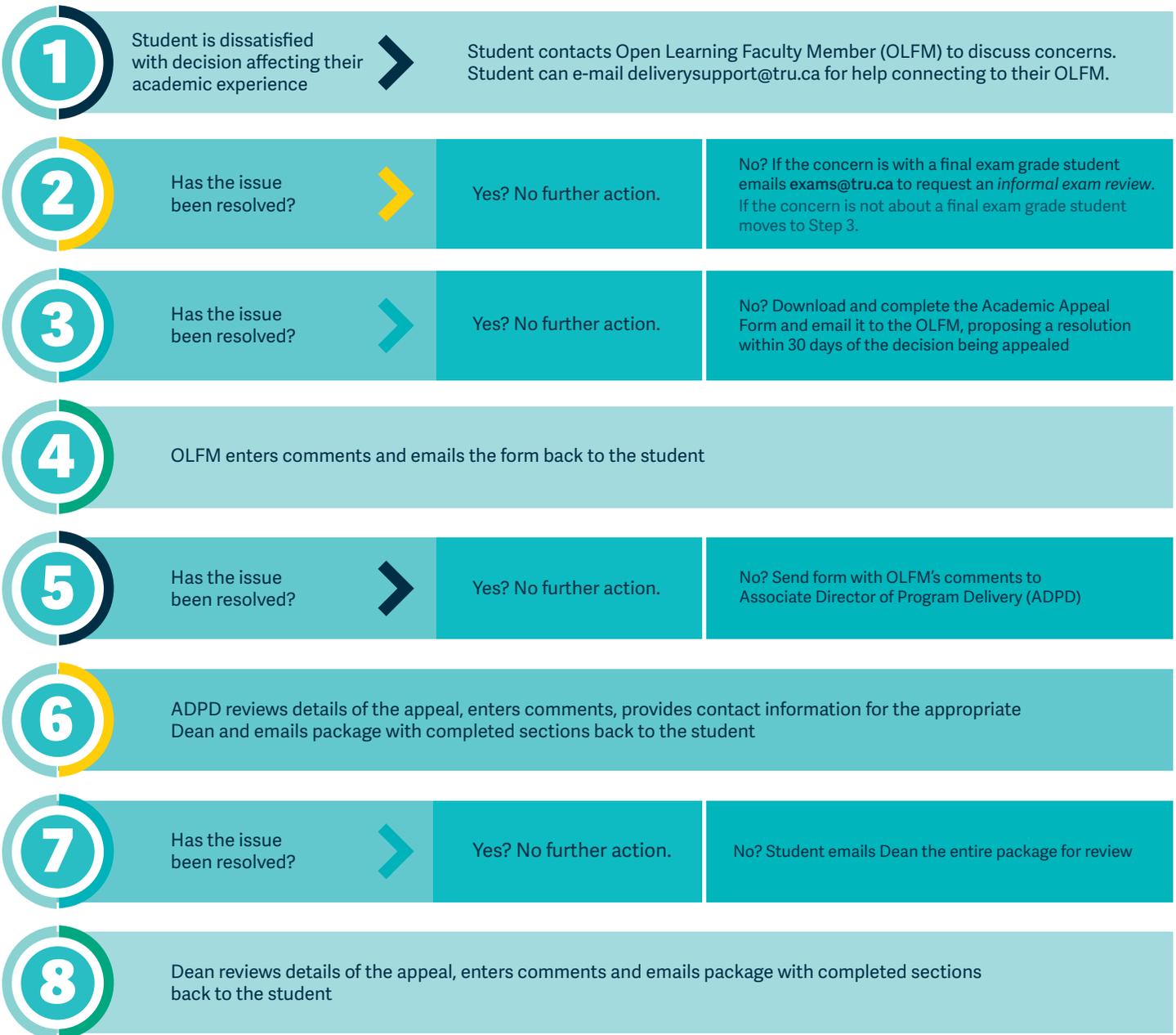


# Student Academic Appeals Open Learning | ED 4-0

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.

## Open Learning Informal Appeal Process



### 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

[tru.ca/appeals](https://tru.ca/appeals)

# Open Learning Formal Resolution Process

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## STEP

# 1

### STUDENT

If the student believes the issue was not resolved by the Dean, they can choose to commence a formal appeal, they can contact the Office of Student Affairs (OSA) at [studentaffairs@tru.ca](mailto:studentaffairs@tru.ca), for help and guidance with the formal process.

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## STEP

# 2

### STUDENT

Send 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 OL Student Academic Appeal Fee.

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## STEP

# 3

### HEARING PANEL

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

Appellant (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.

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## STEP

# 4

### DECISION

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

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### NOTE

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

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**THOMPSON  
RIVERS  
UNIVERSITY**

Office of Student Affairs  
250-828-5023  
[studentaffairs@tru.ca](mailto:studentaffairs@tru.ca)