



STUDENT GUIDE TO ACADEMIC APPEALS
2016-2017

Academic Affairs Commission
Alma Mater Society

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FOREWORD

The *Student Guide to Academic Appeals* was created by the AMS Academic Grievance Centre and the Academic Affairs Commission, in consultation with faculty societies, as a resource tool and reference manual outlining any and all options when it comes to formal academic appeals. It is a cohesive collection of information from many faculties, which will allow you to explore your academic rights. This guide presents different appeal types by faculty, tips for writing appeal letters and additional resources. It is our hope that this guide will provide you with the knowledge required to exercise your academic rights and familiarize yourself with the various processes and procedures involved so that you can feel comfortable making informed decisions. Please note that this guide was created by students, for students, and it should not be used as legal counsel.

If, after consulting the material in the guide, you still have questions or concerns, please feel free to contact the following resources:

Academic Grievance Centre at agc@ams.queensu.ca or visiting room 26 in the JDUC

Academic Grievance Centre Manager at agc.manager@ams.queensu.ca

AMS Academic Affairs Commissioner at aac@ams.queensu.ca

OVERVIEW OF ACADEMIC DISCIPLINE

Please note that while the following is an overview of the formalized aspects of Academic Discipline, many times issues can be resolved at an informal level through discourse between professor and student before a formal appeal needs to be initiated. If you require help contacting your professor please visit the Academic Grievance Centre and they will do their best to help you draft or edit an email to him or her. Also, formal appeal processes do not apply to extenuating circumstances that are actively being accommodated by Queen's Student Accessibility Services.

Instructors

- Hear initial complaints by students or make their own allegations
- Can either dismiss the case, impose their own penalties, or recommend sanctions or remedial actions for the Department Head to impose
- Appeals of the instructor's decision can be made to the Dean or Associate Dean of the faculty that the course belongs to.

Deans or Associate Deans

- Hear appeals as initiated by students or cases referred to them by instructors
- Can either overturn or confirm an academic decision or recommend sanctions or remedial actions for the Faculty Board to impose
- Appeals of the Dean's or Associate Dean's decision are made to the appropriate Committee of the Faculty Board

Committees of the Faculty Boards

- Hear appeals by students or cases referred to them by Deans or Associate Deans
- Can either overturn or confirm academic decisions or recommend sanctions or remedial actions to Senate to impose

Faculty Boards

- Delegate the initial responsibility of dealing with academic matters to instructors
- Delegate the final responsibility of dealing with academic matters to the Committees of the Faculty Boards

Senate

- The Senate has final responsibility for the (academic and non-academic) discipline of students
- Specifically, the University Student Appeal Board (USAB) is the final body to which students can appeal
- USAB only hears appeals based on **procedural** grounds as opposed to the merits of the appeal itself
- The Senate gives authority to the Faculty Boards to deal with student academic discipline on its behalf
- Refer to the Senate policy on Senate Policy on Student Appeals, Rights and Discipline (<http://www.queensu.ca/secretariat/>) for more information

LETTERS OF APPEAL

The following guidelines are meant to apply to appeal letters for all faculties/schools and for most instances where you would be submitting an appeal letter. Extenuating circumstances (e.g. family emergency, chronic illness, etc.) are the main reason, but not the only reason, why formal appeals can be made. In most cases, an appeal letter must follow specific guidelines and/or be accompanied by a specific appeal form so please be sure to check with your respective faculty or school. Generally, you should include anything that you feel is directly relevant to your case.

Tips for Writing An Appeal Letter

Support: If you require assistance in writing your appeal letter, or would like it reviewed before submission, please visit the Academic Grievance Centre.

Academic Advisors in the course's respective Faculty Office can provide additional support and information about any appeal procedures.

Additionally, Harry Smith, the University Ombudsman, can provide objective advice regarding appeals made on procedural grounds. Harry can be contacted at ombuds@queensu.ca or 613-533-6495.

Length: Although it is important that your letter clearly articulates the situation in which you wish to appeal, you must be concise. Your letter should not exceed 800 words or approximately page and a half single-spaced.

Address: Address your letter to the Associate Dean (Studies/Academic)

Current Associate Deans (Studies) are:

1. Dr. Johanne B nard

Associate Dean (Studies)

Faculty of Arts and Science

2. Dr. Lynann Clapham

Associate Dean (Academic)

Faculty of Engineering and Applied Science

3. Dr. Jennifer Medves

Director

School of Nursing

How to Structure Your Letter

The appeal letter should be structured in three parts:

1. What are you appealing?

Clearly state the situation you are appealing.

Example: I am appealing the Faculty of Arts and Science decision that I am required to withdraw from my studies for one year.

2. Extenuating Circumstances

Provide a concise explanation of the extenuating circumstances- events beyond your control- that have directly impacted your academic performance. These may include but are not limited to, physical illness, mental illness, domestic or family problems, or an unusual academic circumstance.

It is essential that a connection is made between the extenuating circumstance and the effect it had on your academic performance. This connection should be supported by the supporting documentation. Please discuss the duration of the circumstance, the order in which particular events occurred and what specific courses were affected. Furthermore, it is suggested that you explain any measures that were taken to deal with the extenuating circumstances.

3. The Future

It is suggested that you include a plan for achieving academic success the future. You should indicate how you will make personal adjustments to ensure academic success in the future. Your appeal letter should directly indicate how such future plans will help support academic success. The reader of your letter should easily be able to tell that you have thoroughly thought through the decision to appeal. Consultation with an academic advisor is encouraged.

- **Example #1:** Choosing to enroll in a lighter course load in future semesters.
- **Example #2:** Scheduling regular meetings with a personal counselor.
- **Example #3:** I have already spoken with Professor X, notifying that I would like to enter his or her course beyond the deadline. Additionally, I have contacted a student in the class who is willing to lend me his/her notes so that I can get caught up. Switching these courses does not affect my degree plan because both courses count towards Cluster B.

For more information, please visit:

http://www.queensu.ca/artsci/sites/default/files/tips_for_writing_a_letter_of_appeal.pdf

APPEALING ALLEGATIONS OF DEPARTURES FROM * ACADEMIC INTEGRITY

According to Senate policy, departing from Academic Integrity refers to acts of plagiarism and any other deliberate attempt to gain an advantage over someone else. Plagiarism is the act of presenting another individual's work as if it were your own, either wholly or partially. Penalties for departures from Academic Integrity may include failure on that assignment, expulsion from the course, or requirement to withdraw from Queen's University.

This Senate policy applies generally to every faculty/school at Queen's, however, consultation with individual instructors on what constitutes a departure from Academic Integrity or plagiarism is encouraged.

Academic Integrity applies to all of, but not limited to, the following circumstances and examples:

Exams and tests

- a) impersonating someone in an exam or test
- b) copying from another student, or making information available to another student
- c) submitting a take-home examination written in whole or in part by someone else
- d) failing to obey or comply with examination regulations or the proctor's instructions

Labs, field work, research reports

- a) copying a lab or field report, or allowing someone else to copy your report
- b) using another student's data unless it is specifically allowed by the instructor and student
- c) allowing someone else to do your lab or field work without the instructor's knowledge and approval
- d) using direct quotations or large sections of paraphrased material in a lab or field report, research report, thesis, publication, without appropriate acknowledgement

Essays and assignments

- a) submitting an essay or assignment written in whole or in part by someone else as your own
- b) preparing an essay or assignment for submission by another student
- c) copying an essay or assignment, or consciously allowing your essay or assignment to be copied by someone else for the purposes of plagiarism
- d) using direct quotations, or large sections of paraphrased material without acknowledgement
- e) buying or selling term papers or assignments and submitting them as your own
- f) submitting the same piece of work in more than one course without the permission of the instructor(s)
- g) removing materials from the library without their authorization or deliberately concealing library materials

* The Faculty of Arts and Science has moved away from the concept of Academic Dishonesty to that of Academic Integrity (and departures from Academic Integrity).

Official Documents

- a) altering transcripts or other official documents relating to student records
- b) misrepresenting your credentials
- c) creating or altering letters of reference

Departures from Academic Integrity

The following make up four major categories of departures from academic integrity. Examples listed beneath each category are not extensive.

Facilitation

- occurs when you help someone else breach academic integrity
- knowingly allowing another student to use your work
- creating counterfeit documents such as transcripts

Falsification

- misrepresenting one's work
- creating and using fake research data or documents (Forgery)
- writing someone else's test or exam

Use of unauthorized materials

- using calculator during a test or exam when it is not permitted
- looking at someone else's paper during examinations
- using unauthorized study aids during a test

Plagiarism

- using another's ideas without proper reference to the original source
- copying and pasting work from another student's document

Faculty of Arts and Science

Academic Integrity forms the foundation for freedom of inquiry and exchange of ideas, and it is comprised of a commitment to honesty, trust, fairness, respect and responsibility. Please note that all of the offences mentioned above can be penalized as departures from Academic Integrity.

If an instructor suspects a departure from Academic Integrity, you will be notified by a Notice of Investigation form. You have 10 days to respond to this Notice. If you must delay contacting the instructor regarding your case, notify him or her in writing. This Notice of Investigation will explain the terms and information on which the investigation is based. You have a right to representation. It is strongly encouraged that you contact the University Ombudsman, Harry Smith before meeting with your instructor or replying to them in writing. Harry can be contacted at ombuds@queensu.ca or 613-533-6495.

Using all the evidence at their disposal, your instructor will then make a finding for or against a departure from Academic Integrity. Your case will either be dismissed or a sanction will be imposed by your instructor or a higher body such as the Associate Dean of Studies.

There are two levels of offences:

Level 1: Assessed for normal departures from Academic Integrity. Record of the departure will be destroyed upon graduation. It will not be placed into your main file.

Level 2: Assessed in cases of repeat offences, forgery, or if your misconduct negatively affected another student. Record of the departure will be placed on your main file in the Office of the Associate Deans (Studies) but will not be marked on your transcript.

To find out more about these levels of offences, please see the Arts and Science website section titled “Academic Integrity” or <http://www.queensu.ca/artsci/students-at-queens/academic-integrity>

Please note that you **may not** drop a course while you are under investigation for a departure from Academic Integrity.

If you are not satisfied with the outcome of the investigation you have 21 calendar days to appeal the finding of a departure from Academic Integrity. Your first level of appeal will be to the Associate Dean of Studies who will meet with you (and your representative) as well as the instructor (and their representative) to conduct the investigation. The Associate Dean of Studies will inform you of their decision in writing as well as any sanctions and the possibility to appeal to the Academic Integrity and Conduct Panel. If you choose to pursue this course of action, you must do so within 21 days of the Associate Dean of Studies’ decision. Harry Smith and/or his advisors will be able to further guide you in the appeal process.

Please note that while severe cases of departures from Academic Integrity may require you to withdraw anywhere from one to five years, you cannot be permanently banned from being a student at the university. You will always have the option to return at some point. Even if you are required to withdraw for a number of years, there may never be a permanent indicator of a departure from Academic Integrity on your transcript. The indicator will be there temporarily until you return to your studies. However, please note that there are times when the University Senate can deem it necessary to rescind a student’s degree. For more information on these matters, please see the Senate Policy on rescinding degrees or <http://www.queensu.ca/secretariat/senate/policies/rescind.html>.

Faculty of Engineering and Applied Science

If an instructor suspects a student of breaching Academic Integrity, they will collect evidence and inform the student in writing. You will be invited to meet with the professor to discuss the matter. If you wish to have representation at this meeting, it will be referred directly to the Department Head. It is strongly encouraged that you contact the University Ombudsman, Harry Smith before meeting with your instructor or replying to them in writing. Harry can be contacted at ombuds@queensu.ca.

- d) Decide there is insufficient evidence and close the case

- e) Decide a departure from Academic Integrity has occurred and assign a penalty of their own
- f) Decide a departure from Academic Integrity has occurred but refer it to the Department Head for a more severe penalty

If b), you will be informed of your chance to appeal to the Department Head. To do so, you must submit a letter stating the grounds of the appeal no later than two weeks after the instructor has informed you of a finding of Academic Dishonesty. This letter is to be given into the Faculty Office. If you plan to appeal, you should contact Harry Smith, the University Ombudsman, at ombuds@queensu.ca or 613-533-6495.

If you are referred to the Department Head (i.e. not appealing), you will meet with them and your instructor. Your advisor may be present and you may give a brief statement. After asking questions, the Department Head will either:

- a) Decide there is insufficient evidence and close the case
- b) Decide that a departure from Academic Integrity has occurred and assign a penalty
- c) Decide that a departure from Academic Integrity has occurred but that a penalty more severe than they can impose is required. In this case, they will refer your case to the Faculty Board or Senate.

If b), you will be informed of your chance to appeal to the Dean. To do so, you must submit a letter stating the grounds of the appeal no later than two weeks after the Department Head has informed you of a finding. This letter must be handed into the Faculty Office. If you have not already done so, you should immediately contact Harry Smith at ombuds@queensu.ca or 613-533-6495.

If you are appealing an instructor's decision to the Department Head, they will appoint a small committee to look into the case. You will be given a chance to make a statement then informed in writing as to whether your case has been dismissed, the penalty modified, or the penalty left unmodified.

Your case may be referred to a higher level such as Committee of the Faculty Board or the Faculty Board itself. In many cases, you also have the option of appealing your case further to these higher levels. In all cases which proceed to this level, you should contact Harry Smith, the University Ombudsman, at ombuds@queensu.ca or 613-533-6495.

Faculty of Health Sciences **School of Nursing**

If you are suspected of a departure from Academic Integrity, you will be notified by an Allegation of Academic Integrity form in both writing and electronically. This will outline the evidence on which the allegation is based and the possible penalties you may face but will also give you a chance to respond in person. In attending a meeting with your instructor, you may bring an advisor or legal counsel but must inform the instructor of your plans to do so at least a week in advance. To obtain an advisor, you should contact Harry Smith, the University Ombudsman at ombuds@queensu.ca or 613-533-6495. You are not allowed to drop a course while an allegation is under investigation even if the events occur during the add/drop period.

After considering the evidence and your response, the instructor may dismiss the charges (in which case all documents relating to the case will be destroyed), or make a finding of a departure from Academic Integrity. If the latter occurs, the instructor, Undergraduate Program Coordinator and Director of the School of Nursing

will consult to assign you a penalty. If the instructor believes a more serious penalty is warranted, your case will be referred to the Director of the School of Nursing and passed on to the Undergraduate Academic Progress and Graduation Committee.

You may appeal the finding of a departure from Academic Integrity and/or the penalty whether it is imposed by the instructor or if it has been forwarded to the Director of the School of Nursing. In both cases, you must do so within two weeks of the finding. If the penalty has been imposed by the instructor, your appeal must be submitted to the Director of the School of Nursing. However, if your case was forwarded to the Undergraduate Academic Progress and Graduation Committee, you may appeal on procedural grounds only to the Dean of the Faculty of Health Sciences. In both cases you should contact the University Ombudsman at ombuds@queensu.ca or 613-533-6495.

Smith School of Business

A finding of a departure from Academic Integrity will be made by the course instructor. You may face a range of disciplinary measures from receiving an oral or written warning to recommendation of expulsion to the Senate. Your first opportunity to respond to a finding of academic dishonesty will be through:

- Submit a written response to the instructor, or
- Meet in person with the instructor.

If you choose the latter you may have someone accompany you to the meeting. This person can be a friend, University Dispute Resolution Advisor or a legal support person. If you bring a legal support person you must inform the instructor prior to the meeting. The instructor can impose a range of penalties including:

- an oral or written warning,
- requiring resubmission of the work in questions,
- completion of other work,
- deduction of marks, or
- a failing grade (down to a grade of 0) in the course.

If the instructor feels more serious disciplinary measures are required they can recommend the case be referred to the Smith Academic Integrity Panel. The instructor will inform you of their decision in writing.

You have 7 days after your instructor notifies you of their decision to appeal the finding made by the instructor. You must consult the University Ombudsman, Harry Smith, who will assist you in the process and assign you an advisor. If the decision you are appealing was made by the Smith Academic Integrity Panel you may appeal the decision to the Smith Academic Appeals Committee within 7 days of receiving the finding.

If you are not registered in the Smith School of Business, The Academic Integrity Panel will notify your home Faculty or school. If a student registered in the Smith School of Business breached academic integrity in a course taken outside the Smith School of Business, the Academic Integrity Panel will serve as an advisor to the Faculty or School in which the departure occurred. If you are appealing a suspension or expulsion, the appeal will be passed directly onto the Senate. If you require an advisor for these matters or plan to file any sort of appeal, you should also contact Harry Smith, the University Ombudsman at ombuds@queensu.ca or 613-533-6495.

TERM WORK, FINAL EXAMS, FINAL GRADES APPEALING GRADES

Faculty of Arts and Science

You may appeal a grade on any term work, a final grade, or a final exam. You should first request an informal interview and review with your instructor at which point you should bring any relevant documentation or material that supports your case, such as medical notes, past assignments, or other documents proving extenuating circumstances. For help contacting your instructor you may visit the Academic Grievance Centre. If you are denied an informal interview or are unhappy with the results you may formally appeal your grade, exam, or final mark. Please note that you do have the right to review your final exam without necessarily appealing your grade. You may do so after the final marks have been released. To appeal a grade:

- a) You must submit an Online Appeal form which can be found at the bottom of the web address below or on the Faculty of Arts and Science website under the Academic Appeals section: <http://www.queensu.ca/artsci/students-at-queens/academic-appeals>. This process is completed online. The process begins with you providing your contact information, your NetID and password.
- b) You must also include a written letter outlining the reasons behind the appeal. For help with this, please see the section above titled *Letters of Appeal/Petitions*.
- c) Include any and all relevant documentation such as past assignments, correspondence, documents proving extenuating circumstances, etc.
- d) Appeals for term work must be submitted no later than 21 days after the paper or assignment grade is received. Appeals for final exams and final grades must be submitted no later than 21 days after final marks are released by the registrar. In cases where extenuating circumstances prevented a student from meeting the 21-day deadline, this deadline may also be appealed using the same Online Appeal form. You are allowed to appeal the deadline and something else (e.g. a grade) in one appeal form.
- e) You must include a \$50 deposit payable by credit or debit card to Queen's University. This deposit will be refunded if your appeal is successful.

Faculty of Engineering and Applied Science

It is recommended that the student first attempt to resolve the issue informally, however if the student wishes to pursue his or her appeal further there are three levels of appeals.

The **first** level involves completion of the relevant Regulation Request form (<http://engineering.queensu.ca/Current-Students/Registration-Guide/Academic-Regulation-Requests-Waivers-and-Appeals.html#Appeals>) and the relevant supporting documents and fees.

The **second** level of appeals serves as an opportunity for students to appeal the first level decision only if proper procedures were not followed or the student believes that extenuating circumstances were not appropriately accommodated.

If after the second level the student believes the appeal was still not dealt with appropriately for the two reasons of making a second level appeal, he or she may make a **final** appeal to the University Student Appeal Board. If

this is the case, Harry Smith should be contacted. He can be reached at ombuds@queensu.ca or 613-533-6495.

The Faculty of Engineering and Applied Science (FEAB) oversees the first two levels of appeals whereas the University Student Appeal Board oversees the third level.

Appealing grades on term work

You have the right to appeal a grade on term work. You should request an informal review with your instructor at which point you should also bring any relevant documentation or material that supports your case. For help getting in touch your instructor to arrange an informal review, please contact the Academic Grievance Centre. Generally, grade reappraisals on term work are done at the instructor's discretion.

Appealing a grade on a midterm exam

You have the right to ask your instructor for a re-reading/grade-reappraisal of a mid-term exam. The grade reappraisal is done informally at the instructor's discretion.

Appealing a grade on a final exam

If you are not satisfied with your mark on a final exam, you have the right to have your final exam reviewed and re-read. Before initiating any formal mechanisms within the department, you are allowed to informally review your examination with your instructor according to the Senate's Student Access to Final Examination Papers. According to this policy, instructors can informally review the final examination with you if you request it and they are encouraged to do so. For help getting contacting your instructor to set up an informal review, please get in touch with the Academic Grievance Centre.

Appealing the instructor's decision (or non-decision)

If you are unable to get an informal review with your instructor or you are unsatisfied with their decision, as previously mentioned, you have the right to initiate the formal appeal mechanism. In order to appeal:

- a) You must submit an Exam Re-read form to the Dean of Applied Science which can be found at the address below or through the Faculty of Engineering and Applied Science website under the Academic Regulation Requests, Waivers, and Appeals section. (<http://engineering.queensu.ca/Current-Students/Registration-Guide/ExaminationReReadRequest.pdf>) This can be dropped off in Room 300 of Beamish-Munro Hall or faxed to 613-533-6500.
- b) You must make sure that the Faculty Office receives your application within four weeks of the release of the results. It is your responsibility to provide the Faculty Office with your mailing address so that you can receive your final marks in time to meet this requirement.
- c) You must pay the re-reading fee of \$50. You can pay by credit card at the Faculty Office cheque, or money order, all payable to Queen's University.

You are only allowed **one** re-read per examination. Your grade may either be raised, lowered, or remain the same depending on the outcome of the re-read. If your grade increases as a result of the re-read, your \$50 fee will be refunded.

Faculty of Health Sciences
School of Nursing

The appeal process begins with an informal review. Then, you can request a formal review with the Chair, Undergraduate Academic Progress and Graduation Committee, School of Nursing. If this result is unsatisfactory, you may appeal on procedural grounds to the Faculty of Health Sciences. Finally, you may appeal to the University Student Appeal Board. They will only hear appeals based on ways previous decisions were made and not on the merits of the decision.

Non-Clinical Courses

You may appeal course work, examination papers, and course failures in non-clinical courses. You should first request an informal review with the instructor concerned no later than two weeks after receiving the assignment or final grade from the Registrar's Office. Please contact the Academic Grievance Centre if you would like any help getting in touch with your instructor to arrange an informal review. You should submit to your instructor any other relevant information at this time, especially if you have experienced extenuating circumstances. Within two weeks of receiving your request, your instructor will provide a reconsidered grade. It is important to note that this grade may be higher or lower than the original mark. If you aren't satisfied with the instructor's decision or are denied an informal review, you may initiate a formal review within two weeks of receiving the instructor's decision.

If you wish to appeal a final grade or if you are unsatisfied with your instructor's decision, you may initiate a formal review. To do so:

- a) You must complete and submit a School of Nursing Appeals Form from The School of Nursing Academic Regulations document (Appendix E) to the Chair, Undergraduate Academic Progress and Graduation Committee, School of Nursing (http://nursing.queensu.ca/assets/Academic_Regulations.pdf).
- b) Include in your application all relevant documentation including the assignment as well as any other papers or reports. Any documentation relating to extenuating circumstances (if this is the case) should also be included.
- c) You must submit your request no later than two weeks after your instructor's decision or no later than two weeks after the Registrar has released your final marks.
- d) You must include a payment of \$50 to the School of Nursing. If a failing mark is raised to pass or a grade is raised by as much as five marks, your fee will be refunded.

With a formal review, you may request to obtain access to your final examination paper as well as any other work submitted to the instructor which has not yet been returned. The review shall be executed by two examiners, one of which will be your original instructor. You will receive a response from the Chair within two weeks.

If you wish to appeal on procedural grounds, you must do so to the Chair, Undergraduate Academic Progress and Graduation Committee, School of Nursing. The appeal will be forwarded to the Undergraduate Academic Progress and Graduation Committee for review.

- a) You must submit a letter of explanation detailing the policies and procedures of the School of Nursing of Queen's University that were not followed. This must be submitted to the Chair, Undergraduate Academic Progress and Graduation Committee, School of Nursing.
- b) Include supporting documentation such as a course syllabus, the School or Nursing calendar, Queen's University Senate document or a record of correspondence.
- c) Be sure to include a residential mailing address, email address, and phone numbers where you can be reached for the duration of the appeal.
- d) This appeal must be submitted no later than two weeks after receiving the results of the formal review.

You may attend the meeting convened by the Undergraduate Academic Progress and Graduation Committee with a representative such as the Academic Affairs Commissioner or a University Dispute Resolution Advisor. If you are to be represented by legal counsel, you must let the committee know at least a week before the hearing. This decision is final and may only be appealed on procedural grounds. For any appeal procedures, especially those made on procedural grounds, please contact the University Ombudsman, Harry Smith, at ombuds@queensu.ca or 613-533-6495.

Clinical Courses

Clinical courses are graded on a pass/fail basis. If the student does not meet the course objective goals outlined in the learning plan, the course instructor will inform the student within one week. If the student fails to meet these objectives, he or she will be invited to meet with the course instructor and potentially the course coordinator and another member from the faculty as well. At this point the Chair, Undergraduate Academic Progress and Graduation Committee, School of Nursing will be informed and will notify the student in writing about the right to appeal on procedural grounds or on the basis of an extenuating circumstance. Harry Smith should be contacted for independent legal advice. He can be reached at ombuds@queensu.ca or 613-533-6495.

Smith School of Business

A student who wishes to have their grade on an exam reread must contact their instructor within 14 calendar days of receiving the grade. If after the instructor has reviewed the exam the student is not satisfied with the grade they receive they may submit a request for reconsideration to the Associate Director of the Commerce Program.

Students can find the application for reconsideration form on the commerce program portal. This application must be received by the commerce office within 60 calendar days of the end of the exam period of the session the course in question was taken in. The instructor and another examiner will reread the final examination paper and make a decision. The request for appeal is subject to a \$40.00 fee which can be paid in the Commerce Program Office (Goodes Hall Room 130). This fee is refundable if the student's grade increases.

A student who is within a few marks of getting a passing grade or a B will have their examination paper and class documents looked over with special care, making it unlikely that their marks will change upon appeal. However, if you face extenuating circumstances and have the relevant official supporting documents, you may file a formal appeal. To do so:

- a) You must submit an appeal form available on the Commerce Portal to an Academic Advisor.

- b) Your letter should outline the reasons you wish to have your grade reviewed, including any extenuating circumstances you may have faced or be facing. For more information on how to write a good appeals letter, please see the above section titled Guide to Preparing Letters of Appeals/Petitions.
- c) Include any and all relevant documentation like a doctor or counselor's note.
- d) The appeal must reach the Commerce Office within 60 days of the end of the official examination period for the session concerned. There is a \$40 fee associated with appealing. It is refundable if your grade increases.

APPEALING ACADEMIC PROBATION

Faculty of Arts and Science

You cannot appeal Academic Probation as it results from having a cumulative Grade Point Average lower than 1.60 after attempting 18 or more units. However, if a mark or final grade is appealed that makes your average rise, you must inform the Faculty of Arts and Science at the Dunning Hall first floor office and you will be removed from probation. To appeal a grade, see the above section *Appealing Grades: Term Work, Final Exams, Final Grades*.

Faculty of Engineering and Applied Science

You cannot appeal Academic Probation. If you do not pass all your courses in first year which are specified as prerequisites to any course in your chosen upper year program you must, during the next session, follow a special program arranged by the Chair of Undergraduate Studies and Associate Dean of your chosen department. During this session you will be designated as a probationary second year student and must pass all prerequisite first year courses during this session or be required to withdraw. Also, if your Engineering Cumulative Grade Point Average is less than 1.60 for any previous Engineering Session, you will be placed on Academic Probation.

Faculty of Health Sciences **School of Nursing**

Assessments for good academic standing are completed three times a year. A student will be placed on Academic Probation if they fail a course, if their GPA is less than 1.70, or if their first year GPA is less than 1.30. Retaking the required course and maintaining a GPA of 1.70 or greater without any other failures will remove the student from probation. You cannot appeal Academic Probation status, however you can appeal your failing grade. If the grade appeal is successful, you will effectively be taken off probation, granted the other conditions are met. To appeal a failing grade, see the above section *Appealing Grades: Term Work, Final Exams, Final Grades*.

Faculty of Arts and Science

You cannot appeal Academic Probation as it results from having a cumulative Grade Point Average lower than 1.60 after attempting 18 or more units. However, if a mark or final grade is appealed that makes your average rise, you must inform the Faculty of Arts and Science at the Dunning Hall first floor office and you will be removed from probation. To appeal a grade, see the above section *Appealing Grades: Term Work, Final Exams, Final Grades*.

Smith School of Business

A student will be placed on Academic Probation if he or she does not:

- a) Maintain a cumulative and yearly GPA of 2.00,
- b) If he or she takes fewer than 60% of a full course load during the fall and winter term of an academic year in the commerce program, or
- c) If he or she fails any course (be they Commerce or Arts and Science courses).

A student may not be placed on academic probation more than once during the program. If two of these conditions occur or any of these above conditions occur more than once, the student's file will be reviewed by the Academic Progress Committee of the Commerce Program and they will decide whether the student should be placed on probation or be required to withdraw from the Commerce program.

The student may appeal the decision of the Academic Progress Committee to place him or her on probation or the decision to require the student to withdraw from the program only by demonstrating extenuating circumstances.

To do so:

- a) You must submit your appeal in writing to the chair of the Commerce program Academic Progressions Committee (APC), Lori Garnier in Goodes Hall room 130. The notice of appeal must be submitted within 14 working days of receipt of the decision to withdraw or being placed on academic probation. . For more information on writing a good appeals letter, please see the above section titled Guide to Preparing Letters of Appeal/Petitions.
- b) As part of the appeals documentation you must include a brief summary of the decision to withdraw or being placed on academic probation, indicate whether he or she will appear before the APC, any and all relevant documentation detailing your extenuating circumstances including a doctor's, psychologist's or lawyer's note, and indicate whether he or she will be bringing any representation to the hearing and who that representation will be
- c) Any time constraints for your appeal will be made clear to you in your notice of probation.
- d) Contact Harry Smith at ombuds@queensu.ca or 613-533-6495.

You will be informed in writing of the Academic Appeals Committee's decision within 7 days of the hearing with the APC. If you are still unsatisfied with the decision, you may appeal to the Smith School of Business Academic Appeals Committee (AAC) within 7 days (or within a reasonable amount of time as demanded by the complexity of the case) of the APC. Further appeals can be made to the University Student Appeal Board (USAB) by sending a letter and all relevant documentation to the Commerce Office in Goodes Hall room 130. The letter you received from the APC will provide more information relevant to further appeals

APPEALING A REQUIREMENT TO WITHDRAW

Faculty of Arts and Science

You may be required to withdraw for academic reasons if you commit a departure from Academic Integrity (to such an extent that constitutes a Requirement to Withdraw) and/or for poor academic performance.

If you are required to withdraw due to a departure from Academic Integrity:

In this case, the Requirement to Withdraw will be recommended to the Senate by Academic Integrity and Conduct Panel. You will be sent a letter, usually a Notice of Investigation form, detailing the circumstances and the ways in which you may appeal your case to the Associate Dean of Studies or other governing body. You should immediately consult Harry Smith, the University Ombudsman at ombuds@queensu.ca or 613-533-6495.

Please note that while severe cases of departures from Academic Integrity may require you to withdraw anywhere from one to five years, you cannot be permanently banned from being a student at the university. You will always have the option to return at some point.

For more information, please see the section “*Appealing an Allegation of A Departure from Academic Integrity*”

If you are required to withdraw due to poor academic performance:

If you are required to withdraw due to poor academic performance, the decision will be imposed by the Associate Dean (Studies). You will either be given a requirement to withdraw for a minimum of one year or for a minimum of three years. Being required to withdraw for a year occurs if a student has a cumulative GPA of less than 0.70, or is on probation with a GPA of less than 1.60. A student will be required to withdraw for a minimum of three years if he or she has a cumulative average of 0.70 and has already been required to withdraw for one year, or if the student does not achieve a GPA of 1.60 for the academic session after being withdrawn for one year. Appealing a requirement to withdraw for one year, three years, or to return after being withdrawn requires the same basic procedure:

- a) You must submit an online appeal form which can be found at the web address below or on the Faculty of Arts and Science website under the Academic Appeals section: <https://webapp.queensu.ca/artsci/appeals/>.
- b) You must include a written letter outlining the extenuating circumstances you faced and the reasons for which they will no longer prohibit you from doing well in your studies. You should also include an academic plan which includes a course load, specific courses, etc. For more information on writing your letter please see the section above titled Guide to Preparing letters of Appeal/Petitions.
- c) Include any and all relevant documentation proving your extenuating circumstances including medical documents which gives details about the onset and duration of the illness.
- d) Appeals must be submitted no later than 21 days after your requirement to withdraw was imposed by the Associate Dean (Studies)
- e) You must pay a deposit of \$50 to Queen’s University.

Faculty of Engineering and Applied Science

You can be required to withdraw for reasons of academic dishonesty and/or poor academic performance including: failing to meet conditions of academic probation, having an Engineering Sessional GPA of less than 0.70, failing to meet readmission conditions, or failing to complete your BSCE degree in 6 calendar years from first registration or less. In any of these cases, the requirement to withdraw with opportunity to be considered for readmission after one year or three years will be a recommendation from the Faculty Board to the Senate. You have the right to appeal the Faculty Board's decision of (recommending) a Requirement to Withdraw. In order to appeal:

- a) You must submit a Requirement to Withdraw Waiver form to the office of the Dean along with \$40 payable by credit card at the Faculty Office cheque, or money order, all payable to Queen's University. This form can be found at the address below or through the Faculty of Engineering and Applied Science website under the Academic Regulation Requests, Waivers, and Appeals section. (<http://engineering.queensu.ca/Current-Students/Registration-Guide/files/RequiredtoWithdrawWaiverRequest.pdf>). This can be dropped off in Room 300 of Beamish-Munro Hall or faxed to 613-533-2721.
- b) You must include a letter explaining your poor academic performance and the steps you will take to ensure that this doesn't happen again. Include any relevant documentation such as medical files or proof of circumstances beyond your control. For more information on writing this letter, please see the above section titled Guide to Preparing Letters of Appeal/Petitions.
- c) Your appeal must be filed within 14 days that you received the decision from the Faculty Board (the decision being that they recommended to the Senate that you be required to withdraw).

If your Requirement to Withdraw Waiver is approved, you will be required to follow special academic conditions set out by the Department during the next academic year. If the Waiver is denied, you have two options. If you feel that proper procedures were not followed or that your extenuating circumstances were not appropriately considered, you can appeal to the Operations Committee. (You cannot appeal to this Committee on any other grounds.) Your second option is to apply for readmission to Applied Science. To be successful in reapplying you must provide compelling evidence that you are likely to succeed this time and there must be available space in the program. See the following website for details: <http://engineering.queensu.ca/Current-Students/Academic-Guide/Re-Admission%20Application1.pdf>

To appeal to the Operations Committee:

- a) You must submit an Academic Appeal Request Form to the Student Services Office. This form can be found at the address below or through the Faculty of Engineering and Applied Science website under the Academic Regulation Requests, Waivers, and Appeals section or at <http://engineering.queensu.ca/Current-Students/Academic-Guide/Re-Admission%20Application1.pdf>. This can be dropped off in Room 300 of Beamish-Munro Hall or faxed to 613-533-2721.
- b) All previous documentation included with your original appeal will be forwarded to the Committee but you are allowed to submit new documents. (Note: If you include new information, your appeal may go back to the Dean for further consideration.)
- c) Your appeal must be filed within 14 days of the date of the official notification of the original decision to be eligible for an appeal.
- d) You must pay a \$55 fee payable to Queen's University.

You have the right to attend the appeal hearing and be accompanied by an advisor (a friend, family member, departmental advisor, etc.) Contact Harry Smith, the University Ombudsman to speak with a trained advisor. He can be reached at ombuds@queensu.ca or by phone at 613-533-6495. If you are still unsatisfied with this decision, the only further appeals that can be made must be on procedural grounds (i.e. you feel proper procedures were not followed.) In this instance, contact Harry Smith at the email address and phone number above.

Note: If you intend to withdraw voluntarily from the Faculty of Engineering and Applied Science without academic penalty you must do so before January 31st or it will be considered a failed year. To withdraw voluntarily after January 31st without academic penalty, you must email committees@appsci.queensu.ca. There is no fee or waiver requirement for voluntary withdrawal

The Administrative Assistant to the Associate Dean (Academic) can provide you with more information about the process of applying for re-admission. She can be reached at karen.merrill@appsci.queensu.ca or phone at 613-533-6000 ext. 78266

Faculty of Health Sciences **School of Nursing**

If you are required to withdraw you may appeal on the basis that your performance was affected by extenuating circumstances or on procedural grounds. The Chair of the Undergraduate Academic Progress and Graduation Committee must receive your written appeal within two weeks after the requirement to withdraw has been imposed.

- a) You must complete and submit a School of Nursing Appeals Form from The School of Nursing Academic Regulations document to the Chair, Undergraduate Academic Progress and Graduation Committee, School of Nursing (http://nursing.queensu.ca/assets/Academic_Regulations.pdf). There is a \$50 fee payable by cash, cheque, or online (School of Nursing website) A letter of explanation detailing the policies and procedures of the School of Nursing of Queen's University that were not followed or describing the extenuating circumstances you incurred may be required. If it is the latter, you must also include an academic plan for future success. For more information, please see the section above titled Guide to Preparing Letters of Appeal/Petition.
- b) If appealing on procedural grounds, include supporting documentation such as a course syllabus, the School or Nursing calendar, Queen's University Senate document or a record of correspondence. If appealing due to extenuating circumstances, include all relevant documentation such as a doctor or counselor's note.
- c) Be sure to include a residential mailing address, email address, and phone numbers where you can be reached for the duration of the appeal.

You may attend the meeting convened by the Undergraduate Academic Progress and Graduation Committee with a representative such as the Academic Affairs Commissioner, the Rector, or a University Dispute Resolution Advisor. The Chair can limit the number of attendees at the hearing. If you are to be represented by legal counsel, you must let the committee know at least a week before the hearing. This decision is final and may

only be appealed on procedural grounds. If this is the case, you will be referred to the University Ombudsman, Harry Smith, at ombuds@queensu.ca or 613-533-6495. He can also help provide you with a University Dispute Resolution Advisor.

Smith School of Business

If you do not meet the academic requirements prescribed by the Smith School of Business, you may be asked to withdraw from the Commerce program. Your case will be reviewed by the Academic Progress Committee of the Commerce Program who will decide whether you should be required to withdraw from the Commerce program. You may appeal the Committee's decision only by demonstrating extenuating circumstances. To do so:

- a) You must submit your appeal in writing to the chair of the Academic Progress Committee Lori Garnier in Goodes Hall room 130. The notice of appeal must be received within 14 working days of notice of requirement to withdraw. For help writing this letter, please see the above section titled Guide to Preparing Letters of Appeal/Petitions.
- b) As part of the appeals documentation you must include a brief summary of the decision to withdraw or being placed on academic probation, indicate whether he or she will appear before the APC, any and all relevant documentation detailing your extenuating circumstances including a doctor's, psychologist's or lawyer's note, and indicate whether he or she will be bringing any representation to the hearing and who that representation will be.

If after appealing to the Academic Progress Committee you are still unsatisfied, you may appeal further to the Smith School of Business Academic Appeals Committee by sending a letter within seven days (or within a reasonable amount of time as demanded by the complexity of the case) after receiving the decision of Academic Progress Committee and all relevant documentation to the Commerce Office in room 130 of Goodes Hall.

All students appealing a requirement to withdraw are urged to apply to the Faculty of Arts and Science in case the deadline passes while the appeal is still being considered.

APPEALING A DENIAL OF ADMISSION TO HONOURS

Faculty of Arts and Science

You may not appeal a denial of admission to Honours as your admission offer is based on your cumulative average. If another kind of appeal changes your average, inform the Dunning Hall first floor office.

EXAMS: EXAM CONFLICTS, ACCESS TO EXAMS, SPECIAL EXAM ARRANGEMENT, DEFERRED EXAMS, SUPPLEMENTAL EXAMS

Exam Conflicts

Any student in any faculty or school that has an exam scheduled by the Exams Office at the same time as another exam or a religious observance must report this conflict to the Exams Office located in room 110 of Gordon Hall as soon as possible. You can reach them at 613-533-2101. Having three exams in consecutive timeslots is also considered a conflict. All three situations are considered on an individual basis and the student must fill in an Exam Conflict Application and return it to the Exams Office before the deadlines posted below. This form can be found here: http://www.queensu.ca/registrar/sites/webpublish.queensu.ca.uregwww/files/files/Final_exam_conflict_form.pdf

Special Exam Arrangements

Alternatives to traditional exams are available to students with special needs. You can either petition formally or informally. Informally, you can ask your instructor to provide you with different exam conditions (or whatever the case may be). If the instructor denies your request at the informal level or you would rather not ask them in the first place, you can use the formal approach by contacting Student Wellness Services in the LaSalle building or at 613-533-6467. They will assess your situation and help with any necessary accommodations. The deadlines for making formal request for special exam arrangements are as follows:

November 7 for December exams

March 7 for April exams

June 7 for Spring and Summer exams

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Deferred Exams

Faculty of Arts and Science

You may defer an exam if extenuating circumstances arise that prevent you from completing the exam. It is at your instructor's discretion whether or not to defer your exam so set up a meeting with them if possible or at least get in touch with them. Be sure to bring to them or pass along to them any relevant information proving your extenuating circumstances such as a doctor or counselor's note. You and your instructor must complete a "Permission for an Incomplete Grade of Deferred Examination" form found here: http://www.queensu.ca/artsci/sites/default/files/permission_for_an_incomplete_grade.pdf. Deferred online exams must be approved by the course instructor and are subject to non-refundable administrative fees. Incomplete grades (IN) do not count towards your GPA or your degree requirements. The standing of IN will be removed upon you writing the deferred exam by the completion date. If you do not complete the work by the agreed upon deadline, you will receive a failing grade and it will be counted towards your GPA.

Faculty of Engineering and Applied Science

You may ask to defer your exam when circumstances arise that are beyond your control. The Faculty of Engineering and Applied Science will record a mark of IN (Incomplete) on your transcript. The standing of IN will be removed upon you writing the deferred exam by the completion date. This completion date is determined by the Academic Progress Chair in consultation with both your Department Head and course instructor. Given the fact that you may not be granted a grade of IN, you should make every attempt to write the exam even after filing a petition. If the Operations Committee approves an IN standing but you do not complete your exam by the set date, you will be given a grade of zero on the exam and a final mark will replace the IN standing.

To petition for a deferred exam:

- a) You must submit an Incomplete Grade Request to the Student Services Office. This form can be found at the address below or through the Faculty of Engineering and Applied Science website under the Academic Regulation Requests, Waivers, and Appeals section. <http://engineering.queensu.ca/Current-Students/Registration-Guide/files/IncompleteGradeRequest.pdf>. This can be dropped off in Room 300 of Beamish-Munro Hall or faxed to 613-533-6500. This form requires signatures from your course instructor and your Undergraduate Chair, so be sure to consult them. No fees are associated with submitting this type of request.
- b) Include any and all documentation proving your extenuating circumstances including any kind of medical forms.

Faculty of Health Sciences **School of Nursing**

Similar to the Faculty of Engineering and Applied Science, the School of Nursing uses incomplete standing (IN) as a temporary designation for students who face extenuating circumstances that prevent him or her from writing the final examination at its regularly scheduled time. The standing of IN will be removed upon you writing the deferred exam by the completion date. IN grades do not count towards your GPA and may not be

counted towards your degree requirements.

To request an incomplete standing:

- a) Provide, at the instructor's discretion, official documentation outlining the your extenuating circumstance.
- b) Complete the "Permission for an Incomplete Mark" form from the School of Nursing website.
- c) Come to a mutual agreement between you and your instructor as to when you will have the work completed. If you do not complete the work by this agreed upon time, you will receive a failing grade.

If your instructor is not willing to grant you an incomplete standing or if you want extend the original deadline, you must appeal to the Chair, Undergraduate Academic Progress and Graduation Committee.

Smith School of Business

If extenuating circumstances occur, you may apply to defer your final exam by first approaching your instructor. If your instructor allows it, you may write a special exam. If you do not write the exam after requesting a deferral of your exam, you will receive an Incomplete Grade (IN) on your transcript. This will not count towards your GPA or your degree requirements. The standing of IN will be removed upon you writing the deferred exam by the agreed upon completion date. If you do not complete the exam by the agreed upon deadline, you will receive a failing grade and it will be counted towards your GPA. If you cannot meet the original deadline, you must appeal to the Associate Director of the Commerce Program.

Supplemental Exams

Faculty of Arts and Science

Supplemented exams are not offered in the Faculty of Arts and Science. Essentially, if you write a final and fail it, and if that means you fail the course, you have to repeat the course in order to get the credit. You cannot rewrite a final examination, unless this is part of a retroactive accommodations plan.

Faculty of Engineering and Applied Science

Upper Year Courses

If you have a sessional average of 0.70 or higher and a cumulative average 1.60 or higher you may write a supplemental exam in a failed upper year course. If your request is granted, the exam will be written in the September following the session in which the failure occurred. You are allowed to write a maximum of three supplemental exams over the course of your degree program and no more than two in any calendar year. If successful in your petition, upon completion of your supplemental exam, this new grade will be substituted for the grade received in your original exam. To petition for a supplemental exam:

- a) You must submit a Supplemental Exam Request form to the Student Services Office. This form can be found at the address below or through the Faculty of Engineering and Applied Science website under the Academic Regulation Requests, Waivers, and Appeals section: <http://engineering.queensu.ca/Current-Students/Registration-Guide/Supplemental%20Application%202015.pdf>. This form can be dropped off in Room 300 of Beamish-Munro Hall, faxed to 613-533-2721, emailed to micheline.johnston@queensu.ca, or mailed to:

Faculty of Engineering and Applied Science
Room 300 Beamish Munro Hall
Queen's University
Kingston, Ontario
K7L 3N6

Any further questions can be addressed to micheline.johnston@queensu.ca, or 613-533-2055.

- b) You must apply to write this supplemental exam by June 12 following the session in which the failure occurred.
- c) The fee for a supplemental exam is \$250. You must submit your payment with your tuition online through SOLUS.

You may cancel your request for a supplemental exam and have your fee refunded if you do so by August 15th following the session in which the failure has occurred. To cancel you must email or fax Micheline Johnston at micheline.johnston@queensu.ca or 613-533-2721 respectively.

First Year Courses

Supplemental exams are not available for first year courses. However, you do have the option of rewriting your fall or winter exam(s). You may re-write your applied science exams if your Engineering Sessional GPA is 0.70 or above. For more information, including information on fees for rewriting winter exams, see <http://engineering.queensu.ca/Current-Students/First-Year-Studies/Section900/DetailedInformation.html>.

To petition:

- a) You must submit an Exam Rewrite form to the Student Services Office. This form can be obtained at the Student Services Office in person. It should be dropped off at Room 300 of Beamish-Munro Hall, faxed to 613-533-2721, or emailed to micheline.johnston@queensu.ca. Be sure to consult the Director of First Year studies as you need their signature on your form.
- b) If applying to rewrite an exam in the fall term, the form must be submitted no later than the third week of the winter term. If rewriting a winter exam, the form must be submitted no later than the second week of spring term.
- c) If you choose to rewrite your exam in a location other than Kingston (as may be the case for a rewritten winter term exam), you must pay a one-time administrative fee of \$75 and a fee of \$300 for each exam you rewrite. The administrative fees are in addition to the tuition fee which will be charged for each exam, and is through your tuition account. The administrative fees are due on May 31st, and they must be submitted by cheque made out to Queen's University at the time the registration form is submitted. Financial assistance may be offered to eligible students.

You may cancel your registration to rewrite an exam without academic penalty if you do so by the fourth week of winter term (for a fall term exam) or the third week of spring term (for a winter term exam).

Faculty of Health Sciences
School of Nursing

Supplemental exams are not offered in the School of Nursing.

Smith School of Business

Supplemental exams are not offered in the Commerce program.

AEGROTAT STANDING INCOMPLETE STANDING, CREDIT STANDING PETITIONING FOR STANDING

Aegrotat Standing, which from the Latin “she/he is ill”, essentially excuses you from completing the required work for your studies. In order to receive this standing on your transcript, you generally must show documentation to the effect of the illness or other extenuating circumstances beyond your control that prevents you from continuing or otherwise completing the course. You may also petition for a standing of Incomplete. A request for a standing of Incomplete is basically a request for additional time to complete course work or an exam. However, if you fail to submit incomplete work on time, this will be changed to a grade of zero. A Credit Standing occurs where CR is entered into your transcript instead of a percentage grade. It demonstrates that you have passed your course and received the course credit without detailing the actual grade.

Aegrotat Standing (AG standing)

Faculty of Arts and Science

To receive an AG standing from the Faculty of Arts and Science, you must have completed at least 60% of the course work (but not all of it) and be adversely affected by illness or other extenuating circumstances. Your Instructor must approve of the AG standing so be sure to consult them. You may only be granted Aegrotat Standing for 6.0 courses during your degree.

To petition:

- a) You must submit an Associate Dean (Studies) Appeal form which can be found at the web address below or on the Faculty of Arts and Science website under the Academic Appeals section. <http://www.queensu.ca/artsci/appeals/assocfrm.html>. This can be dropped off at the Faculty of Arts and Science in their office on the first floor of Dunning Hall, or completed online.
- b) You must include a written letter detailing your extenuating circumstances but also explain how they will no longer affect your academic performance. This letter should include an academic plan for the future which includes a proposed program, course load, and specific courses. For help writing such a letter, please refer to the section above titled *Letters of Appeal / Petition*.
- c) Include any relevant documentation including medical or legal documentation detailing your circumstances. If medical, your documentation should be specific about the onset of your illness as well as its duration.
- d) The deadline to submit your petition for an AG standing is 21 days after the end of the examination period in which the course was offered.
- e) You must include a \$50 cheque payable to Queen’s University.

Alternately, if you have completed all your term work as well as the final examination but, due to an illness or other extenuating circumstances received a substantially lower grade than expected, you may petition to convert your grade to a Credit (CR) standing. Please see below for more details.

Faculty of Engineering and Applied Science

You cannot request, petition, or appeal for Aegrotat Standing in the Faculty of Engineering and Applied Science.

Faculty of Health Sciences **School of Nursing**

There is no official Aegrotat Standing in the School of Nursing but if the situation does arise, they defer to the Arts and Science Calendar. If you wish to apply for AG standing, you should immediately contact your Instructor for a meeting, bringing any and all documentation of your extenuating circumstances.

Smith School of Business

If you are seeking Aegrotat Standing (AG) you must have the written consent of the instructor and must submit a formal appeal to the Associate Director of the Commerce Program. The appeal is subject to the approval of the Commerce Leadership Committee (CLC). If AG status is granted an estimated letter grade will appear on the student's transcript with a note reading "Aegrotat: Estimated Grade." To be eligible for AG status a student must have completed and passed 60% of the course.

Incomplete Standing

A student may petition for Incomplete Standing if they have completed the course and the final exam but still have some work outstanding. You must first petition informally to your Instructor. If you are successful, they will agree to accept your outstanding work by a certain deadline but may require from you a medical certificate or other document that proves your extenuating circumstances. In this case, you will receive a mark followed by IN which will be later revised by your instructor after you have submitted the outstanding work on time. If for some reason you do not hand your work in on time, the IN is removed and your interim mark becomes your final grade.

Faculty of Arts and Science

Your first step should be to set up a meeting with your Instructor to discuss with them the possibility of obtaining an IN standing. If the Instructor will not grant it, you may theoretically appeal to the Office of the Associate Dean (Studies). However, please note that due to time constraints, if you are not granted Incomplete Standing status by your Instructor, it is unlikely that it is even possible for you to obtain it by appealing to the Associate Dean of Studies. Since receiving an Incomplete Standing occurs mostly informally from discussions between Instructors and students, it is essential that you ensure you have your Instructor's decision in writing in case any kind of issue later arises.

Faculty of Engineering and Applied Science

You may request a standing of Incomplete if you are unable to write the final exam or unable to submit required work due to an illness or other such extenuating circumstances. The IN standing designation must be recommended by the course instructor, the Department Head, and must be approved by the Operations Committee of the FEAS. If you are successful in your petition, the course for which you received an IN standing will be excluded from your sessional and cumulative average. A completion date for the course is determined by the Academic Progress Chair and in consultation with both your Instructor and the Department. The proposed date of completion should be as soon as possible, but it can be no later than nine months after the approval date. A default mark will also be determined based on the course work you have completed to date. If you do not complete the course by the date the Operation Committee sets for you, the standing of IN will be replaced with this default mark. To petition for a standing of Incomplete:

- a) You must submit an Incomplete Grade form to the Office of the Dean. This form can be found at the address below or through the Faculty of Engineering and Applied Science website under the Academic Regulation Requests, Waivers, and Appeals section. http://appsci.queensu.ca/studentinfo/academic/documents/IncompleteGrade_Request.pdf This can be dropped off in Room 200 of Beamish-Munro Hall or faxed to 613-533-6500. This form requires signatures from your instructor and the Undergraduate chair so be sure to consult them.
- b) Include any and all documentation proving your extenuating circumstances including any kind of medical forms.

Faculty of Health Sciences **School of Nursing**

There is no official Incomplete Standing in the School of Nursing but if the situation does arise, they defer to the Arts and Science Calendar. If you wish to apply for IN standing, you should immediately contact your Instructor for a meeting, bringing any and all documentation of your extenuating circumstances.

Smith School of Business

To receive a standing of incomplete, you must have your Instructor's approval. Set up a meeting with them to discuss your circumstances and a future timeline for completing your work. Incomplete work can be submitted no later than the end of the subsequent term.

Credit Standing

Faculty of Arts and Science

If you receive a CR standing, your transcript will indicate that you have received a credit for completing this course but will not give a specific percentage or letter grade. You may apply for a Credit standing no more

than 21 days after receiving your final grade and may receive this standing for no more than 6.0 credits of your degree. (Please note that while the course calendar currently states you may apply up to two months after receiving your final grade. This is a discrepancy and the above timeline holds.) To petition:

- a) You must submit an Associate Dean (Studies) Appeal form which can be found at the web address below or on the Faculty of Arts and Science website under the Academic Appeals section. <http://www.queensu.ca/artsci/appeals/assocfrm.html> This can be dropped off at the Faculty of Arts and Science office on the first floor of Dunning Hall, or completed online.
- b) You must include a written letter detailing your extenuating circumstances but also explain how they will no longer affect your academic performance. This letter should include an academic plan for the future which includes a proposed program, course load, and specific courses. For help writing such a letter, please refer to the above section titled Guide to Preparing Letters of Appeal / Petitions.
- c) Include any relevant documentation including medical or legal documentation detailing your circumstances. If medical, your documentation should be specific about the onset of your illness as well as its duration.
- d) The deadline to submit your petition for a CR standing is 21 days after receiving your final grade.
- e) You must include a \$50 cheque payable to Queen's University.

Faculty of Engineering and Applied Science

You cannot appeal, petition for, or request a credit standing in the Applied Science.

Faculty of Health Sciences **School of Nursing**

There is no official Credit Standing in the School of Nursing but if the situation does arise, they defer to the Arts and Science Calendar. If you wish to apply for CR standing, you should immediately contact your Instructor for a meeting, bringing any and all documentation of your extenuating circumstances.

Smith School of Business

Petitions for credit standing can be made to the Commerce Leadership Committee (CLC).

PETITIONING FOR LATE WITHDRAWAL FROM A COURSE

For most faculties, you may petition for late withdrawal from a course without receiving an academic penalty for doing so beyond the drop deadline. Late withdrawal essentially recognizes those instances where a student attempts to complete a course under adverse conditions and it is only after the drop date that they cannot continue any further.

Faculty of Arts and Science

The Faculty of Arts and Science allows you to petition to drop a course after the deadline without academic penalty when there are extenuating circumstances.

To petition:

- a) You must submit an Associate Dean (Studies) Appeal form which can be found at the web address below or on the Faculty of Arts and Science website under the Academic Appeals section. <http://www.queensu.ca/artsci/appeals/assocfrm.html> This can be dropped off at the Faculty of Arts and Science office on the first floor of Dunning Hall, or completed online.
- b) You should include a letter of explanation detailing the circumstances which prevented you from dropping the course on time or events occurring after the drop date which hampered your ability to continue in the course. You should also explain why you are dropping those specific courses and not others. For help writing an appeal letter, please refer to the section above titled Guide to Preparing Letters of Appeal / Petitions.
- c) Include any relevant documentation such as an item from the newspaper or a doctor or lawyer's note.
- d) The deadline for the appeal is 21 days after the end of the examination period in which the course is offered.
- e) You must include a \$50 cheque payable to Queen's University.

The following are generally considered valid extenuating circumstances beyond your control:

- You or a family member became quite ill near the deadline date or have been ill for a long time making it impossible to continue your studies.
- You are in university for the first time and have not received any type of verbal or written feedback concerning your performance in the course prior to the drop deadline.
- You have suddenly developed a serious personal problem which is consuming much of your time and energy making it impossible to continue your studies.

The following are **not** considered circumstances beyond your control:

- You are an upper-year student and you have not received any type of verbal or written feedback concerning your performance in the course prior to the drop deadline.
- You have over-committed yourself by taking on additional work shifts, running for election, serving on

student government or other committees, etc.

- You are ill earlier in the term (but not in the week or so preceding the deadline).

If you choose to submit your appeal close to the final exam period(s), you are advised to write the final exam(s) if there is any chance that a decision will be rendered after the exam is over. Since, if you do not write the exam (relying on a late withdrawal) and you are denied late withdrawal, then you will receive a mark of zero for the test or NW (not written) on your transcript for the exam. Both will amount to a failure in the course. If the appeal is granted, you will be permitted to drop the course even though the test or exam was written.

You can also petition for the Faculty of Arts and Science to backdate the late drop deadline for the purposes of refunding your fee. Unless you specifically request this, consideration will not be given to backdate a late drop for fee refund purposes. There are two instances in which you may petition to backdate the late drop.

- a) If you did not attend any class or submit any course work due to extenuating circumstances. In this case, you must follow the same procedure as above but also include a letter from your Instructor stating that you never attended class or handed in any assignments.
- b) If you stopped attending class or handing in assignments due to extenuating circumstances. In this case, you must follow the same procedure outlined above but also include a letter from your Instructor indicating the last date you came to class and/or handed in an assignment.

Faculty of Engineering and Applied Science

A student can withdraw voluntarily from a course (or courses) in the Fall or Winter term within the first eight weeks of term. For a full year course (Fall/Winter), voluntary withdrawal can occur anytime before the second week of Winter term. Dropping a course after that date requires the approval of your Undergraduate Chair and the Operations Committee and will only be granted if you can prove exceptional circumstances. Please note that if your request to withdraw from the course after the drop deadline is granted, the course will still appear on your transcript with a designation of DR (dropped) instead of a final mark.

To petition:

- a) You must submit a Late Course Drop form to the Office of the Dean. This form can be found at the address below or through the Faculty of Engineering and Applied Science website under the Academic Regulation Requests, Waivers, and Appeals section. <http://appsoci.queensu.ca/studentinfo/academic/documents/LateCourseDrop.pdf> This can be dropped off in Room 200 of Beamish-Munro Hall or faxed to 613-533-6500. You will need documentation and/or signatures from both your Instructor and your Undergraduate Chair so be sure to consult them.
- b) Include any and all documentation proving your extenuating circumstances including medical certificates. You must also include documentation from your Instructor stating whether you have been attending class, handing in assignments, etc.
- c) You must include with your application a completed Academic Change Form.
- d) You must include an administration fee in the form of \$60 cheque or money order payable to Queen's University. The fee can also be paid by credit card by visiting https://store.engineering.queensu.ca/index.php?main_page=index&cPath=8.

Note: If you intend to withdraw from the Faculty of Engineering and Applied Science without academic penalty you must do so before January 31st or it will be considered a failed year. To withdraw after January 31st without academic penalty there is no waiver or fee but you must email committees@appsci.queensu.ca. The Faculty Board may require a student to withdraw if the student's attendance or work is considered unsatisfactory. A student may also be required to withdraw by recommendation of the Faculty Board Committee on Non-Academic Discipline along with the approval of the Senate. In any case of withdrawal from the FEAS, a student must reapply in order to be considered for readmission to the FEAS.

Faculty of Health Sciences **School of Nursing**

If you wish to drop a course after the date set by the Office of the University Registrar, you must have approval of the Undergraduate Program Coordinator. To do so, you must write them a letter stating the reasons for the request which they will reply to in two weeks. If denied your request, you may appeal to the Director of the School of Nursing who will pass it on to the Undergraduate Progress and Graduation Committee. You may appeal on procedural grounds or due to extenuating circumstances.

- a) You must submit a letter of explanation detailing the policies and procedures of the School of Nursing of Queen's University that were not followed or describing the extenuating circumstances you incurred. This must be submitted to the Director, dropped off at the front desk of the Cataraqui Building.
- b) If appealing on procedural grounds, include supporting documentation such as a course syllabus, the School of Nursing calendar, Queen's University Senate document or a record of correspondence. If appealing due to extenuating circumstances include all relevant documentation such as a doctor or counselor's note or newspaper article which would explain why you were not able to drop the course during the regular add/drop period. For help writing an appeal letter, see the section above titled Guide to Preparing Letters of Appeal / Petition.
- c) Be sure to include a residential mailing address, email address, and phone numbers where you can be reached for the duration of the appeal.
- d) This appeal must be submitted no later than two weeks after receiving the results from the Undergraduate Program Chair.

You may attend the meeting convened by the Undergraduate Academic Progress and Graduation Committee with a representative such as the Academic Affairs Commissioner or a University Dispute Resolution Advisor. If you are to be represented by legal counsel, you must let the committee know at least a week before the hearing. This decision is final and may only be appealed on procedural grounds. If this is the case, you can contact the university ombudsman, Harry Smith, at ombuds@queensu.ca. He can also provide you with a University Dispute Resolution Advisor.

Smith School of Business

Due to the number of required courses that must be taken in the Commerce program, it is entirely up to the discretion of the Commerce Leadership Committee (CLC) whether you can withdraw late from a course

without academic penalty. Extenuating circumstances are necessary for them to approve your petition. If you wish to submit a petition, you must write a letter detailing your circumstances and include any and all relevant documentation (such as a doctor or counselor's note). This is to be handed in on the commerce portal or to an academic advisor in the Commerce Office in room 130 of Goodes Hall.

PETITIONING TO ADD A COURSE LATE

You may petition to add a course even if it is beyond the date deadline. If possible, you should continue attending the course you would like to add so that you will have less difficulty catching up should your petition be granted.

Faculty of Arts and Science

You may petition to add a course after the deadline has passed.

To do so:

- a) You must submit an Associate Dean (Studies) Appeal form which can be found at the web address below or on the Faculty of Arts and Science website under the Academic Appeals section. <http://www.queensu.ca/artsci/appeals/assocfrm.html> This can be dropped off at the Faculty of Arts and Science office on the first floor of Dunning Hall, or completed online.
- b) You must include a letter detailing the circumstances which prevented you from adding a course on time (ex.: no access to a telephone or QCARD). For help writing such a letter, please see the section above titled *Letters of Appeal / Petition*.
- c) Include any documentation proving your extenuating circumstances including items from a newspaper or a note from a lawyer or doctor.
- d) You must also include a letter from the Instructor of the course stating that you have been attending class since the beginning of term and he/she doesn't believe you will have much trouble catching up. (Alternately, the Instructor can send an email to f2deans@post.queensu.ca)
- e) In the Fall and Winter sessions, your appeal must be submitted within 21 days that the course was first offered (i.e. the day of the first class).
- f) You must include a cheque of \$50 payable to Queen's University.

Faculty of Engineering and Applied Science

A student may add a course within the first two weeks of class. After this date, you must submit a petition.

To do so:

- a) You must submit a Late Course Add form to the Office of the Dean. This form can be found at the address below or through the Faculty of Engineering and Applied Science website under the Academic Regulation Requests, Waivers, and Appeals section. <http://appsoci.queensu.ca/studentinfo/academic/documents/LateCourseAdd.pdf> This can be dropped off in Room 200 of Beamish-Munro Hall or faxed to 613-533-6500.
- b) You will need to include documentation from the Instructor stating that they are willing to accept you into the course and that you have been attending the course, handing in assignments, etc. The extenuating circumstances which prevented you from adding the course before the deadline must also be

provided. You will need the signature of the Undergraduate Chair of your Department. If the course you are petitioning to add is offered in a faculty other than that of Applied Science, you must also obtain the signature of their Undergraduate Chair.

- c) You must include a completed Academic Change Form.
- d) You must include an administrative fee in the form of a \$25 cheque or money order payable to Queen's University. The fee can also be paid by credit card by visiting https://store.engineering.queensu.ca/index.php?main_page=index&cPath=8.

Faculty of Health Sciences **School of Nursing**

If you wish to add a course after the date set by the Office of the University Registrar, you must have approval of the Undergraduate Program Coordinator. To do so, you must write them a letter stating the reasons for the request which they will reply to in two weeks. If denied your request, you may appeal to the Director of the School of Nursing who will pass it on to the Undergraduate Progress and Graduation Committee. You may appeal on procedural grounds or due to extenuating circumstances.

- a) You must submit a letter of explanation detailing the policies and procedures of the School of Nursing of Queen's University that were not followed or describing the extenuating circumstances you incurred. This must be submitted to the Director, and can be dropped off at the front desk of the Catarauqui Building.
- b) If appealing on procedural grounds, include supporting documentation such as a course syllabus, the academic calendar, Queen's University Senate document or a record of correspondence. If appealing due to extenuating circumstances include all relevant documentation such as a doctor or counselor's note or newspaper article which would explain why you were not able to add the course during the regular add/drop period.
- c) Be sure to include a residential mailing address, email address, and phone numbers where you can be reached for the duration of the appeal.
- d) This appeal must be submitted no later than two weeks after receiving the results from the Undergraduate Program Chair.

You may attend the meeting convened by the Undergraduate Academic Progress and Graduation Committee with a representative such as the Rector or a University Dispute Resolution Advisor. If you are to be represented by legal counsel, you must let the committee know at least a week before the hearing. This decision is final and may only be appealed on procedural grounds. If this is the case, you will be referred to the university ombudsman, Harry Smith, who can be reached at ombuds@queensu.ca.

Smith School of Business

It is entirely up to the discretion of the Commerce Leadership Committee whether or not you may add a course after the deadline has passed. To petition you must send a letter to the CLC on the commerce portal or submit it to an academic advisor in Goodes Hall, room 130 and detail any extenuating circumstances which could have prevented you from adding the course during the usual add/drop period. Include any documentation that proves these circumstances such as a doctor or counselor's note or a newspaper article.

ADDITIONAL RESOURCES

The Academic Grievance Centre

The Academic Grievance Centre is a student run service provided by the Academic Affairs Commission for the Alma Mater Society. Academic Grievance Centre Officers can act as a liaison between students and professors to help facilitate solutions to academic grievances. The Academic Grievance Centre is a confidential non-judgmental service that can answer questions about grievances and inform students of their options pertaining to appeals.

Contact Information

Location: Room 26, John Deutsch University Centre

Hours: Monday-Friday 10:00am – 12:00pm

Phone: 613-533-6000 x 33154

Email: agc@ams.queensu.ca

Website: <http://myams.org/about-your-ams/aac-academic-affairs-commission/aac-services.aspx>

The Office of the University Ombudsman

The Office of the University Ombudsman provides impartial to staff, faculty, and students regarding dispute resolution procedures.

Contact Information

Location: Room 421, Robert Sutherland Hall

Hours: Monday-Friday 9:00am-5:00pm

Phone: 613-533-6495

Email: ombuds@queensu.ca

Website: <http://www.queensu.ca/ombudsman/>

The Exams Office

The Exams Office is responsible for facilitating any accommodations relating to exams. Accommodations include conflicts between examinations and religious observance. If you need an exam accommodation you must contact the Exams Office.

Contact Information

Location: Room 110 Gordon Hall

Hours: Monday-Friday 9:00am-5:00pm

Phone: 613-533-2101

Email: exams@queensu.ca

Website: <http://www.queensu.ca/registrar/exams/special-arrangements>

Faculty Offices

Faculty Offices provide students with advice pertaining to all academic matters. Academic Advisors are also

available to students at Faculty Offices.

Contact Information

Faculty of Arts and Science

Location: First Floor, Dunning Hall

Hours: Monday-Friday 8:30am-5:00pm

Phone: 613-533-2470

Email: ascapls@queensu.ca

Website: <http://www.queensu.ca/artsci/about/contacts>

Faculty of Engineering and Applied Science

Location: Room 200, Beamish Munro Hall

Hours: Monday-Friday 9:00am-5:00pm

Phone: 613-533-2055

Website: <http://appsci.queensu.ca/studentinfo/academic/>

Faculty of Nursing

Location: Cataraqui Building

Phone: 613-533-2668

Fax: 613-533-6770

Email: nursing@queensu.ca

Faculty of Business

Location: Room 130, Goodes Hall

Phone: 613-533-2301

Fax: 613-533-2316

Email: commerce@buisness.queensu.ca

Engineering and Applied Science:

Beamish Munro Hall room 200 is the faculty office which can be reached by phone at 613-533-2055, by fax at 613-533-6500, or by email at reception@appsci.queensu.ca. Their website (<http://appsci.queensu.ca/>) has an “Academic Guide” section (<http://appsci.queensu.ca/studentinfo/academic/>) which leads to information pertaining to appeal procedures in the “Academic Regulations Requests, Waivers, and Appeals” section. You will find all relevant forms for appeals there. Other relevant information dealing with appeals can be found in the Faculty of Engineering and Applied Sciences Calendar (<http://appsci.queensu.ca/calendar/>).

Nursing:

The Cataraqui Building at 92 Barrie Street is the faculty office for the School of Nursing. Students are encouraged to contact an Academic Advisory or the Undergraduate Program Coordinator at the School of Nursing with any questions relating to academic progress or the appeals protocol. Other relevant information dealing with appeals can be found in the School of Nursing Academic Calendar (<http://www.queensu.ca/calendars/nursing/>).

Business:

The Commerce Office in Goodes Hall room 130 is the place to go for questions concerning appeal procedures. Other relevant information dealing with appeals and grievances can be found in the Smith School of Business Calendar (<http://www.queensu.ca/calendars/business/index.htm>).

Student Wellness Services (SWS)

If you are a student with special needs who requires an alternative to traditional exams or exam settings, you can ask SWS to assess the situation and help with any necessary accommodations. They are also a good resource when it comes to diagnosing or dealing with many kinds of learning disabilities. You can contact SWS in the LaSalle building or at 613-533-6467.

The Human Rights Office

If you are concerned about behaviours or attitudes you see in your classroom that may be discriminatory, please contact the Human Rights Office. They can be found in Mackintosh Corry Hall in room A320 or reached by telephone at 613-533-6886 or by fax at 613-533-6576.

A320 Mackintosh Corry

The Rector

The Rector acts as a representative for students in matters pertaining to education, including advising and advocating on behalf of students when it comes to grievance procedures. His office is in room 124 in the Upper Ceilidh of the JDUC. He can also be reached by phone at 613-533-2733, by fax at 613-545-9565, and by email at rector@queensu.ca.