

Student Appeal Tips

Be Sure To Read and Review the Student Matters Policies:

The student appeal process is officially located at <https://www.rrc.ca/legal/policies/> under S3 - Student Appeals. Be sure to read up on these before starting your process. Students are responsible for following the college's academic policies.

What an Appeal is:

An Appeal is the process by which a Student may seek a review of a decision that has been made regarding an Academic Evaluation, Discipline, or another matter that affects a Student's academic career and ask for a desired outcome. Appeals are to be done individually. If you are appealing a group project or assignment, each person in the group must submit their own appeal. If there is a class concern, present your concern to your instructor first, preferably in a written/documented format. If there is no progress or you are uncomfortable discussing the matter with your instructor, then arrange a meeting with your CHAIR.

Reasons You May Consider Appealing a Decision:

- The grade/evaluation has been miscalculated
- Not all the required components were considered in rendering the grade/evaluations
- The grading criteria was unclear, inconsistent or vague in the course outline or rubric
- The evaluation/grading criteria or the value of the assignment/question was not specified
- An academic deadline was missed due to extenuating circumstances

What to do Before You Appeal:

We **STRONGLY RECOMMEND** that you attempt to resolve the issue/mark/grade/question informally with your INSTRUCTOR within FIVE college working days from receiving the decision. This could save you a lot of time and energy in finding a solution without having to formally appeal. Even if there is no agreement it will make your appeal stronger. If you speak over the phone or in person follow up with an email to confirm what was discussed. If there is no progress or you are uncomfortable discussing the matter with your instructor, then arrange a meeting with your PROGRAM COORDINATOR. If there is no agreement or appropriate resolution after this point, then you will start the appeal process.

Utilize the Red River College Students' Association:

Part of your VP Academic and VP External's role is to act as an advisor for members in all levels of academic appeals, to be familiar with and follow college policies to properly advise students, and to conduct research and investigation into matters pertaining to student concerns. During an appeal process our door is open to provide information and advice to students on the preparation and presentation of an appeal. We encourage you to consult with the RRCSA in CM20 (NDC) or P110 (EDC) or contact an Academic Advisor for more information.

Keep Proper Record Throughout The Entire Process:

- Keep a copy of your appeal documents/forms before submitting the formal appeal (at all appeal stages) either in person or digitally.
- Write down the name of the person you submitted it to (business card if possible) noting the date and time you submit it.
- Once you submit your formal appeal, keep track of the timeline/college working days.
- Follow up all in person or phone conversations in writing with an email to keep a written confirmation of what was discussed.

Student Appeal Tips

Printable Student Appeal Forms Can Be Found Online at:

<https://www.rrc.ca/supports/student-records/>

Make Your Appeal Strong/What It Should Look Like:

- To raise your chances of being satisfied with your appeal outcome have more than one specific remedy in mind to discuss.
- On your appeal form it says "If you have received any documents from the College regarding the decision, please attach the copies." It always helps to attach additional information/documentation to your appeal; like emails or a transcript. Anything you include must be given all together at the same time in order to be looked at.
- On your appeal form it says you will have to attach a separate page with a full explanation to your appeal form. This SHOULD be done by creating a formal letter (using business letter format) and attaching it behind the RRC appeal form (found on the RRC website). On your appeal form you can write *See attached letter for more information*. Use positive language in this letter.
- In your formal letter:
 - Explain why you are writing in the first paragraph "I am writing you to request a meeting to discuss my academic appeal of the decision to...". (The chair may not choose to meet with you, however it is good to try to meet in person to further explain your appeal contents.)
 - Give an answer to all three questions on the appeal form (state the decision you are appealing, provide an explanation as to why you feel a review of the decision is warranted, state the specific remedy you are wishing to appeal)
 - Give more than one desired outcome
 - Explain why you value your education, your goals, your ability to work hard, etc.
 - Give a detailed explanation of your situation. Keep the situation objective so that you can prove why you deserve your desired outcome with specific examples relating to your appeal
 - In the last paragraph request a meeting with your chair, provide your contact info and availability. Make sure your voicemail box is professional and is not full so that they can leave a message.

Starting the Formal Appeal Process – Follow the Timeline/Steps Properly:

all email communication with the college should be through your academic email

The first level: You have FIVE college working days from receiving the decision to submit your appeal to the CHAIR of your program. The Chair has FIFTEEN college working days to respond. Who your chair is can be found online on RRC's website, by calling the Student Service Center at 204-632-2327, or in the RRCSA day planner. We suggest after five-six college working days send a short nicely worded follow up email (to the CHAIR) asking if they have received your appeal.

The second level: You have FIVE college working days from receiving the decision from you chair to appeal to the DEAN of your program. The Dean has TEN college working days to respond. Reasons for appealing to the Dean are if you "believe there has been an incorrect administration of appeal procedure, or that the decision of the Program Chair is not fair or reasonable". Use the same appeal form (from the CHAIR) and as above and submit another formal letter.

The third level: An Appeal Committee Hearing is available if you are not satisfied with the decision of the Dean of the School. You can initiate a request for an Appeal Committee Hearing to the Office of the Registrar within five College working days of receiving the decision of the Dean of the School. Please refer to the college policies for further direction with this appeal stage. At this stage you are required to pay a \$75 fee at Student Services and to create an appeal binder.