UNDERGRADUATE STUDENT APPEAL PROCESS

Approved at FAC Meeting – March 19, 2009

Background: The mandate of the Office of Student Services, in the Faculty of Pharmaceutical Sciences, includes providing assistance and support to students on matters related to personal and academic challenges that may arise while enrolled in the Bachelor of Science in Pharmacy program.

If a student has a question or concern about a particular course, a Faculty policy, a Faculty procedure, etc, he/she should speak first to the faculty/staff member most directly involved. For example, if the issue involves a particular course, the course instructor/coordinator should be contacted.

If the matter cannot be resolved to the student’s satisfaction at this level, the student has the right to appeal.

Types of Appeals Covered Under this Policy
There are several types of appeals. These include, but are not limited to:

- Appeals of admission decisions
- Appeals of academic judgements, such as clerkship standings and sessional issues (e.g. failed year; not promoted to next year level; supplemental or deferred privilege in a course not being granted)
- Appeals of policies and procedures, such as missed deadlines
- Appeals of charges of academic or professional misconduct

Note: Not covered under this policy are appeals to have a final grade re-evaluated. For this, there is a process in place through Enrolment Services called ‘Review of Assigned Standing’, and information is available in the UBC Calendar at: http://www.students.ubc.ca/calendar/index.cfm?tree=3,49,0,0

Appeal Procedures
Students who wish to appeal a decision made by a Faculty member, a Division or a program must submit a letter of appeal to the Director, Student Services.

An appeal letter must include the issue/decision that is being appealed, the outcome that is being requested and information that supports the request, such as:

- A compelling reason why an exception should be made in this case.
- Extenuating circumstances that excuse or explain the circumstances.
- If applicable, how the student intends to improve or change the situation in order to succeed academically in the future.
- If applicable, further documentation that supports the student’s claims.
The Director, Student Services, will review the appeal to ensure that sufficient and/or appropriate information has been provided, upon which a decision can be based, and will offer assistance, if required, to clarify what further information might be needed.

If applicable, the appeal letter will be read by any parties mentioned in the letter (or in any other documents submitted in support of the appeal) and they will have the opportunity to submit a written response. The student will then be provided with any responses, and will have the opportunity to submit a written reply.

The appeal will then go forward to the Faculty’s Admissions Committee or Academic Review Committee, for discussion and a recommendation.

Once the appropriate committee has reviewed the appeal and reached a decision, a recommendation will be forwarded to the Dean, who is the final decision maker in the Faculty on student appeals. The Dean can accept or reject the recommendation of the Admissions Committee or the Academic Review Committee. The Dean’s Office will communicate the Faculty’s final decision to the student, to the Chair of the committee and to the Faculty member. If the student is not satisfied with the decision, he/she can then appeal to the appropriate Senate Committee (i.e. Senate Committee on Appeals on Academic Standing (if appeal is not based solely on academic judgment), Senate Admissions Committee, or Senate Student Appeals Committee).