



COLLEGE OF THE NORTH ATLANTIC

OPERATIONAL PROCEDURE

TOPIC: LEARNER APPEALS ACADEMIC

Procedure No.	LS-213-PR	Division	Learner Services
Supersedes	n/a	Board Policy Ref.	n/a
Related Policy	LS-213 & AC-104	Effective Date:	June 12, 2007 (R4)

PROCEDURE

1.0 Academic Disputes

Instructors, faculty advisors, and program coordinators, in full adherence to current policies and regulations, shall extend every effort to resolve learners' academic disputes.

2.0 Formal Appeal

If a dispute cannot be informally resolved to the satisfaction of the learner, the learner shall consult with a Learner Services representative, who shall advise and assist the learner in the preparation of their formal appeal.

The formal appeal shall be in writing and signed by the learner. The formal appeal must be presented to the learner's Campus Administrator within 10 calendar days from the date the learner becomes aware of the matter giving rise to the complaint the learner intends to appeal.

3.0 Campus Appeals Committee

Within 24 hours (of normal business operations) of receipt of the letter of appeal, the Campus Administrator shall establish a Campus Appeals Committee consisting of a Campus Administrator (or designate), who will act as Chairperson, the Registrar (or designate), one learner services representative, one learner representative, and one faculty representative from a department other than a department under appeal. Alternate learner services, learner, and faculty representatives may be appointed in

the event their respective representative is unavailable or unable to participate in a particular meeting.

The Campus Appeals Committee shall meet within 48 hours of being notified of the appeal at those times and in those places as the Appeals Committee Chairperson deems appropriate.

The decision of the Campus Appeals Committee will be final and shall be conveyed, in writing, to the learner with a copy to the VP of Academic and Learner Services, the Manager of Learner Recruitment and Enrollment Services and the Campus Administrator within 48 hours after the appeal is heard.

Approval History	
Approved by President	June 20, 1997
Revision 1	June 17, 1999
Revision 2	April 23, 2003
Revision 3	May 15, 2007
Revision 4	July 11, 2007
Next Review	July 2011