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# Academic Policies and Procedures

## Attendance

Students are expected to attend all classes, seminars, labs in which they are officially registered, as evaluation of progress in any course is cumulative and based on class assignments, participation and examinations.

## Enrolment Status

**Full-time status:** A student registered in a minimum of nine credits is classified as a full-time student. For most scholarships, however, the requirement for full-time status is 12 credits. Please refer to individual scholarship applications.

Generally, for provincial and federal financial aid purposes, a student registered in a minimum of nine credits will be considered to have met the enrolment requirement for financial aid.

**Audit:** An audit enrolment indicates the student has registered in and will attend a course without writing examinations or submitting work, papers, lab reports, etc. Full fees are required for audit enrolment. Attendance at lectures, labs and seminars is required. However, for those students who do not meet the attendance requirement, their permanent student record and transcript will be annotated with the comment AUDIT DENIED. Audit status in a particular course is not calculated in the GPA, does not have credit attached, and may not be used toward completion of a diploma, certificate, associate degree or degree.

Students are permitted to register for audit status in a particular course only as of the first day of classes, on a space available basis, with the instructor's signature. Students may change their registration in a course from credit to audit or audit to credit, on or before the last day of the two week Add/Drop Period with the instructor's approval and signature.

**Second Year Standing:** Second year standing is based on the number of credits completed within a program as noted below:

- i. **University Transfer:** successful completion of 24 credits in that program;
- ii. **Career programs:** successful completion of 50 percent of the total credits required for a two-year diploma in a specified program, or 30 credits.

## Examination Period

The last two weeks of the fall and spring terms are designated as an examination period. If a final examination is to be given, it will take place during the examination period and will be up to three hours in duration. The last week of each summer session is designated as the examination period.

For some Career/Vocational programs, classes will continue as regularly scheduled throughout the examination period. In addition, a special examination schedule may be set. Detailed information is available from instructors or program coordinators.

The examination schedule will be posted by the end of the eighth week of instruction for the fall and spring terms.

## Student Records

1. All official permanent student records are kept in the Registrar's Office, and are considered confidential. The information on file for a student is always available to that individual. Information will not be given to any agency or person other than the student, unless the student has given their permission in writing, or for institutional research projects approved by the College.
2. Grade statements:

- Grade statements are mailed out by the Registrar's Office at the end of each term.
3. Transcripts:
- Official transcripts are issued by the Registrar's Office, only at the request of the student, and are mailed directly to the institution or agency or to the student in a sealed envelope.
  - Unofficial transcripts are issued by the Registrar's Office at the request of the student.
4. The records of First Nations students (including registration, transcripts and grades) held by the Registrar's Office may be released to the sponsoring band or the Capilano College First Nations Advisor only if a release has been signed by the student. A copy of this release must be on file in the Registrar's Office. Alternatively, a band may submit a copy of a release signed by the student, together with their request for information. Requests must be received in writing and shall be responded to by letter from the Registrar or the Registrar's designate. Requests will not be received by telephone. Band officials are requested to direct their inquiries to designated College representatives, including the Registrar and/or project coordinator.

## Use of Personal Education Number

Personal information contained on your student record will be used to verify your Personal Education Number (PEN) or to assign one to you. The main uses of the PEN will be for measuring participation in post-secondary education and for student registration purposes. As well, the PEN will be used for program research and evaluation, but any personal information disclosed for these purposes will be in non-identifiable form. These uses have been reviewed and approved by the Information and Privacy Commissioner. Students are required to supply this information to complete their registration in courses or programs at the institution.

If you have any questions about the use of PEN, please contact the Freedom of Information coordinator in writing at: <vcochran@capcollege.bc.ca > or: V. Cochran, 2055 Purcell Way North Vancouver, B.C. V7J 3H5

## Protection of Privacy and Access to Information

Capilano College gathers and maintains information used for the purposes of admission, registration, alumni and other fundamental activities related to being a member of the Capilano College community and attending a public post-secondary institution in British Columbia. In signing an application for admission, or graduation, or a registration form, all applicants are advised that both the information they provide and any other information placed into the student record will be protected and used in compliance with the B.C. Freedom of Information and Privacy Protection Act (1992).

## Equivalence, Exemption, Substitution, Transfer Credit

All requests for equivalence, exemption, substitution or transfer credit must be submitted to the Registrar's Office on the Transfer Credit Request form. A decision will be made with the recommendation of an appropriate program coordinator, if applicable. The credit or action will be noted and approved by the Registrar's Office. Students will be notified in writing of the final decision.

Equivalence	An equivalence indicates two courses within the institution deemed to be practically equal in content and credits, although they may be offered in two different program areas under different course numbers.
Exemption	An exemption indicates a student is not required to complete a particular course(s) in a program because of successful completion of a combination of post-secondary courses which, overall, constitute equal content.
Substitution	An exemption indicates a student is not required to complete a particular course(s) in a program because of successful completion of a combination of post-secondary courses which, overall, constitute equal content.

**Transfer Credit**      Transfer credit is credit given for work successfully completed at another institution. The transfer credits reduce the total number of credits required to complete a certificate, diploma or associate degree. Approved transfer credit is noted on the Permanent Student Record. While grades are noted on the student record system, they are not included in the calculation of the GPA, nor are they printed on an official Capilano College transcript.

**Note**

Transfer credit, exemption, equivalence or substitution granted is only relevant for Capilano College. Other institutions to which you may transfer will re-evaluate your credits at the time of application to that institution.

**Grading System**

The College employs a letter grade system.

<b>Letter</b>	<b>Grade Point Value</b>	<b>Classification</b>
A+	4.33	Excellent
A	4.00	
A-	3.67	
B+	3.33	Good
B	3.00	
B-	2.67	
C+	2.33	Satisfactory
C	2.00	
C-	1.67	
D	1.00	Minimal Pass
F	0.00	Fail

<b>Non-Grade Description</b>
CIP <sup>a</sup> – Course in Progress
CR <sup>a</sup> – Credit Granted
NC <sup>a</sup> – No Credit Granted
NGR <sup>a</sup> – No Grade Reported
I <sup>a</sup> – Incomplete
W <sup>a</sup> – Withdrawn
WE <sup>a</sup> – Withdrawal — Extenuating Circumstances
AUD <sup>a</sup> – Audit
ADN <sup>a</sup> – Audit Denied

<sup>a</sup>not calculated in grade point average

**Grade Point Average (GPA)**

Grade performance is expressed in terms of a grade point average (GPA). GPAs are reported on each permanent student record. To calculate the term GPA, the grade point value for each grade is multiplied by the credit hours to produce a number of grade points for each course. For example, an "A" received in a three-credit course would become, for purposes of the calculation:

A = 4.00 x 3cr = 12 grade points

To calculate the term GPA, the sum of the grade points is then divided by the number of credit hours taken in one term only. Similarly, the cumulative GPA recorded is the sum of total grade points for all terms, divided by the number of credits for all terms of enrolment.

The minimum grade point average for graduation is 2.00.

## **Audit**

An audit indicates the student has registered in, and attended a course without writing examinations or submitting work, papers, lab reports, etc. An Audit status is not calculated in the GPA, does not have credit attached, and may not be used toward completion of a diploma, certificate, associate degree or degree.

## **Withdrawal — Extenuating Circumstances**

Withdrawal from a course after the end of the withdrawal period given for circumstances usually related to a medical situation.

## **CR or NC Grade**

The grades CR or NC are assigned to courses in which a level of mastery is required for successful completion, but is not included in the GPA calculation.

## **F Grade**

All Fail or F grades recorded on the student's transcript are assigned a value of zero in the calculation of a student's term and cumulative GPA.

## **I Grade**

An I grade or Incomplete may be assigned in exceptional circumstances when the student can achieve a passing grade by completing one or more units of the course. It is the student's responsibility to determine from the instructor what must be done to complete the course. If an Incomplete is not cleared within four months, the grade will be changed to the evaluation attained at the time the I was assigned.

## **Grade Appeals**

Students must take immediate action for a grade appeal. Students must contact a counsellor no later than two weeks after receipt of grades or Change of Grade Notification. The counsellor will discuss the grade and appeal procedure with the student and with the instructor, will provide the student with a *Final Grade Appeal* form and will submit a report to the Appeals Committee.

If the student wishes to pursue the appeal, he/she must complete the *Final Grade Appeal* form and submit it to the Appeals Committee, along with a fee of \$42.50 for each grade to be appealed, within 14 days after the counsellor's report has been received by the Appeals Committee Secretary. Failure to meet this timeline will be grounds for dismissal of the appeal.

Appeals are considered by an Appeals Committee chaired by one of the College deans. The Committee consists of representatives from faculty, students, and a counsellor. During the appeal process all term grades, including the final examination mark, are taken into consideration. In all cases, the students are informed in writing of the Committee's decision. Should the mark be changed, the fee is refunded.

Only those appeals that follow the above process will be considered.

## Repeated Courses

**Without** the permission of the instructor, a student may take the same course for a second time. The grade for each of these two attempts will be recorded, but the higher of the two grades will be used in the calculation of the cumulative grade point average (CGPA).

**With** the permission of the instructor of the particular course or a designated faculty member, a student may take the same course for a third time. The grade for each of the three attempts will be recorded, but the higher grade of the last two grades will be used in the calculation of the CGPA.

## Academic Performance

Academic standing is assessed

- when a student has received grades for 9.0 credits of course work after the student's first admission to the College
- using grades assigned at Capilano College
- using grades A+ through F and excluding W, CR, AUD, ADN, WE, NGR, NC, I and CIP

## Good Academic Standing

A student at Capilano College is deemed to be in Good Academic Standing if both his/her Term Grade Point Average (TGPA) and Cumulative Grade Point Average (CGPA) are equal to or greater than 1.67.

## Academic Probation

A student who has attempted a minimum of 9.0 credits at Capilano College and who has achieved at Term Grade Point Average (TGPA) of less than 1.67 and a Cumulative Grade Point Average (CGPA) of less than 1.67 is placed on Academic Probation. Academic Probation status is noted permanently on all Capilano College transcripts.

A student on Academic Probation is permitted to register in a following term but is usually restricted to enrolling in a maximum of 9.0 credits. Students wishing to enrol in more than 9.0 credits must consult a Capilano College Advisor.

## Remain on Academic Probation

A student who is on Academic Probation remains on Academic Probation, even if a Term Grade Point Average (TGPA) of 1.67 or higher is achieved, if the Cumulative Grade Point Average (CGPA) is less than 1.67.

## Restored to Good Academic Standing

A student who is on Academic Probation is restored to Good Academic Standing when both the Term Grade Point Average (TGPA) and Cumulative Grade Point Average (CGPA) are 1.67 or higher.

## Required to Withdraw

A student on Academic Probation is required to withdraw (RTW) if the Term Grade Point Average (TGPA) is less than 1.67. Students required to withdraw for the first time must do so for one major term (Fall or Spring).

Students who are required to withdraw (RTW) for a second time must do so for one full year.

Required to Withdraw (RTW) status is noted permanently on all Capilano College transcripts.

Students who are required to withdraw and who have already registered for a subsequent term are de-registered for that term and their fees are refunded.

## Readmission After Required to Withdraw

A student who has been required to withdraw and wishes to reapply must complete an Application for Admission/Readmission and an Educational Plan Form. These forms must be submitted to the Registrar's Office and the application fee must be paid. If the application is approved, the student is readmitted on Academic Probation and is subject to the conditions of Academic Probation outlined in the previous sections.

## Merit List

All students who achieve a minimum of 3.67 on both their Term Grade Point Average (TGPA) and Cumulative Grade Point Average (CGPA) and who are not on the Dean's List are given Merit List status for that term.

## Academic Appeals Policy

If a student is considering appealing a final grade, it is recommended that, if at all possible, a student first contact his/her instructor for discussion and clarification of the grounds/rationale for the assigned grade.

### 1. The Purpose of the Academic Appeals Policy

The purpose of the Academic Appeals Policy is to provide a process that ensures students have recourse to an independent, impartial body to review policy application in the following areas:

- 1.1. Final Grades<sup>1</sup> (Grades throughout the term can only be appealed to the Academic Appeals Committee after final course grades have been assigned and inasmuch as in-term grades form part of the final grade).
- 1.2. Probationary continuance, restricted enrolment, or discontinuation of a student in a program/course(s).

### 2. Responsibility for Development of Academic Policy and its Application

- 2.1. All instructors are responsible for informing students of the basis for the assignment of final grades in courses.
- 2.2. The College Policy, which clarifies the circumstances and procedures for putting students on probationary status in the program, restricting a student's enrolment, or discontinuing a student's enrolment, may be supplemented by written policy developed by departments/divisions.

### 3. The Academic Appeals Committee

#### 3.1. Mandate

The Academic Appeals Committee will consider appeals in the areas specified by the Academic Appeals Policy.

#### 3.2. Committee Membership

The Academic Appeals Committee is comprised of the following members:

- The Dean responsible for Student Services —Chair;
- A Counsellor selected by the Counselling Department for a one year term that is renewable;
- Two faculty representatives selected by the CCFA for a one year term that is renewable;

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<sup>1</sup>The word "grade" is used to mean either a percentage or a letter grade. Human errors and omissions in the Statement of Grades will be corrected as soon as identified without appeal or cost to the student and are not the subject of consideration by the Academic Appeals Committee.

- Two student representatives selected by the Student Union for a one year term that is renewable.

### 3.3. Conflict of Interest

If a member of the Committee is either an appellant or respondent in an appeal, he/she will be replaced by an alternate during that particular appeal process.

## 4. Grounds for Appeal

A student may make an appeal under the Academic Appeals Policy on the following grounds:

- Failure by the instructor to follow the evaluation profile, grade assignment and operational details as stated in the Course Outline. Students must be notified in writing of any changes to the distributed course outline;
- Failure of the instructor to treat the student with fairness or the degree of equity extended to other students in the class;
- Failure by the instructor or departments/divisions to follow approved college policies and procedures.

## 5. Deadlines for Initiating and Resolving Appeals

- 5.1. A student wishing to appeal a final grade must contact a Counsellor within two weeks after receipt of grades or Change of Grade notification.
- 5.2. For appeals under 1.2, the student must contact a Counsellor within two weeks after being advised in writing that a policy is being applied.
- 5.3. In adjudication processes, the Academic Appeals Committee shall attempt to resolve the appeal as soon as possible and by no later than the end of the following term.

## 6. The Appeals Process

### 6.1. Mediation

- 6.1.1. In all appeals, attempts may be made to mediate the situation. To this end, Counsellors will refer students first to the instructor, and then to the Department Coordinator and Division Chair.
- 6.1.2. The Counsellor does not act as a student advocate. The role of the Counsellor is to guide the student in the Appeals process and give information.
- 6.1.3. If the student is not satisfied that the concerns raised have been addressed in the mediation process, the Counsellor will provide the student with information about the adjudication process.
- 6.1.4. For final grade appeals, the Counsellor will provide the student with a Final Grade Appeal Form.
- 6.1.5. For final grade appeals, the Counsellor will provide the student with a Final Grade Appeal Form.
- 6.1.6. The Counsellor will prepare for the Committee a Counsellor's report that reviews the Counsellor's interview with the student and provides information about the mediation attempts. Within two weeks, the Counsellor's report will be submitted to the Chair of the Academic Appeals Committee for filing or use in the adjudication process.

### 6.2. Adjudication

The Appellant's Role and Responsibility

- 62.1. If a student wishes to appeal a final grade, the student must complete and mail the Grade Appeal Form to the Academic Appeals Committee Chair within 14 calendar days of the date of receipt of the Grade Appeals Form from the Counsellor.
- 62.2. For appeals under 1.2, the appellant must write and mail a letter outlining the nature and reasons for the appeal to the Academic Appeals Committee Chair within 14 calendar days after the completion of the mediation process.
- 62.3. With the Grade Appeal Form or appeal letter, students should submit the fee of the amount specified in the College calendar. For grade appeals, the fee is applicable on a per course basis.
- 62.4. Failure either to meet the above timetable or to submit the fee with the Grade Appeal Form is grounds for dismissal of the appeal.
- 62.5. If the final grade is changed, the fee for the grade appeal will be refunded.

#### The Respondent's Role and Responsibility

- 62.6. After receiving a copy of the student's Grade Appeal Form (or appeal letter) and the Counsellor's Report, the respondent (instructor or departments/divisions) is required to complete the Faculty Report Form (for final grade appeals) or provide a letter of response for the Academic Appeals Committee.

#### The Academic Appeals Committee's Role and Responsibility — General

- 62.7. The Academic Appeals Committee shall review the Grade Appeal Form (or appeal letter), Faculty Report (or respondent's letter), and the Counsellor's Report.
- 62.8. The Committee may request either the appellant or the respondent to appear before the Committee. If the Committee asks either one to appear, the invitation must be extended to the other. The appellant and respondent shall not appear before the Committee at the same time.
- 62.9. Except in exceptional circumstances and on request of the Committee, neither appellants nor respondents may appoint representatives to appear for them before the Committee.
- 62.10. The Chair of the Committee shall notify the appellant and respondent in writing informing her/him of the outcome of the Committee's decision.
- 62.11. The decision of the Committee is final. The Chair will provide a written rationale of the appeal within one week to both the student and the respondent.
- 62.12. Upon a request to the Chair of the Academic Appeals Committee, the student will be provided with a copy of the Faculty Report or letter of response and the Counsellor's Report.

#### The Academic Appeals Committee's Role and Responsibility — Final Grade Appeals

- 62.13. For final grade appeals, the Committee may request that the instructor's grade book be submitted for review by the Committee.
- 62.14. For final grade appeals, the Committee may request that all course material be submitted by the appellant for review by the Committee.
- 62.15. For final grade appeals, the Committee shall not consider the appellant's grades in other courses.
- 62.16. In the event that the Committee decides a final grade should be revised, it may:
- Request the instructor to re-evaluate the material that is the subject of the appeal;
  - In exceptional circumstances, seek a re-evaluation of work in dispute by another discipline expert chosen by the Committee;



- Base the new grade on a proportionate weighting of those graded components that are not in question, excluding in part or in entirety those that are in question.

6217. The Committee will only change final grades for the following reasons:

- Failure by the instructor to follow approved college policies and procedures;
- Failure by the instructor to follow the evaluation profile, grade assignment and operational details as stated in the Course Outline. Students must be notified in writing of any changes to the distributed course outline;
- Failure of the instructor to treat the student with the degree of equity extended to other students in the class.