

<b>Title</b>	<b>Concerns About Instruction and Course Delivery</b>
<b>Number</b>	<b>F1002</b>
<b>Category</b>	<b>Instruction</b>

## 1. PURPOSE

The purpose of this policy is to support learning and teaching. It provides a framework for students to bring forward concerns about instruction and course delivery. This policy shall not be interpreted or used to infringe on academic freedom.

## 2. DEFINITIONS

**Course content** – the lectures, discussion topics, assignments, projects, exams and associated activities that students are expected to engage with or complete in a course.

**Course delivery** – the method of presenting and delivering course content, including evaluation and behaviour towards students in any instructional setting.

**Frivolous and vexatious concerns** – allegations about instruction and course delivery brought with insufficient grounds and/or malicious intent.

**Informal Process** – any method of resolving a concern with the assistance of someone who is not directly involved before an investigation is started or completed.

**Instruction** – the delivery of Regular Studies or Continuing Studies programs and courses and all related communication.

**Instructor** – the individual or team responsible for providing instruction and/or evaluation in any Regular Studies or Continuing Studies program or course.

**Investigation** – information gathering and assessment processes used to determine the nature and circumstances of an alleged incident or incidents.

**Student** – an individual who is registered in any Regular Studies or Continuing Studies course or program, or who was registered in a course or program at the time the concern arose.

## 3. POLICY

3.1 Adherence to the principles of natural justice and procedural fairness is required throughout the application of this policy.

- a) The College will respond to all expressions of concern regarding instruction according to the procedures appended to this document.
- b) Initial responsibility for management or resolution of a concern will reside with the department that houses the course or program in which the concern arose.

- c) Wherever possible, the concern will be managed or resolved using an informal process.
- d) Where a concern cannot be managed or resolved within the academic unit that houses the course or program, the College may undertake a formal investigation into the concern.

### **3.2 Confidentiality**

- 3.2.1 All parties involved with a concern, including the instructor, the Department Chair, Assistant Department Chair, Coordinator or Continuing Studies Program Coordinator/Manager, and any others involved in the response, will respect the privacy of those involved.
- 3.2.2 When a concern is brought forward, information will not be disclosed by any person involved except as is necessary to respect due process. The name of the student who brought forward the concern will not be disclosed without their consent. If the investigative process requires confidentiality to be lifted, the student who raised a concern may opt to preserve confidentiality, in which case the investigation may be discontinued.

### **3.3 Conflict of Interest**

- 3.3.1 Any College employee who finds themselves in a real or perceived conflict of interest will remove themselves from the process.

### **3.4 Bringing Forward a Concern**

- 3.4.1 A concern must be initiated no later than 10 business days following the date on which the final grades are posted. In extenuating circumstances this time limit may be altered by the Division Chair or Continuing Studies Manager/Director.

### **3.5 Frivolous or vexatious concerns**

- 3.5.1 The Division Chair or Continuing Studies Manager/Director will review the concern with the Dean. A concern deemed frivolous or vexatious will not be pursued.

### **3.6 Retaliation**

- 3.6.1 Retaliation in any form, including threats or reprisal, against a student for filing a complaint or against anyone involved in this formal investigation may be considered harassment and subject to disciplinary action.

## **4. RESPONSIBILITY**

For inquiries relating to this policy, contact the appropriate Academic Dean or the Dean, Continuing Studies.

**5. REGULATIONS/PROCEDURES**

Concerns about Instruction and Course Delivery Procedures

<b>History/Revision</b>	
Origination Date	January 27, 2004
Amendment Date	May 25, 2021
Next Review Date	May 25, 2024