



## Kwantlen Counselling Services Present . . .

# A Policy Summary for Students

Like all public, post-secondary institutions, Kwantlen University College has developed a number of policies to run as smoothly, fairly and consistently as possible. Kwantlen expects its students to take responsibility for learning about policies, and we urge you to do so to avoid unexpected, negative outcomes. This document provides a very brief summary of some of the policies that are most relevant to students, but it is not meant to replace a careful reading of the full policies, which are available online at [kwantlen.ca/policies](http://kwantlen.ca/policies). (In the case of a disagreement between this summary and the official policy manual, the policy manual always wins.) You may also contact Counselling Services on any campus for more information:

Surrey Campus: Room C160, 604.599.2044 • Richmond Campus: Room 1640, 604.599.2600

Langley Campus: Room 1077, 604.599.3213 • Newton Campus: Room 3-120, 604.599.2900

To view this information online, go to [kwantlen.ca/counselling/policy\\_summary.htm](http://kwantlen.ca/counselling/policy_summary.htm).

### **Admission, Assessment and Placement (B14, C1, C10, C18)**

Kwantlen welcomes all students (regardless of previous education levels), assesses them for their skills and knowledge and places them in the appropriate courses or program so that they have a reasonable chance of success (C1). Some students need upgrading in order to ensure their success and progress before beginning their course or program; usually, the required Qualifying Studies are available at Kwantlen. Many programs have additional entrance requirements (besides academic skills); consult our calendar at [kwantlen.ca/calendar](http://kwantlen.ca/calendar) for details. Some programs, especially those involving work with children or other vulnerable persons, require a criminal record check (C10). However, having a criminal record does not automatically bar applicants from a program. It depends on the number and nature of the offenses, when they occurred, what the applicant has been doing since then and other factors. In addition to possibly receiving transfer credit for courses taken at other post-secondary institutions, students can apply to receive credit towards their program of study for previous work, training and other experiences (B14) by undertaking a *Prior Learning Assessment* (PLA).

### **Services for Students with Disabilities (C36, C37)**

Under the law (the Canadian Charter of Rights and Freedoms and the BC Human Rights Code), Kwantlen (and indeed all post-secondary institutions) has the responsibility to accommodate the needs of students with disabilities to provide equal learning and physical access. There is a wide range of accommodations available, which may include adaptive equipment and assistive technology, alternate-format texts for students with visual impairments, oral and sign language interpreters for students who are deaf and exam accommodations for those with specific learning disabilities. Students' confidentiality is scrupulously guarded (C4). For more information, see the Services for Students with Disabilities website at [kwantlen.ca/ssd](http://kwantlen.ca/ssd).

### **Attendance and Academic Performance (B2, B7, C20, L7)**

Kwantlen expects its students to take personal responsibility to attend classes regularly, to be punctual and to show a satisfactory level of performance and rate of progress (B2) in their

programs. Students in university studies and career programs where letter grades are assigned are expected to maintain a minimum standard of academic achievement, usually a *grade point average (GPA)* of 2.00 (a "C" average) (B7). Kwantlen places students who do not maintain this average first on *Academic Warning*, then, if their grades do not improve, on *Academic Probation* (L7). Students placed on Academic Probation are the last to register for courses, reducing their options for course selection. If the grades of students on Academic Probation do not sufficiently improve, students can be *Required to Withdraw*, meaning that they are involuntarily withdrawn from Kwantlen and must "sit out" six months (in effect, two semesters). Students who are Required to Withdraw must complete an *Educational Plan* and state in writing why they believe Kwantlen should re-admit them. Finally, students who still do not meet the minimum academic standards after being re-admitted can be placed on *Academic Suspension*, which lasts a minimum of one year. For more information, go to [kwantlen.ca/counselling/academic\\_probation.htm](http://kwantlen.ca/counselling/academic_probation.htm). Some programs at Kwantlen, such as those in the Trades area, are set up to simulate a workplace environment, and regular attendance in these programs is especially crucial (B2). Keeping in touch with instructors is very important, because if a student does not attend for three consecutive instructional days without notifying the instructor before or during that period, the student can be withdrawn from the course or program or given a failing grade. When students in these programs are missing too many days of class, are arriving late or leaving early, or are not making reasonable progress, they will be required to undertake a *Performance Contract*. This is an agreement made between the student and the instructor outlining the conditions under which the student is permitted to continue attending. Students who do not meet the terms of a Performance Contract can be withdrawn from the course or program involved. The good news is that Kwantlen offers a range of services to help students who are placed on Academic Probation or on a Performance Contract to restore their good academic standing or, even better, to avoid the problem in the first place. For a comprehensive overview of these services, go to [kwantlen.ca/sld/successcentre](http://kwantlen.ca/sld/successcentre).

### **Appeals and Complaints (C6, L6)**

Students have the right to appeal most academic or administrative decisions made by a Kwantlen employee (including grades on an individual assignment or test or for a whole course) when they believe that Kwantlen policies have not been properly followed or grading has been unfair (L6). In addition, students have the right to voice their concerns about instructors or other Kwantlen employees, services or students, but anonymous complaints are not considered (C6). With both appeals and complaints, the other person involved is always notified. For academic appeals that are not grade-related, the first step is to attempt to achieve an informal resolution directly with the staff or faculty member involved. If that outcome is unsatisfactory, the second step is for students to submit an appeal form and letter (within 20 working days from the date of the decision being appealed) to Enrolment and Registrar Services, stating their case and the desired outcome. At this stage, this office will review the appeal and either grant or deny it. If the appeal is denied, students can ask the *Appeals Committee*, which is composed of a student, a faculty member, an administrator, and the Dean of Qualifying Studies and Student Services (who does not vote), to consider their case. If the student is still unhappy with the committee's decision, the final step is to take the appeal to the Vice-President, Administration and Student Services, for consideration. For grade appeals, the first step, once again, is to attempt to resolve the situation with the instructor who assigned the grade. If this fails, the next step is to submit an appeal form to Enrolment and Registrar Services within 20 working days of receiving

the grade. The Dean responsible for the course will review the appeal, and will either make the decision about the grade on his or her own, or arrange for the student's work to be re-marked by two other instructors. When students are unhappy with the Dean's decision, they can ask the Appeals Committee and then the Vice President, Academic, to review it, *but only when they believe the grade appeal process itself has not been properly followed*. For complaints, once again, the first step is to attempt an informal resolution directly with the employee or other student involved. If that outcome is not satisfactory, the complaint must be put in writing and will be forwarded to the appropriate administrator, usually the Dean responsible for the staff or faculty member involved. The Dean will informally attempt resolution. If that is unsuccessful, the Dean or another administrator will formally investigate. If the student is still unhappy, the final step is to take the complaint to the Vice-President, Academic, and then, to the President. For further information and support on both appeals and complaints, contact a Counsellor.

### **Plagiarism and Cheating (C8)**

Like all educational institutions, Kwantlen takes plagiarism (submitting someone else's work, words or ideas as one's own) and cheating very seriously (C8). Students who cheat or plagiarise and are caught will be disciplined, and the penalty can range from receiving a grade of zero on the test or assignment in question, to failing the course involved, to being suspended. Students who help other students cheat or plagiarise can also be disciplined. Students who are accused of plagiarism or cheating have the right to consult with a Counsellor or the Kwantlen Student Association's Ombudsperson, but we urge them to avoid the problem in the first place by consulting with their instructors about what constitutes plagiarism and cheating. For further information, go to [kwantlen.ca/registrar/honesty.pdf](http://kwantlen.ca/registrar/honesty.pdf).

### **Student Conduct, Harassment and Violence (C21, C41, F1, G2, G23)**

Kwantlen is committed to ensuring the right of every member of its community to work and study in an environment which is free from discrimination, harassment and violence. Expectations for behaviour are quite different from high school: students must demonstrate respect for all persons on the campus and display mature conduct. Any illegal, discriminating, harassing, disruptive, threatening or violent behaviour, including being on campus under the influence of alcohol or drugs, will not be tolerated and the student may be subject to a range of disciplinary measures, from being required to temporarily leave the campus to receiving a written reprimand to being suspended -- or even permanently expelled. Discrimination is broadly defined as any action that singles out an individual or group for unfair treatment, as per the BC Human Rights Code, and includes sexual harassment. If you believe you are being discriminated against or sexually harassed, whether by another student or a staff or faculty member, you can contact a Counsellor, who can explain the process further and provide emotional support. You can also go directly to the Office of Regulatory Affairs, with your written complaint.

### **Information and Educational Technology Usage (D1)**

This policy states that the user bears the primary responsibility for the material that he or she chooses to access, send or display. This means that, while using Kwantlen computers or myKwantlen, you must not view or distribute porn or other potentially offensive materials (G2, C21), send chain or "spam" emails, download files that could crash or damage Kwantlen's system, hack into places you aren't supposed to be, compromise other people's privacy (C4) or violate copyright rules (C19). Here's a bit of advice: if you are even the tiniest bit unsure of whether

it's okay to do something online, don't do it! Consequences of violating the usage guidelines may include suspension of computer privileges and other disciplinary actions. Serious violations like hacking may also result in criminal charges.

### **Withdrawals and Refunds (C34, C39)**

When students decide to withdraw from courses or programs, they must *officially* do so (i.e., through web registration or at Enrolment and Registrar Services) by the *withdrawal deadline* posted in the calendar (roughly half way through the semester). Simply stopping attending classes does not equal withdrawing, and can result in a failing grade on the student's permanent transcript. Kwantlen understands that, occasionally, students may not be able to complete programs or courses due to family, medical or emotional problems. In these cases, students will be treated with compassion and every effort will be made for them to complete their studies (C34). If the problems are short-term in nature, students may request extensions, *Incomplete* grades (C20) or other considerations from their instructors. Students with longer-term problems may request a complete withdrawal on compassionate grounds (C34), provided they notify Kwantlen quickly, were in good academic standing when the problem developed and *have not* attempted to complete course requirements (ie, *have not* written the final exam or handed in the final assignment). For more information, students may contact a Counsellor or see [kwantlen.ca/counselling/compassionate\\_withdrawal.htm](http://kwantlen.ca/counselling/compassionate_withdrawal.htm). For fixed term or semester-based programs, refunds, usually 70% of tuition fees, can normally only be provided if students withdraw during the first week of classes (C39). A student who withdraws from a program or course after the first week of classes is usually not entitled to a refund, because Kwantlen cannot "resell" a seat to another student after this time. (With continuous intake programs, refunds are given for full months paid for but not used.) If students strongly believe an exception to the refund policy should be made based on extenuating circumstances, they can submit a *Variance form* to Enrolment and Registrar Services, along with an explanation and supporting documentation. If students are not satisfied with the decision at this level, they can appeal to the Associate Vice President, Finance.

### **Confidentiality (C4)**

Kwantlen views all its students as adults, even those who are not yet 19 years of age. Therefore, any information obtained from students as part of the application and registration process is confidential, as are the student's academic record and Counselling and Advising files (C4). When students want Kwantlen to release information directly to someone else, including their parents, they must indicate this in writing. There are only a few exceptions to this rule. Firstly, when Kwantlen is bound by law to provide the requested information, it will do so. Secondly, when students are perceived to be a clear danger to themselves or others, safety concerns will override confidentiality. Thirdly, in the case of students who are financially sponsored by a government agency, when they withdraw or are withdrawn from a program, the sponsor(s) may be notified of the withdrawal. Fourthly, Kwantlen will release some information to specific agencies, as outlined in the declaration section of the admission application.

### **Conclusion**

As a Kwantlen student, it is up to you to learn about your rights and responsibilities, but there are people who can help, such as Counsellors, instructors, staff members and the Kwantlen Student Association's Ombudsperson. Don't hesitate to ask questions about policies!