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Office of Accountability:	Associate Dean (Academic), ALES
Office(s) of Administrative Responsibility	ALES Office of the Dean, Student Services
Approver:	ALES Faculty Council
Scope:	Undergraduate Student Academic Appeal Procedures – Academic Program Requirements (including Course Substitutions and Transfer Credit Assessment)

ALES undergraduate students can appeal decisions regarding requests for course substitutions and/or transfer credit assessment. Students should only appeal in cases where they believe that an error has been made in the original decision.

If students wish to request a substitution for a required course or Approved Program Elective, or wish to request additional transfer credit beyond that originally granted for coursework done elsewhere, they should first seek assistance through Program Advisors and/or Student Services Advisors. These steps are outlined below.

If the student is not satisfied with the outcome of their request, they may then submit a written appeal to the Faculty. The Associate Dean (Academic), or designate, is authorized to hear this appeal. Procedures for this appeal are provided below.

Course Substitutions

Deadlines for submission of any required forms, recommendations or (if relevant) appeals to the Associate Dean (Academic) associated with course substitution requests are as follows:

- August 15 for first term (Fall) courses
- December 1 for second term (Winter) courses
- March 15 for special sessions (Spring / Summer) courses

A student wishing to request a substitution for a) a required course in their program or b) an Approved Program Elective (APE) should first discuss the request with a Student Services Advisor who in turn may refer the student to or consult directly with the appropriate Program Committee Chair. A Course Substitution form (downloadable from the Faculty website <https://www.ualberta.ca/agriculture-life-environment-sciences/student-services/degree-planning>) should be completed and submitted as well.

- The Student Services Advisor or Program Committee Chair may ask for a written submission from the student in support of their request, outlining the nature of the request and any reasons justifying the deviation from program requirements.
- A decision on the student's request will be made by the Student Services Advisor after reviewing all relevant information and (if needed) consulting with the Program Committee Chair or other academic staff. The student will be notified of the decision by Student Services.
- If the request is denied, the student may submit an appeal (in writing) to the Associate Dean (Academic). The steps to be followed are provided below.

Transfer Credit

Assessment of transfer credit (i.e., credit for coursework taken at another post-secondary institution) is normally done at time of admission into the student's University of Alberta program. However, there may be instances where students wish to request additional transfer credit. ALES students participating in an exchange program will also need to request transfer credit for any academic coursework completed during the exchange.

A student wishing to request transfer credit should first discuss the request with a Student Services Advisor who in turn may refer the student to or consult directly with the appropriate Program Committee Chair. A Course Substitution form (downloadable from the Faculty website <https://www.ualberta.ca/agriculture-life-environment-sciences/student-services/degree-planning>) should be completed and submitted as well.

- The student may be asked for a written submission in support of the request, outlining the justification for being granted the requested transfer credit. Students may be requested to provide course outlines/syllabi and other course materials and/or copies of transcripts.
- A decision on the student's request will be made by the Student Services Advisor after reviewing all relevant information and (if needed) consulting with the Program Committee Chair or other academic staff. The student will be notified of the decision by Student Services.
- If the request is denied, the student may submit an appeal (in writing) to the Associate Dean (Academic). The steps to be followed are provided below.

Appeals to the Associate Dean (Academic)

If the student is not satisfied with the outcome from their course substitution or transfer credit request, they may submit an appeal in writing to the Associate Dean (Academic). Students should only appeal if an error has been made in the original decision

Communication

Effective delivery of appeal-related materials is governed by [GFC Policy Section 1.5.3 \(Service and Notice\)](#). Delivery is deemed to have been effected with one of the following:

- The day after an e-mail has been sent
- On the date of pick-up
- Personal receipt of hand or courier delivery
- Seven calendar days following regular or registered mailing

All written communication will normally be via email, although students have the option of communicating in person or by mail as well. All email communication will be sent to the student's ualberta.ca e-mail account. Email communication from the student must also come from their ualberta.ca account.

Appeal Content

The written appeal document submitted by the student should provide a clear rationale or justification for the appeal of the course substitution or transfer credit decision. It must include the following information and documentation:

- Student name and University of Alberta identification number
- Student contact information (telephone number, mailing address and email address)
- Relevant information or details about the student's request, as well as an explanation of the basis of the appeal which may include procedural errors, extenuating circumstances or a failure to consider all relevant factors
- Supporting documentation (where relevant)
- Signature of the student (in the case of hard copy submissions)

Questions about the appeal process and relevant Faculty and university regulations should be directed to the ALES Student Services Office, at 780-492-4933 or questions@ales.ualberta.ca.

Appeal Process and Outcome

The Associate Dean (Academic) will review the appeal submission and may request to meet with the student to discuss the appeal. The Associate Dean (Academic) will then discuss the appeal with Student Services and (if relevant) the appropriate Program Committee Chair and other academic staff. The Associate Dean (Academic) will normally provide a written decision via email approving or denying the appeal within 14 calendar days of receiving the appeal. The decision will be communicated to the student as well as to Student Services.

Further Appeal

The decision of the Associate Dean (Academic) on any appeal for course substitutions or transfer credit assessment is final and cannot be further appealed. The only exception would be if there was new information related to the request, in which case the student should contact Student Services to request that their request be reconsidered.