



Lakeland College

Student Policies & Procedures

Rights & Responsibilities

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Lakeland College Student Code of Conduct

Student – Procedure 5.11

General Statement

Lakeland College endeavors to provide a learning environment that adheres to the principles of civility, respect and safety.

Guidelines

The Student Code of Conduct outlines the behavioural expectations for Lakeland College students as members of the college community. Students who do not adhere to the conduct expected will be subject to the Student Discipline Policy.

1. Students will obey college employees in the performance of their duties.
2. Students will obey health and safety regulations and will not intentionally create safety hazards.
3. Students will use fire or safety equipment appropriately, including signs and notices.
4. Students will not threaten to subject, or subject, any student, staff member or college visitor to physical or mental harassment, indignity, injury or violence.
5. Students will not direct abusive language, indecent or libelous statements, unfounded allegations or statements harmful to personal dignity towards students, staff members or college visitors.
6. Students will not violate the Lakeland College harassment policy.
7. Students will behave responsibly on college premises, in a college vehicle or at a college or students' association-sanctioned function.
8. Students will not use, distribute or be in possession of alcohol, illegal drugs and/or drug paraphernalia while:
 - on college premises other than as allowed in Procedure 8.59
 - in a college vehicle
 - at a non-licensed (dry) college or students' association sanctioned function
 - while on field trips, other than at a licensed establishment with approval from the instructor.
9. Students will not threaten to, damage, destroy, or move without permission, any college controlled property, property belonging to the students' association, or property belonging to a student, staff member or visitor to the college.
10. Students will only enter or use college property when authorized to do so.
11. Students will not possess firearms or restricted weapons on college property.
12. Students will not engage in unlawful behavior.
13. Students will adhere to the college's "Client Code of Ethics" regarding the use of computer facilities.
14. Students will adhere to the college's "Residence Code of Conduct."

Implementation Date: July 1, 2012

Latest Revision Date: October 6, 2015



Academic Integrity

Student – Procedure 5.12

General Statement:

Lakeland College students and staff share the responsibility for the academic integrity of the institution. Academic integrity is based upon honesty, respect and responsibility. Suspected cases of academic dishonesty will be investigated and dealt with fairly.

Guidelines:

In order to maintain academic integrity, students are responsible to familiarize themselves with what constitutes academic dishonesty. Examples include, but are not necessarily limited to:

1. Cheating, or any form of fraud, deceit, theft or omission. This may include actions such as the possession or use of crib notes and/or electronic devices, copying from another paper either before or during any academic exercise, theft of examinations, or aiding or abetting other individuals in fraudulent activities.
2. Plagiarism: The use and submission of another's work without appropriately identifying and crediting the individual. "Work" includes direct quotations longer than two words; facts that are not common knowledge or are arguable; judgments, opinions, or ideas of others, even if paraphrased or summarized; statistics, charts, tables, and graphs from other sources; or information or help provided by friends, instructors, or others.

Plagiarism can be judged to have occurred if:

- the instructor has both the material presented by the student and the original source from which this material was taken;
 - the student is incapable of explaining the terminology or ideas in the submitted material, and such terminology or ideas do not originate in the works contained in the accompanying bibliography or works cited page; or
 - the student cannot produce the notes or texts used to prepare his/her material for oral presentations.
3. Improper collaboration: inappropriate sharing of work on an assignment; group work situations where the degree of collaboration has exceeded the degree set by the instructor.
 4. Fabrication or falsification of results for use in an academic exercise.

Penalties

In consultation with the department chair, the instructor may impose the following penalties for acts of academic dishonesty:

- a) Student is required to re-submit an assignment.
- b) Student is assigned a mark reduction on the submitted work.
- c) Student is assigned a mark of zero on the submitted work.

In cases where a gross offense has occurred, or the student has committed multiple offences, the department chair may recommend one or more of the following sanctions to be carried out by the Registrar:

- a) A grade of "RW" in the course.
- b) Loss or repayment of scholarships and/or other awards.
- c) Suspension or expulsion from college.
- d) An order to rescind the student's credential.

Implementation Date: July 1, 2012

Latest Revision Date: October 1, 2013



Student Course Overload

Student – Procedure 5.13

General Statement:

To provide guidance to students wishing to take courses in addition to their regular course load. Students should consider the potential impact of course overload; while the additional course may not fulfill program requirements, the final grade received will factor into the student's term GPA. A lower grade point average may impact eligibility for awards or scholarships or academic standing.

Procedure:

1. Students wishing to take classes in addition to the prescribed schedule for their program (or more than five classes in University Transfer) must seek the permission of their department chair.
2. Upon receiving the request from the student, the department chair will consider the following:
 - a. The student's academic standing and progress to date. Students must have achieved a term grade point average of 2.00 (at minimum) and successfully completed the full course load in the previous term to be considered for course overload. Normally, course overloads will not be permitted in the case of a first year student in the first semester of their program.
 - b. The addition of the extra class must not create a timetable conflict with required courses. Students typically have the best chance of success when they have the opportunity to attend classes regularly.
 - c. The additional class should earn credit towards the student's program. The student's first priority is to successfully complete credits towards their current program.
3. Students will be required to pay the tuition and any associated mandatory fees for the additional class.
4. The addition and approval of the addition of a course overload will be communicated to the Office of the Registrar by completing a "Course Add/Drop" form.

Implementation Date: July 1, 2012

Latest Revision Date: October 1, 2013



Student Discipline

Student – Procedure 5.57

General Statement:

Registered students who do not comply with College policies, regulations and procedures may be subject to disciplinary action as stated in the guidelines of this policy.

Preamble:

All students should conduct themselves in accordance with College policies, regulations and procedures. Apprenticeship students are also subject to the rules and regulations as set out by Alberta's Apprenticeship and Industry Training department. In cases where student misconduct occurs, discipline will be applied in a manner consistent with the Student Discipline Policy. Consistent application of this policy ensures that students are aware of the range of disciplinary actions that may be applied by the College.

Guidelines:

1. Any employee has the authority to verbally warn a student.
2. An instructor has the authority to suspend a student on a temporary basis from a class, lab, field trip or other learning activity if the student's behaviour warrants such action.
3. An employee who imposes a disciplinary action upon a student should forward a completed Disciplinary Action Report (Appendix #1) to the Registrar.
4. The Registrar, or designate shall, in consultation with the appropriate administrator(s), chair, or dean, have the authority to:
 - a) place a student on disciplinary probation,
 - b) require the student to withdraw from a course,
 - c) suspend a student from college, or
 - d) expel a student from college.
5. Failure to meet conditions specified in the disciplinary letter shall result in review of the case by the authority that imposed the disciplinary probation or suspension and may result in action up to and including expulsion from the College.
6. College employees will be copied on written communications relative to disciplinary action as appropriate to the specific misconduct.
7. The Registrar will maintain the official file containing all written communications relative to disciplinary action.
8. A student who believes that they have been inappropriately reprimanded, placed on disciplinary probation, suspended or expelled may initiate an appeal in accordance with the Student Appeal Policy.

Disciplinary Actions:

One or more of the following disciplinary actions may be imposed at the discretion of the College. No particular order need be followed.

Disciplinary Probation - The student receives written notification of the misconduct which will include specific written conditions and a time frame for the probation which must be met by the student if they wish to continue in the College. Students who meet the specific conditions within the specified time frame shall have the probation lifted. Failure to meet the conditions shall result in a review of the case and may result in suspension from the College.

Exclusion - The student is excluded from a specific area of the campus for a specified period of time.

Expulsion - The student is expelled from the College indefinitely and shall be withdrawn from all learning activities and may be barred from the College grounds and buildings.

Fines - The student pays a sum to the college.

Mark Reduction - The student is subject to a mark reduction on an assignment or examination, or final grade.

Required to Withdraw (RW) Grade - The student is required to withdraw from a course and is assigned an "RW" grade which is calculated as a failing grade in the student's GPA.

Restitution - The student pays for damages incurred.

Suspension - The student is suspended from a class, a program or the College for a specified period of time. Students may also be suspended pending investigation of an alleged misconduct if it is deemed by the suspending authority that the presence of the student constitutes an impediment to the learning process and/or health and safety of members of the College community.

Verbal Warning - The student receives verbal notification of the misconduct and the implications of further misconduct. The student shall be permitted to continue in learning activities at the College.

Written Reprimand - The student receives written notification of the misconduct and the implications of further misconduct. The student shall be permitted to continue in learning activities at the College.

Implementation Date: September 26, 1988

Latest Revision Date: October 1, 2013



Student Appeal

Student – Procedure 5.58

General Statement:

The Student Appeal procedure provides guidelines for students to lodge a formal complaint or to appeal a decision made on behalf of Lakeland College.

Students are encouraged to seek resolution for their complaints through informal discussion with the individual(s) involved or with the assistance of other College employees. When the informal process is not effective, students should follow this procedure.

Definitions:

Appeal: To formally challenge a disciplinary or academic action, or an incident, situation, or condition where a violation of a student's rights has occurred.

Academic Action: Decisions made in connection with a student's coursework at Lakeland College, including but not limited to final marks, academic probation, academic suspension, repeat of a course, awarding of a credential, etc.

Disciplinary Action: Action(s) taken by the institution to discipline students who do not comply with College policies, regulations or procedures (see 5.57 Student Discipline).

Student: An individual enrolled in credit classes leading to a Lakeland College credential for which tuition has been paid to the college.

Decision Maker: An employee of the college whose decision the student wishes to appeal.

Supervisor: The term supervisor refers to a department chair, dean, director, manager or vice-president, who supervises the decision maker.

Guidelines:

1. Students needing assistance with preparing complaints or appeals may request help from their Students' Association, the Wellness Coordinator, or the Registrar.
2. The Registrar is also available to offer guidance to all participants in the Student Complaint and Appeal process, including students, decision makers and their supervisors.
3. A student who is appealing a disciplinary action may not be subject to that action until the appeal process is completed. However, if the Registrar and the Dean/Director or designate of the area involved deem that the student's presence will compromise the learning environment and/or constitutes a safety concern, the disciplinary action will proceed.
4. Timelines for a formal appeal may be adjusted by the mutual consent of the student and the employee that the complaint/appeal is directed to. The Registrar should be consulted where

delays to the process exceed the stated timelines. A balance must be maintained between giving the matter due and fair consideration and rendering a decision on time.

5. Where the complaint or appeal involves several students, they may take a group approach.
6. The student may invite a support person to be present at any meeting or hearing in the student appeal process. The college also reserves the right to have a second employee present at a meeting or hearing.
7. Strict propriety and confidentiality shall be observed regarding information received and discussions that take place.
8. When a student does not achieve resolution to their satisfaction, they may continue to the next level of appeal or complaint. The procedure provides at least two levels of hearing and appeal, with a final hearing/appeal directed to the vice-president level.
9. GPA standards for Honours & Distinction status, GPA standards for academic probation or academic suspension, admission decisions, and learning assessment and recognition decisions may not be appealed.
10. Students wishing to appeal final marks or marks on individual assignments, labs, exams, etc. should first follow Procedure 5.91 Formal Re-Evaluation of an Assigned Mark. However, those wishing to appeal a "Required to Withdraw" (RW) grade should follow 5.58 Student Appeal.

Appeal Procedure: Level One

- a. The student will provide a completed "Student Appeal" form to the decision maker within 5 working days of the decision being rendered. The student should state:
 - the decision being appealed,
 - the reasons for appealing the decision, and
 - the resolution sought.
- b. The decision maker will make every effort to meet with the student within one working day of receiving the completed form to discuss the appeal.
- c. Following the meeting with the student and within one working day, the decision maker will consider the student's appeal and add a written response to the bottom of the Student Complaint and Appeal form, returning a copy to the student. The decision maker will indicate whether the original decision has been upheld, modified (indicating changes) or reversed. In any case, reasons must be stated.
- d. The decision maker will also indicate the name of their supervisor in the event that the student wishes to pursue an appeal at level two.

Note: Where the supervisor of the decision maker is a vice president, the appeal moves from level one to level three.

Appeal Procedure: Level Two

- a. If the issue is not resolved to the student's satisfaction, a further appeal to the supervisor of the decision maker must be made within two working days as stated in the form.

- b. The student will update the Student Appeal form indicating their intention to proceed to Level Two. The student may wish to provide additional information in support of the appeal and/or modify the resolution they are seeking. The updated form is then delivered to the decision maker's supervisor.
- c. The supervisor will meet with the student within two working days following receipt of the form.
- d. Upon investigating the matter with the decision maker and in consideration of the student's appeal, the supervisor will provide a written decision, with reason(s), within one working day of meeting the student. The supervisor will also name the appropriate vice-president in the event that the student wishes to proceed to level three.

Appeal Procedure: Level Three (where applicable)

- a. An appeal to the vice president must be made within two working days of receiving the decision above.
- b. The student will update the Student Appeal form indicating their desire to proceed to Level Three. Again, the student may wish to provide additional information to support the appeal or modify the resolution sought. The student will then deliver the updated form to the vice-president.
- c. The vice-president will make every effort to meet with the student within two working days following receipt of the form.
- d. If the vice-president feels the situation warrants further review, she/he may call together an appeal panel consisting of a faculty member, a student member and an administrator unrelated to the case. Up to one week may be required to convene a panel. The student and the decision maker will be asked to meet with this panel separately to explain their positions.
- e. The vice-president will provide a written decision, with reasons, within one working day of meeting the student or within one day of the panel meeting. This decision is final.



Learning Assessment and Recognition

Student - Procedure 5.61

General Statement:

The purpose of this procedure is to provide guidelines to recognize the knowledge and skills associated with educational experience and training directly related to a student's program of study and award credit where appropriate. Transfer credit, course substitution, and advanced credit are all available to domestic students (Canadian citizens or permanent residents); and course substitutions are available to international students if they stay at Lakeland College for multiple programs or majors.

Guidelines:

1. Wherever feasible, a student should not be required to repeat previous learning experiences in which competence has been demonstrated, nor should more transfer credit be granted than previous learning experiences would warrant for successful completion of the program.
2. Recognition of prior learning should be based on demonstrated learning.
3. Recognition should be appropriate to the course or program in which it is accepted.
4. Recognition of prior learning should be consistent with the achievement levels required by the program in which it is accepted.
5. Recognition of prior learning should be for learning that has a balance, appropriate to the subject, between theory and practical application.
6. Assessment of prior learning will be made by content specialists, with external advice necessary.
7. Students wishing to earn a credential from Lakeland College will be required to complete some course work through Lakeland College. Residency requirements are set for individual programs.

Lakeland College recognizes prior learning in three ways:

Transfer credit - Lakeland College recognizes formal learning experiences supported by an official transcript from another institution.

Course Substitution – Lakeland College recognizes prior learning from Lakeland College courses taken from a student's previous program as substitutes for completion requirements for a different program or major as deemed appropriate.

Prior Learning Assessment Recognition (PLAR)/Advance credit - the student demonstrates their knowledge in the subject matter of a particular course by various means, including but not limited to portfolio assessment, interviews, oral examination, challenge examination, special project, practical and/or laboratory demonstrations.

Transfer Credit

1. Students seeking transfer credit must be enrolled or in a credentialed program of Lakeland College or have applied for admission to Lakeland College.
2. Students must submit official transcripts of previous formal learning to the Office of the Registrar for evaluation and assessment. Photocopies of transcripts will not be accepted.
3. Students should be prepared to submit course outlines and additional documentation upon request.
4. Transfer credit will not normally be awarded for course work completed more than seven (7) years prior to enrolment in the program to which credit will apply.

5. Transfer credit will be awarded for equivalent credit course work if the final course grade is at least equivalent to the graduating Grade Point Average (GPA) grade. Eg. A final course grade of “C” or higher could receive transfer credit if a graduation GPA is 2.00 which is a “C” average. A final course grade of “C-“ would not be eligible for transfer credit in the same program.
6. Where a formalized transfer agreement exists, the Registrar will examine the request and communicate the decision in writing to the Department Chair responsible for delivery of the course and the student.
7. Where a formalized transfer agreement does not exist, students may be levied a Transfer Credit Assessment fee, the Registrar’s Office will forward the recommendation to the Department Chair responsible for delivery of the course. The Department Chair will consider the recommendation, consult as necessary, render a decision and forward it in writing to the Registrar’s Office. The Registrar will communicate the decision in writing to the student and copy the Department Chair.
8. Where transfer credit is granted, no grade is assigned and the students program GPA will be calculated on the balance of their remaining courses.
9. Decisions made regarding transfer credit may not be appealed thru the Student Grievance and Appeal process.

Course Substitution (Internal Transfer Credit)

1. Students seeking course substitution must be enrolled or in a second credentialed program or major of Lakeland College or have applied for admission to a second program or major.
2. Course substitution will not normally be awarded for course work completed at Lakeland College more than seven (7) years prior to enrolment in the new Lakeland College program/major to which credit will apply.
3. The Department Chair responsible for the delivery of the subsequent program/major will consider the student request for course substitution, consult as necessary, render a decision and forward it in writing to the Registrar’s Office. The Registrar will communicate the decision in writing to the student and copy the Department Chair.
4. Where course substitution is granted, the original grade is assigned and the student’s program/major GPA will be calculated including the grade of the substituted course.
5. Decisions made regarding course substitution cannot be appealed thru the Student Grievance and Appeal process.

PLAR/Advance Credit

1. The academic department will identify courses for which advance credit may be awarded.
2. Students must apply to the department chair for advance credit.
3. The student will pay the appropriate non-refundable fee - normally equivalent to the tuition fee for that course. No application for advance credit will be assessed before the fee has been paid.
4. The academic department will assess the student’s application and arrange for assessment where assessment it is deemed appropriate.
5. The academic department will notify the Office of the Registrar of advance credit awarded or denied. The Office of the Registrar will then notify the student.
6. A grade is assigned as appropriate to the situation. The grade will not be calculated in the Grade Point Average.

Implementation Date: October 1, 2013

Latest Revision Date: April 7, 2016



Academic Probation

Student – Procedure 5.63

General Statement:

Lakeland College students must satisfy minimum standards of academic performance and adhere to standards for behaviour and attendance. Probation is a method of alerting students that they are not meeting these standards and that improvement is necessary for successful program completion. Students who are placed on academic probation are not considered to be “in good standing.” Good standing is necessary to be eligible for awards or bursaries or to participate in college athletics programs.

Academic Probation:

1. At the end of each module or term (depending on the program delivery format), the grade point average (GPA) is calculated. Students who fail to meet the minimum requirement of a grade point average of 1.50 or above will be placed on Academic Probation by the Registrar.
2. At any time during the term, Department Chairs may recommend that students be placed on Academic Probation by the Registrar if one of more of the following are found to be unsatisfactory:
 - academic performance (ie. mid-term evaluation, academic progress, etc.)
 - behaviour (see Student Discipline Procedure 5.57)
 - attendance (see Student Attendance in Class Procedure 5.83)
3. At any time during the term, Department Chairs may issue “Academic Warning” to notify students of expectations, program requirements, and options for improving academic success when students experience academic difficulties or course failures, which do not bring the term GPA below 1.50.
4. Students who have been placed on academic suspension and have sat out the required time period may be re-admitted to the program on Academic Probation. (See Academic Suspension Procedure 5.78).

Guidelines:

Placing Students on Academic Probation:

1. The Registrar will notify students in writing of their probationary status and the date when this status will be reviewed. Students will be advised of the various services available to them, as well as the risk of suspension from college following failure to improve. Attention will also be drawn to program graduation standards.
2. Letters notifying students of probationary status will be delivered to the academic department for distribution during the academic year. At the end of the academic year, these letters will be mailed to the student’s permanent address by the Registrar’s Office.
3. The length of probation will normally be one regularly scheduled academic term of the program in which the student is enrolled.
4. The performance of students on probation will be monitored by Department Chairs. The student’s commitment to attending counselling sessions and/or remediation work will be considered in the monitoring process.

Releasing Students from Academic Probation:

1. After review of the student's performance at the end of the probationary period, the Department Chair may recommend that the student be released from probation, continued on probation, or suspended from college (See Student Procedure 5.78 Suspension). Depending upon the terms of probation, a student is assumed to be released from probation at the end of the probation period unless otherwise notified.
2. The Department Chair may recommend that the student be released from probation before the end of the stated period.
3. A student changing programs while on probation will require the approval of the receiving Department Chair. The receiving Department Chair will assume responsibility for monitoring the progress of the student.

Implementation Date: April 5, 2005

Latest Revision Date: October 1, 2013



Grading System

Student - Procedure 5.66

General Statement:

Lakeland College has adopted a system of letter grades with numeric values for reporting final grades. In special circumstances, permission may be given through the course approval process to use a pass/fail grading system.

Guidelines:

The method that is used to determine final grades is primarily at the discretion of the instructor within the evaluation methods described in the course outline. This method must be communicated by instructors to their students at the beginning of every course. Details must also be documented in the course outline.

1. The letter grade system will be used to report final grades unless special approval has been obtained to use a pass/fail designation.
2. Designation and Description of Grades (Effective July 1, 2000):

A+*	4.00 points	Excellent
A	4.00 points	
A-	3.70 points	
B+	3.30 points	
B	3.00 points	Good
B-	2.70 points	
C+	2.30 points	
C	2.00 points	Satisfactory
C-	1.70 points	
D+	1.30 points	
D	1.00 points	Minimal pass
F	0.00 points	Fail

*Added effective July 1, 2004.

3. Prior to July 1, 2000, Lakeland College employed two grade systems, the 9 point system for University Transfer programming and the 4 point system for all other college programming. These grade scales are shown in Appendix A of this procedure.

Additional Symbols

AC	Advance Credit: Credit awarded for informal learning experiences.
AU	Audit: Student attended course on a regular basis. Performance not evaluated. No credit earned. Not calculated in GPA.
CC	Challenge Credit: Credit earned for successfully challenging an examination. Not calculated in GPA.
CF	Challenge Fail: Student failed to demonstrate a satisfactory level of achievement. No credit earned. Not calculated in the GPA.
IN	Incomplete: Academic performance satisfactory but course requirements not completed. A temporary grade awarded in special circumstances to students who require a specified amount of extra time (maximum of six months) to complete course requirements. No credit earned. Not calculated in GPA. Incomplete changed to failing grade (0.0 or 1.0) if course work not completed by prescribed deadline.
IP	In Progress: A permanent grade awarded when course instruction continues after the prescribed end date for the term. No credit earned. Not calculated in GPA.
MD	Mark Delayed: Awarded as an interim grade in situations where marks are late being submitted.
P/F	Pass/Fail: Awarded as final grades in specially designated courses. These courses are identified in the course description section of the College Calendar. Credit earned for Pass grades. Not calculated in GPA.
RW	Required to Withdraw: Suspension from a course. No credit earned. Calculated as failing grade in GPA.
TC	Transfer Credit: Credit awarded for course work at another institution. Not calculated in GPA.
W	Withdrawal: Student officially withdrew from the course prior to the prescribed deadline. No credit earned. Not calculated in GPA.
WF	Withdrawal with Fail: Official withdrawal from the course after the prescribed deadline. No credit earned. Calculated as a failing grade in GPA.

Implementation Date: December 2000
Latest Revision Date: October 1, 2013

Appendix A

9 Point System (to June 30, 2000)

	9	- Excellent
	8	
	7	- Good
	6	
	5	- Satisfactory
PASS	4	

FAIL	3	
	2	- Unsatisfactory
	1	

4 Point System (to June 30, 2000)

	4.0	Excellent - consistently outstanding performance.
	3.5	Superior - comprehensive understanding of subject areas.
	3.0	Good - accomplishment decidedly above the required level.
	2.5	Acceptable - consistent achievement.
PASS	2.0	Satisfactory - achievement sufficient to enable the student to progress with confidence in that subject.
FAIL	0 - 1.5	Unsatisfactory - insufficient achievement.



Challenge Exam

Student – Procedure 5.67

General Statement:

Lakeland College recognizes that many students enter the College with work and other experience that may reflect subject matter of courses offered for credit at the College. A procedure of challenge examination is a method of recognizing the experience and fulfilling graduation requirements. Students who believe that they are entitled to such credit have the right to apply for credit by examination.

Procedure

1. Students may apply for challenge examinations any time. The relevant department shall have the responsibility to evaluate each student's application and determine which courses may be challenged subject to the regulations below. The Chair and/or Instructor shall determine the time and date that the challenge exam will be written.
2. "Re-Examination/Re-Read/Special Project/Challenge Exam" forms are available at the Registrar's Office. Course outlines also are available on the college web site; however, the College is not obligated to provide any materials beyond this.
3. The student will complete the form and take it to the appropriate department Chair.
4. The department Chair, or designate, will review the student's request. The department's decision shall be recorded on the form.

If approved, the student will deliver the form to the Office of the Registrar and pay a non-refundable fee. The date of the payment will be deemed to constitute an official request for credit by examination. A copy of the form, indicating payment received, will be forwarded to the department Chair or designate by the Office of the Registrar. The student will make arrangements with the department regarding the date and time when the examination will be taken.

If the request is not approved, the department will forward a copy of the form to the Registrar's Office.

5. The examination shall be graded by the department and a grade assigned. Grades assigned will be "CC - Challenge Credit" or "CF - Challenge Fail". A challenged credit will not contribute to the student's credit load in that term and will not be calculated in the grade point average.
6. The Registrar's Office will notify the student regarding the status of his/her course challenge in writing.
7. A student may request a review of a challenge exam through the normal academic appeal process. Students will not be allowed to rewrite a challenge examination for credit.

Limitations

1. Students must obtain a passing grade on the challenge exam to receive Lakeland College credit.

2. The purpose of challenge examinations is to allow students to complete their studies. Transferability of these exams is important from a provincial point of view. Any students who experience difficulty transferring challenge exam credits to another institution should contact the Registrar for assistance.
3. No student may apply for credit by examination in a lower-level course if credit has been earned for a higher-level course.
4. In cases where pre-requisites exist, students may challenge only those courses for which they have the pre-requisites.

Implementation Date: 1986

Latest Revision Date: October 1, 2013



Student Rights and Responsibilities

Student – Procedure 5.73

General Statement:

These student rights and responsibilities have been established to help promote an environment of civility and safety. Students who register at Lakeland College agree to abide by the rules and regulations of the institution and are expected to conduct themselves in a forthright and honest manner.

Rights:

1. Students have a right not to be subjected to harassment, sexual harassment, bullying, discrimination, indignity, injury or violence.
2. Students have a right to access statements of policies, procedures and guidelines of the College and student organizations.
3. Students have specific information access and privacy protection rights as granted in accordance with Alberta's *Freedom of Information and Protection of Privacy Act* and College procedures.
4. Students may, individually or collectively, make their point of view known to any consulting or decision making body of the College by following College procedures. It is expected that the expression of these views will not be at the expense of the rights of others.
5. Students have the right to maintain a student press independent of College structure and policies.
6. Students will have access to their program content and requirements including special regulations and graduation requirements on or before registration day. Students will also have access to official course outlines containing evaluation methods, attendance requirements, and a schedule of major assignments and exams on the first day of class.
7. Students will be apprised of the designated communication method concerning class venue changes, cancellations or rescheduling at the onset of each class.
8. Students have the right to expect appropriate instruction or facilitation of learning in all courses with reasonable access to facilities, faculty members and/or student support for assistance with courses.
9. Students have the right to have assignments, essays, exams (excluding final exams) returned at timely and appropriate intervals. The instructor will consult students if a delay is to be expected.
10. Students have the right to request an opportunity to discuss individual course performance with the appropriate instructor a minimum of one week prior to the last day to withdraw without academic penalty.
11. Students have the right to request information on how course/program deficiencies can be cleared.
12. Students have the right to appeal a decision or ruling that affects them unless a college policy has declared that the matter is not able to be appealed.

Responsibilities

1. Students have a responsibility to adhere to the guidelines of the Student Code of Conduct and reflect a positive image on Lakeland College in official, co-curricular and extracurricular events.
2. Students have a responsibility to observe and abide by the regulations set out in the Lakeland College Student Policies and Procedures.
3. Students have a responsibility to attempt to resolve problems by communicating with the appropriate College personnel.
4. Students have a responsibility to ensure the effective management of the Students' Association, including Student Council and to ensure effective representation on college committees and councils as required.
5. Students have a responsibility to ensure that the student press acts in a responsible manner.
6. Students have a responsibility to familiarize themselves with course and program requirements.
7. Students have a responsibility to maintain academic integrity and to familiarize themselves with what constitutes academic dishonesty.
8. Students have a responsibility to maintain a satisfactory academic standing in keeping with the requirements of the college and their specific program or courses.
9. Students have a responsibility to be punctual and attend classes, labs and practicums. Students must familiarize themselves with specific attendance requirements for their particular program and/or courses or the requirements of their sponsors.

Implementation Date: July 1, 2012

Latest Revision Date: October 1, 2013



Recognition of Honours and Distinction Standing Student - Procedure 5.75

General Statement:

To recognize the high academic achievement of Lakeland College students.

Guidelines:

Recognition at Graduation

Students graduating with an Applied Degree, Diploma, Associate Diploma, Certificate, Associate Certificate, or Secondary Diploma, with a cumulative grade point average of 3.50 to 3.79 inclusive will graduate "With Honours."

Students graduating with an Applied Degree, Diploma, Associate Diploma, Certificate, Associate Certificate, or Secondary Diploma, with a cumulative grade point average of 3.80 or higher will graduate "With Distinction."

The designation "With Honours" or "With Distinction" will appear on the credential (i.e. Diploma/Certificate/Degree) and the student's transcript of marks (i.e. Business Administration Diploma with Distinction awarded June, 1991).

The grades from all required courses for the program will be calculated in the cumulative grade point average, except for PASS/FAIL grades. Where a course has been successfully repeated, only the higher grade will be included in the cumulative GPA calculation.

Recognition By Term

Fulltime students who achieve a GPA of 3.50 and above, *in a minimum of three graded courses over the course of a term* will be recognized in the form of a personal letter from the School's Dean, and have their name published on the "Dean's Honor Roll" which will be displayed by each school.

Recognition By Year

Full time students who achieve a cumulative GPA of 3.80 and above over two consecutive terms while enrolled *in a minimum of three graded courses in each term*, will be recognized in the form of a personal letter from the President, and have their name included on the "President's Honor Roll" which will be published in the media.

Implementation Date: March 2001

Latest Revision Date: October 1, 2013



Academic Suspension

Student – Procedure 5.78

General Statement:

Lakeland College students must satisfy minimum academic standards and adhere to attendance, behaviour, and other college policies. Students who fail to meet these standards and follow these policies will be suspended.

Guidelines:

1. The Registrar will suspend students from the College at the end of the academic year if their grade point average (GPA) for the academic year is less than 1.00.
2. Students who have been placed on academic probation may be suspended by the Registrar from the College on the recommendation of their Department Chair in the subsequent term if they fail to raise their term grade point average (GPA) to 1.50 or above.
3. At any time during the term, students may also be suspended from the College by the Registrar upon recommendation of the Department Chair if they are not meeting the attendance requirements, conditions of department warnings, probation, or learning contracts.
4. At any time during the term, students may also be suspended from college by the Registrar for disciplinary reasons (as per Procedure 5.57 Student Discipline).
5. Students who have been suspended more than once from the same academic program will not be allowed to continue in that program without the express permission of the department chair.
6. Academic Suspension based upon grade point averages is deemed final and not subject to student appeal.

Procedures:

1. Unless a final mark has been submitted, students will receive a grade of RW (required to withdraw) for courses in which they were enrolled at the time of suspension.
2. The Registrar will forward written notification of suspension to students. Letters will indicate the reason for suspension, length of suspension and time period in which to appeal.
3. When possible, the suspension letters will be delivered to the Department Chair to give to the student during the academic year. Otherwise, the suspension letter will be forwarded by mail to the permanent home address of the student by the Registrar's Office.
4. In the case of a successful appeal of suspension, notification of reinstatement will be forwarded in writing to the student by the Registrar. Re-instated students may be placed on academic probation.
5. The normal suspension period will be the subsequent regularly scheduled academic term of the program from which the student is suspended.

6. After sitting out for the required time period, suspended students who wish to return to the College (regardless of the school or program) must apply for re-admission, indicating their program choice and requested start date. The date of receipt of this request and the availability of resources will be considerations in determining the student's eligibility for continued study. In the case of academic suspension, returning students will be placed on probation.

Implementation Date: March 2001

Latest Revision Date: October 1, 2013



Security of Student Information

Student – Procedure 5.80

General Statement:

To protect the privacy of the student, the College must acquire written consent of a student prior to release of any personally identifiable information contained in the official student record. The College may release general statistical information to appropriate government agencies. Exceptions will also be made in emergency situations involving perceived danger to persons.

Guidelines:

1. No information regarding a student's status or official academic record will be released by an individual other than the Registrar's Office.
2. As the following information is a matter of public record, it may be released by the Registrar's Office without prior consent of the student:
 - a. confirmation that a student is/was registered at Lakeland College
 - b. the dates of enrolment
 - c. the program taken
 - d. the diploma or certificate received

If other information is requested, it will only be released upon the written consent of the student or at the discretion of the Registrar.

3. Information regarding a student's name, program and I.D. number is provided on the class list and is for the confidential use of the instructor.
4. The Registrar may exercise discretion in releasing information to law enforcement officials in situations that warrant release of information.
5. When training service is being provided on a contractual basis and no individual tuition fee applies, information from the student's record may be reported back to the client organization. Other sponsors require a release to receive information.
6. The College recognizes the privacy and the confidentiality of student's records/files throughout the College. Release of information contained in these files is subject to the following guidelines:
 - a. Upon request, the Registrar will provide students with the opportunity to view information on their student file.
 - b. Faculty and administrative officers of the college who have a legitimate interest in the material and demonstrate a need to know shall be permitted access to view the academic records of any student. (Such legitimate interest is presumed in the case of faculty members coordinating the student's program, serving on committees of selection or appeals and the awards office).

7. The official student academic record, supporting documents, and other student files are confidential and shall be the administrative responsibility of the Registrar.

8. Medical, Financial Aid and Wellness Advising Information:

- a. Financial Aid - The Financial Aid Officer maintains financial aid records, which may include:
- i) the institutional copy of Alberta, Saskatchewan and Canada student loans
 - ii) applications for scholarships and bursaries

The Financial Aid Officer will provide confirmation of enrolment, withdrawal and full/part-time status to funding agencies.

- b. Wellness Advising - The wellness advisor may maintain files on individual students, which may include:
- i) professional notations on counselling cases.

- c. Health Services - The health nurse maintains files on individual students, which may include:
- i) the student health service medical information sheet
 - ii) professional notations on individual cases
 - iii) student health care numbers

The Health Office may release student health care numbers to other health professionals (hospital, doctor) as may be necessary for the care of the student.

The information is compiled by Lakeland College staff in the Health Services, Financial Aid and Wellness Advising offices and may be released to individuals/ agencies not in the employ of the college only with prior informed written consent of the students).

Implementation Date: January 12, 1993

Latest Revision Date: October 1, 2013



Withdrawal and Fee Refund Student – Procedure 5.86

General Statement:

To provide guidelines for student withdrawal from individual courses and/or college and the refund of tuition and mandatory fees except fees collected for the Lakeland College Student health and dental plans or residence fees. Please see www.mystudentplan.ca/lakeland for information about the Health and Dental plan and www.lakelandcollege.ca for residence rate and refunds.

Guidelines:

1. Registered students are responsible for completing the appropriate paperwork for withdrawal and refund. Missed deadlines due to personal circumstances will be considered on an individual basis.
2. The decision to waive a financial or academic penalty will be made by the Registrar.
3. Students who are suspended from college forfeit any right to a refund.
4. Any outstanding balances, fines and costs of unreturned college property will be deducted from refunds.
5. Refunds will be returned to government student loans where the student is a loan holder.
6. The sponsoring agency will determine the refund payee in the case of a sponsored student.
7. Credit card payments will be refunded to that credit card within six months of payment. All other refunds will be paid by cheque.

Withdrawal from college (most full year programs)

- a. Unless otherwise stated, the refund period occurs within the first 20% of the scheduled delivery. The withdrawal period extends to the 60% point of scheduled delivery. These deadline dates are published in the Academic Schedule and/or the individual program schedules.
- b. Where students do not enroll on Registration Day (no show), a full refund of tuition and mandatory fees less the tuition deposit will occur automatically.
- c. Students must submit a completed “Withdrawal from College” form.
- d. During the refund period (up to 20%) the student’s enrolments will be removed from all current or future term courses. 100% refund of tuition and mandatory fees paid less the tuition deposit.
- e. After the refund period but during the withdrawal period (21% to 60%) “W” grades will be assigned to all current term course registrations where no final mark is available. No refund.
- f. After the withdrawal period has ended, “WF” grades will be assigned where no final mark is available. No refund.

Withdrawal from a course (most semester based enrolments)

- a. Unless otherwise stated, the refund period and withdrawal period follow the same times as stated above.
- b. Students must submit a completed “Course Selection Change” form to the Office of the Registrar.
- c. During the refund period the student’s enrolment will be removed from the class list. 100% of applicable fees will be refunded to the student’s account.
- d. After the refund period but during the withdrawal period a “W” grade will be assigned to the student’s enrolment in the class. No refund.
- e. After the Withdrawal period has passed a grade of “WF” will be assigned if no final grade is available.

Withdrawal from programs 16 weeks or less

- a. Unless otherwise stated, the refund period occurs within the first week of the scheduled delivery. The withdrawal period extends to the 60% point of scheduled delivery. These deadline dates are published for the individual program schedules.
- b. Where students do not enroll on Registration Day (no show), a full refund of tuition and mandatory fees less the tuition deposit will occur automatically.
- c. Students must submit a completed "Withdrawal from College" form.
- d. During the refund period (the first week) the student's enrolments will be removed. 50% refund of tuition and mandatory fees paid less the tuition deposit.
- e. After the refund period but during the withdrawal period "W" grades will be assigned to all course registrations where no final mark is available. No refund.
- f. After the withdrawal period has ended, "WF" grades will be assigned where no final mark is available. No refund.

Continuing Education

The refund schedule for courses delivered through the continuing education and extension department of each school may vary. Unless otherwise stated, the general refund schedule is as follows:

- a. Courses with 1-3 meeting times: 100% refund when withdrawing 2 full working days prior to course start date. No refund thereafter.
- b. Courses with more than 3 meeting times: 100% refund when withdrawing 2 full working days prior to course start date. 50% refund when withdrawing after first class and prior to second class. No refund thereafter.

Emergency Training Centre Course Fees

- a. Full refund when notifying Office of the Registrar in writing prior to the first day of the course. No refund is available after the course has commenced.
- b. No refunds for correspondence or on-line courses once materials have been sent and/or the registration has been activated.

Apprenticeship Programs

- a. All fees are due at the time of registration.
- b. All withdrawals must be reported by the apprentice to the Apprenticeship Registration Coordinator.
- c. Students withdrawing up to 5 working days prior to the first day of class will be eligible for a full refund less an administrative fee of \$100. No refund thereafter.

Implementation Date: October 1999

Latest Revision Date: April 22, 2014



Course Selection Change

Student – Procedure 5.88

General Statement:

To provide guidelines to students and staff on dropping, adding, withdrawing and auditing courses.

Guidelines:

1. Students may change their course selection by completing a “Course Selection Change” form and obtaining the approval of the instructor of the course and the department chair.
2. Changes are not processed until the completed “Course Selection Change” form is received in the Office of the Registrar.
3. Missed deadlines due to personal circumstances will be considered on an individual basis. The decision to waive a penalty will be made by the Registrar.

Adding or Auditing a Course

1. Students may add courses to their schedule or change from audit to credit within the first 20% of the term. Specific deadline dates may be found in the Academic Schedule or individual program schedules.
2. Students will be assessed additional fees for each course added to their schedule.
3. Full tuition is also assessed for course audits.

Withdrawal from a Course

1. Students may drop courses from their schedule during the refund period prior to the deadline specified in the Academic Calendar or individual program schedules, normally within the first 20% of the term. No record of the course registration is kept on the student’s transcript. A full tuition refund is applied to the student’s account.
2. After the refund period but during the withdrawal period (up to 60% of the course) a “W” grade will be assigned to the student’s enrolment in the class. No refund.
3. After the withdrawal period ends a student who chooses to withdraw from a class will be assigned a “WF” grade if a final grade is not available. No refund.

Implementation Date: October 1999

Latest Revision Date: April 9, 2014



Repeat of a Course

Student – Procedure 5.89

General Statement:

To provide guidelines to students wishing to repeat a course for credit.

Guidelines:

1. Students may attempt a particular course three times. However, students successfully completing a course are limited to one further attempt.
2. Students may attempt a practicum twice. However, students successfully completing a practicum may not attempt it again.
3. When a student has repeated a course, the higher mark shall count in the student's cumulative GPA. While the lower mark will not count in the ending cumulative GPA, the record of this registration and mark will remain on the student's transcript.

Reference: STU 5.65 Special Offerings of Courses.

Implementation Date: October 2001

Latest Revision Date: October 1, 2013



Supplemental Evaluation

Student – Procedure 5.90

General Statement:

Supplemental evaluation is to be used to provide qualified students an opportunity to complete program requirements for progress or graduation. This procedure does not replace informal makeup activities provided by instructors and does not cover course extensions, *special offerings or course repeats* (see *STU 5.65 and STU 5.89*).

Guidelines:

1. Students seeking a course supplemental evaluation opportunity from an instructor should be in good standing in all other aspects. The student's grade point average must be such that, upon successful completion of the supplemental evaluation, the student's eligibility to continue in the program or to graduate is sufficiently improved.
2. Supplemental evaluation may be considered where the student has failed a course, or needs to improve a passing grade to achieve the minimum grade point average for program continuation or graduation. Normally, requests are considered where there is an indication of a discrepancy between the student's actual knowledge and ability and the final grade awarded.
3. Schools have the authority to set a limit on the number of supplemental evaluations available to individual students. Notice of these limits will be published in the program handbook.
4. Supplemental evaluation may include re-examination, challenge examination, special projects, laboratory work, practical testing, etc.
5. The maximum grade increase allowed through supplemental evaluation will be one full letter grade (ex. F to D, D to C or D+ to C+, etc.). In the event that the results of the supplemental evaluation are less than the original grade, the original grade will stand.
6. Students must initiate their request for supplemental evaluation within 30 days of failing a course. All other requests will be considered on a case by case basis. Requests outside of the timelines for program completion (normally five years) will not be considered.
7. Requests for supplemental evaluations are to be approved by the Instructor and Chair, or in consultation with the Dean.
8. The Supplemental Evaluation form must be completed and the appropriate fee paid before the arrangements are made. Current fee rates will be posted to the college web site.
9. The Instructor and Chair will make arrangements for the preparation and marking of the supplemental evaluation.
10. The percentage allotted to the supplemental evaluation will not be less than the weight that was allotted in the original course evaluation procedure.
11. On completion, the instructor will notify the Registrar in writing of the results and final grade to be posted to the student's record. An updated transcript will be forwarded to students who do not have access to My Lakeland.

Implementation Date: October 2001

Latest Revision Date: October 1, 2013



Formal Re-evaluation of an assigned Mark

Student – Procedure 5.91

General Statement:

To provide guidelines for students wishing to have an assigned mark formally re-evaluated.

Guidelines:

If students feel a formal re-evaluation is necessary, the student should first discuss the matter with the instructor.

1. Normally, requests for formal re-evaluation should be made within 5 days of receiving the grade.
2. If the instructor is not available or if the student is not satisfied with the instructor's review, the student should complete the appropriate form and submit it to the Chair for review.
3. If the request is approved, the student is required to pay the appropriate fee.
4. If the student is not satisfied with the decision at any stage, they may appeal that decision through the college's student appeal procedure.

Implementation Date: November 2001

Latest Revision Date: October 1, 2013



Residence Code of Conduct

Student – Procedure 5.95

General Statement:

To provide all students in residence an equitable and fair process of resolving incidents of misbehavior. The residence discipline procedure covers behavior that occurs within residence or the areas adjacent to the residence complex including the residence parking lots.

**Residence is a community of students who have a common purpose in educational advancement and personal development. Residents and residence staff work together to build a strong community characterized by civility, diversity and provides protection of personal safety and property.*

**Living in residence is much more than just occupying a room. It is living in a community that includes individuals with different national, racial, ethnic, religious and political beliefs and individuals with different sexual orientations and gender identities. Within residence, we believe in mutual respect. By working and living together, we learn from one another and strive toward an atmosphere of positive contact. Every community member has the right live in an environment free from harassment and unfair treatment. Bigotry has no place within our community and no one has the right to degrade another human being. We are committed to maintaining and promoting a healthy and diverse community. All residents are accountable for their own behavior.*

Community Standards:

Community standards have been established in order to create a safe, comfortable living and studying environment. Community standards are in place to ensure your physical and emotional well-being and to protect personal and college property. The following principles apply to all residents:

- Respect the physical and emotional rights of fellow residents
- Respect the educational mission of the college, helping to maintain an environment conducive to academic achievement
- Exercise care and consideration when using college facilities
- Be concerned with your own personal development and purpose for residing in this community
- Accept responsibility for your behavior and that of your guest (s) at all times. Discipline is viewed by student residence as an acceptance of one's responsibility within a community with respect for the rights of others, and as an educational means of correcting inappropriate behavior

Discipline System:

Misconduct by residence students or guests in residence will result in discipline against the individuals involved in the incident. If the college deems the violation to be of a more serious nature, the college will evict the individual (s) from residence within 24 hours, and/or take further steps if deemed necessary. The standard of whether a resident is "responsible" or "not responsible" for the violation of the policies rests with the "preponderance of evidence" – that is, would a reasonable person, upon reviewing the information provided, come to the same conclusion as the administrator reviewing the case. The standard in residence discipline cases is unlike criminal cases which are usually "proof beyond a reasonable doubt." Any behavior (not limited to the following), which adversely affects a student or staff's rights or adversely affects the college or personal property, is subject to disciplinary procedures.

Possible Sanctions:

Fines

Fines may be assessed by the residence office. All fines will be directed toward residence life programming. All fines must be fully paid within 30 days. Non-payment of fines or restitution for damages will result in an eviction.

Residence Probation

Residence probation will last for a 12-month term for semester students and on a case-by-case basis for students staying less than 17 weeks. The terms of probation may involve restriction of student privileges and/or set behavioral expectations, violation of which will result in further sanctions. The student may request review of probation after six months, or before they return to residence for another term.

Residence Eviction

The Residence Life Facilitator, and the Coordinator, Residence Services are responsible for notices of eviction. Any resident is subject to immediate eviction from residence for behaviors including, but not limited to:

- Verbal or physical abuse to a college official
- Break and enter
- Hazing
- Possession of firearms, weapons, ammunition, fireworks, or dangerous chemicals on residence premises
- Non-payment of rent
- Physical/sexual assault
- Repeated violations of residence policies
- Tampering with the fire safety equipment, pulling fire alarms, discharging fire extinguishers, disconnecting or impairing heat and smoke alarms (RCMP will automatically be called)
- Use or possession of illegal drugs and/or drug paraphernalia
- Withdrawal or suspension from an academic program

Lakeland College reserves the right to contact authorities including the RCMP if any violation warrants.

Notice to Vacate:

Residents have 48 hours' notice to vacate residence. Under certain circumstances immediate eviction is required. If it is deemed that the presence of the student is a risk to him/herself, other students, staff or property of the college, the student can be asked to leave immediately. A student who has been evicted from residence will not be permitted into residence for a minimum of 12 months and will forfeit his/her damage deposit.

Appeal Procedure:

The Coordinator, Residence Services will decide if the student is allowed to remain in residence during the appeal procedures. The Coordinator, Residence Services also may decide in instances when a decision is deemed final and not subject to residence appeal.

Level One

- a. The student will provide a written and dated residence grievance appeal form (available at the residence office) to the Residence Life Facilitator (decision maker) within two working days of the decision being rendered.
- b. The decision maker will meet the student within two working days of receiving the student grievance and appeal form from the student.
- c. The decision maker will complete the bottom half of the student grievance

Level Two

- a. If the issue is not resolved to the student's satisfaction, a further appeal to the Coordinator, Residence Services and two designated students must be made within two working days as stated in the form.
- b. The student will update the student grievance and appeal form and deliver to the Coordinator, Residence Services outlining the basis for the appeal and the solution sought.
- c. The Coordinator, Residence Services and two designated students will meet with the student within two working days following receipt of the form. A student support person and/or decision maker may be asked to join the meeting.
- d. The Coordinator, Residence Services will provide a written decision including reason within one working day of meeting the student.

Level Three

If the student wishes to proceed, this must be done within three working days, the student may make one final appeal to the Director, Lakeland Enterprises. The decision of the Director will be final.

Implementation Date: Fall 2003

Latest Revision Date: October 29, 2014

**APPENDIX A
RESIDENCE CODE OF CONDUCT CHART
STU 5.95**

Conduct not permitted	Minimum sanction first occurrence	Minimum sanction second occurrence	Minimum sanction third occurrence
Allowing unauthorized person(s) into the residence overnight or longer (breach of guest pass procedure)	\$100 fine and no guests for remainder of stay	eviction	
Break and entry (zero tolerance)	eviction		
Bringing or keeping pets in residence	written warning & removal of pet	written warning and \$250 fine	eviction
Causing mischief, disruption or obstruction of college activities within residence	verbal warning	written warning and \$100 fine	eviction
Consumption, possession or distribution of alcohol in unauthorized areas including outdoors which is public property	verbal warning	written warning and \$150 fine	eviction
Driving and/or parking on non-road surfaces including sidewalks	verbal warning	written warning and \$100 fine	eviction
Failure to comply with and/or identify oneself or furnishing false information to college officials or law enforcement officers	verbal warning	written warning and \$100 fine	eviction
Failure to maintain clean kitchen/living area	verbal warning	written warning	\$100 fine plus cost of cleaning
Failure to return inspection report (within one week of check-in)	\$75 fine plus liability for damages		
Failure to report to the Residence office when requested	\$100 fine	\$200 fine	eviction
Failure to check-out	\$75 fine plus cost of key and parking pass		
Garbage/recyclables left on or beside outside steps	verbal warning	written warning plus \$100 fine	eviction
Giving unauthorized persons residence keys/making copy of residence keys	immediate eviction		
Harassment and/or verbal assault (zero tolerance)	immediate eviction		
Lost Keys	\$40 fine		
Making own repair to college property	\$100 fine plus cost of repairs	eviction	
Moving without authorization	written warning plus \$100 fine	eviction	
Non-payment of rent	written warning	eviction	
Open flame (candles, incense)	verbal warning	\$100 fine	eviction
Open outdoor fires	immediate eviction		
Operating a business from residence	verbal warning	\$100 fine plus cost of mail delivery	eviction
Parking in no-parking, loading and tow zones	vehicle towed at owner's expense		
Party violation	verbal warning	\$200 fine plus loss of party privileges	eviction
Performing an act that may be a safety hazard to yourself and others	immediate eviction		
Possession of firearms/paintball guns/air and air soft rifles/bow and arrows/fireworks/ammunition or dangerous	immediate eviction		

chemicals on residence property (zero tolerance)			
Propping internal or external residence doors/tampering with doors	verbal warning	written warning and \$150 fine	eviction
Physical assault (zero tolerance)	immediate eviction		
Removing furniture from common areas to outdoors/bring in unauthorized furniture	verbal warning	\$200 fine plus cost of replacing furniture	eviction
Stunting with a vehicle	RCMP will be notified		
Smoking in a non-smoking area	verbal warning	written warning \$150 fine plus clean up	eviction
Tampering with fire safety equipment (zero tolerance)	immediate eviction		
Theft of college or other residents' property (zero tolerance)	immediate eviction		
Use, possession or distribution of illegal drugs and/or drug paraphernalia (zero tolerance)	immediate eviction		
Vandalism (damage to College property – zero tolerance)	immediate eviction plus cost of damage		



Electronic Device Use

Student - Procedure 5.96

General Statement:

To provide guidelines on the use of electronic devices (including cell phones, computers, calculators, iPods, etc.) during class time.

1. The use of electronic devices is prohibited in the classroom and exam rooms unless expressly authorized. Unauthorized use may result in confiscation of the equipment and/or disciplinary action.
2. Students will restrict their computer work to authorized use only in the classroom and exam rooms. Authorized use is dictated by coursework and instructor guidance. Unauthorized use includes checking email messages, playing games, blogging, and opening software that is not required at the time for the class or the exam.

Implementation Date: March 1, 2008

Latest Revision Date: October 1, 2013



Access to Information and Protection of Privacy General – Procedure 8.78

General Statement:

To provide guidelines that reflects the underlying principles of the *Freedom of Information and Protection of Privacy* (FOIP) Act and to apply them in a manner appropriate to the College setting.

Definitions:

Lakeland College is committed to the protection of the privacy of those who work and study here. As a publicly funded institution, which operates with a high degree of autonomy and self-regulation, the College adheres to the principle of freedom of information and is obligated to be accountable and accessible to the public.

The FOIP Act is based on five principles:

The public has the *right of access* to records held by public bodies, unless the Act specifically allows for the record to be withheld. This right of access is the cornerstone of openness and accountability of public bodies to the public.

Personal privacy is protected by rules that public bodies must follow in the collection, use, protection and disclosure of personal information.

You have *the right to see personal information about yourself*. This is a broad right of access with few exceptions.

You have *the right to request corrections* to your personal information if it is not accurate.

An independent review can be requested of decisions about disclosure of information and possible violations of individual privacy. The Office of the Information and Privacy Commissioner conducts these reviews.

These guidelines apply to all College records within the custody of or under the control of the College, but are not intended to replace or restrict existing policies and procedures within the College community relating to access and disclosure, such as those which govern access to student records, personnel records and information compiled pursuant to disciplinary or dispute resolution mechanisms. All such policies and procedures should be reviewed to ensure that they are in keeping with the principles set out herein.

Procedures:

Definitions - As per the *FOIP Act*

Record - a record is recorded information in any form, including books, documents, maps, drawings, photographs, letters, vouchers, papers, and any other information that is written, photographed, recorded or stored in any manner, including handwritten notes and electronic correspondence or messages, created or received in carrying out the business of a public body.

Software and other mechanisms used to produce records are not considered records for purposes of the legislation.

Personal Information - means recorded information about an individual, including:

- a) the individual's name, home or business address, home or business telephone number;
- b) the individual's race, national or ethnic origin, colour or religious or political beliefs or associations;
- c) the individual's age, sex, marital status or family status;
- d) an identifying number, symbol or other particular assigned to the individual;
- e) the individual's fingerprints, blood type or inheritable characteristics;
- f) information about the individual's health and health care history, including information about a physical or mental disability;
- g) information about the individual's educational, financial, employment or criminal history, including criminal records where a pardon has been given;
- h) anyone else's opinions about the individual; and
- i) the individual's personal views or opinions, except if they are about someone else.

Access to Information

Any person shall be granted access to College records as defined herein, subject to exemptions required or permitted under the *FOIP Act*. Informal requests for information shall be handled by contacting the appropriate department. Requests that cannot be handled in the department will be referred to the College's FOIP Coordinator. Formal FOIP requests can be filed with the FOIP Coordinator's Office. Details on filing a formal FOIP request can be found in Procedure 8.79, **Handling Information Requests**. Staff and students should refer to Appendix A and Appendix B in reference to accessing their personal information.

Protection of Privacy

Collection and Accuracy of Personal Information

The College shall collect and record only personal information needed for the provision and administration of college programs and services. Every effort will be made to ensure that the information collected is accurate and is kept private.

Use of Personal Information

The College shall not use personal information in its custody or under its control except:

- a) for the purpose for which it was collected or compiled or for a use consistent with that purpose;
- b) for statistical analyses;
- c) if the individual the information is about has identified the information and consented, in the prescribed manner, to the use; and
- d) in other circumstances permitted by Section 38 of the *FOIP Act*.

Disclosure of Personal Information

Disclosure of information means the release of information in a record to someone other than to the employees in the area of the College that holds the record. Section 38(1) of the Act permits the disclosure of personal information only under certain stipulated conditions.

Retention and Disposal of Personal Information

The College shall take reasonable precautions to protect the security of College records containing personal information. Procedure 8.73, **Records Retention**, outlines in detail College policy on the retention and disposal of College records.

Implementation Date: August 11, 1999

Latest Revision Date: July 23, 2013

Appendix A

Guidelines for privacy protection and access to Lakeland College student records

Lakeland College complies with the Freedom of Information and Protection of Privacy Act of the Province of Alberta. The personal information of students collected by Lakeland College is used in the normal course of operations in accordance with this legislation.

Definitions: Personal information includes name, maiden name/other name, address, telephone, gender, marital status, birth date, social insurance number, citizenship information for non-Canadians, previous educational and/or employment background including academic records, letters of referral and location of activity, medical history, fees assessed and paid to the College, correspondence generated by the College to the student regarding academic standing or disciplinary action taken.

Collection, Storage and Accuracy of Student Records

The Registrar's Office is responsible for the collection of student personal information and storage of the official Lakeland College student record. Academic and operations departments may also collect and store personal student information. Student information may be recorded in a paper file, a permanent record card, or electronic format.

Changes and updates to personal information are done upon notification to the Office of the Registrar.

Procedure 5.81, **Retention of Examinations and Interim Grades**, provides guidelines for the retention of academic examinations and interim grades. Students requesting changes or correction to their academic record (grades, academic probation or termination, etc.) should follow the Student Appeal Policy as set out in the Academic Calendar.

Access to Student Records

Students wishing to review the contents of their official Student Record should contact the Office of the Registrar.

College employees will only access a student's record as operationally required.

In the normal course of operations, the Registrar's Office is required to share student information with Stats Canada and the Government of Alberta for statistical purposes. Requests from other sources will be dealt with case by case to ensure that the privacy of individual students is protected while adhering to the spirit of access to information.

Protection of Privacy

Lakeland College is committed to establishing and maintaining strong and effective mechanisms to protect the privacy of our students. Procedure 5.80 **Security of Student Information** outlines the measures in place to ensure protection of privacy. Employees of Lakeland College with access to student information are required to maintain the confidentiality of student records.