

Temporary Process for Non-Compliance of a Responsibility Violation

Due to the COVID-19 pandemic and the need to move to online learning the Student Rights & Responsibilities Office (SRRO) requires new strategies to remotely enforce student compliance with SRRO directives. The following tiered process is a temporary measure in order to be proactive and potentially mitigate current and future student non-compliance with the Student Rights & Responsibilities Policy and Procedure. The following process is for low/moderate violations and would not be used for high-risk situations.

- **Initial Request: Email to Student.** The student will be emailed by a SRRO employee notifying them of the potential responsibility violation and requesting that they either respond via email, phone and/or video conference. The student is given a deadline to respond (2-3 business days) and an explanation of possible outcomes/sanctions that may occur if the student does not respond.
- **Second Request: Phone Call to Student.** If the deadline passes from the initial meeting request email, the student will be called by a SRRO employee in order to follow up and notify them of the email that was sent. If the student cannot be reached and voicemail is available, a message will be left explaining the reason for the call and to check their email for further details. A deadline of two business days will be provided to either return the call and/or respond to the initial email.
- **Third and Final Request: Email to Student.** A final email will be sent to the student's email account reiterating the attempts made by the College to get in contact with them. It will be clearly communicated that if the student does not respond within 24 hours a full hold will be placed on their student account (SIS). The full hold does not negatively affect their ability to engage with course work but the student will not be able to register in future courses, receive an official transcript/document or be admitted to another program. The full hold will be removed from the student's account once they have met with the SRRO. In addition, the student will receive a responsibility violation due to non-compliance and will be entered into the SRRO database. If the student is in their last semester and/or any additional responsibility violations are submitted to the SRRO within the same semester the incident may be escalated to the AVP, Student Affairs Office for review and final decision.

Failure to complete assigned sanctions/outcomes: A similar process will be followed for students who have responded/met with SRRO but fail to complete any assigned sanctions/outcomes within the designated timeframe.

After the student has discussed the incident with the SRRO, whether that be by email, phone or video call, a follow up email will be sent to the student within 2 business days summarizing the meeting and outlining any appropriate sanctions/outcomes. Detailed instructions on how to complete the sanctions/outcomes will be provided along with a due date. Timeframes of due dates may range depending on the outcome assigned. All students are provided with an opportunity to request an

extension due to academic conflicts. If a student does not request an extension or fails to submit by the extended deadline, the SRRO will send a final email to the student.

- [Final Request- Email to Student](#). A final email will be sent to the student's email account reiterating the sanction/outcome that was to be completed and that they have missed the due date. It will be clearly communicated that if the student does not respond within 24 hours a full hold will be placed on their student account (SIS). The full hold does not negatively affect their ability to engage with course work but the student will not be able to register in future courses, receive an official transcript/document or be admitted to another program. The full hold will be removed from the student's account once they complete the assigned sanction/outcome. In addition, the student will receive a responsibility violation due to non-compliance and will be entered into the SRRO database. If the student is in their last semester and/or any additional responsibility violations are submitted to the SRRO within the same semester the incident may be escalated to the AVP, Student Affairs Office for review and final decision.