

HOLLAND COLLEGE		
Quality Process A07	Issue Date: February 10, 2021	Revision: FOURTEEN
Title: Monitoring Student Progress		Page 1 of 16
Authorized by: Sandy MacDonald, President of Holland College		

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1. PURPOSE:

To provide a process for monitoring student academic performance in order to optimize student success and support the full development of a student's academic potential.

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2. SCOPE:

2.1 This process applies to all DECLARED, FULL-TIME, FULL-LOAD students in a Holland College post-secondary program.

2.2 This process does not apply to Adult & Community Education.

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3. RELATED PROCESSES, DOCUMENTS & DEFINITIONS:

3.1 Quality Process [A10](#) - Student Appeals

3.2 Quality Process [B03](#) - Student Admissions and Registration in Post-Secondary Programs and Courses

3.3 Quality Process [C03](#) - Student Support Services

3.4 Quality Form 007 - Post Secondary Student Change of Status (on-line form)

3.5 Quality Form [272.docx](#) - Academic Alert Template

3.6 Quality Form [272.oft](#) - Academic Alert *(email notification)

3.7 Quality Form [273.docx](#) - Academic Concern Template

3.8 Quality Form [273.oft](#) - Academic Concern *(email notification)

3.9 Quality Form [274.docx](#) - Academic Probation Template

3.10 Quality Form [274.oft](#) - Academic Probation *(email notification)

(***Note:** .oft forms open an Microsoft Outlook Template; you MUST have the Outlook client installed on your computer)

3.11 Quality Form [013.pdf](#) ([013.docx](#)) - Student Request for Appeal

3.12 Quality Form [151.pdf](#) ([151.docx](#)) – Referral for Academic Support Services

3.13 Flow chart – [Monitoring Academic Progress](#)

3.14 Flow chart – [Monitoring Student Progress – Academic Alerts](#)

3.15 Flow chart – [Monitoring Student Progress – Academic Standings](#)

DEFINITIONS:

3.16 The term “**Director**” referred to herein means the appropriate Director, Executive Director, or Vice-President (“VP”).

3.17 Academic Alert (AA):

An Academic Alert is a process used early in a course to:

1. Identify students whose academic progress and/or behaviour is putting them at risk of failing a course; and
2. Ensure students are made aware of available Student Academic Support Services and that a plan and/or strategy is put in place that will put students back-on-track for successful course completion.

3.18 Academic Standing: Academic Standing is a term used to denote a student’s status based on criteria for completing the credential. Holland College has defined four levels of Academic Standing.

- a) Good Academic Standing
- b) Academic Concern
- c) Academic Probation
- d) Academic Exit

3.19 Good Academic Standing: is assigned to a student who has no active academic restrictions (Academic Concern, Academic Probation or Academic Exit).

3.20 Academic Concern (Standing of): is assigned to a student who has failed two courses in the same semester.

3.21 Academic Probation (Standing of): is assigned to a student who has:

- a) failed three or more courses in the same semester;
- b) not met the academic conditions outlined in their Academic Concern;
- c) been accepted into a full-time College program, but who has not met some or all of the admission requirements for the program; and/or

- d) been Academically Exited from a College program and who after an absence of one full academic year is being re-admitted to the same full-time College program.

3.22 Academic Exit (Standing of): is assigned to a student who has:

- a) not met the program attendance requirements;
- b) not met the academic conditions outlined in their Academic Probation, Academic Concern, or Academic Alert Level 2;
- c) failed to pass a pre-requisite course resulting in the inability to continue in the program; and/or
- d) for the third time, failed the same course that is required for graduation.

3.23 Exited: An administrative process to initiate a change in a student's enrollment status at the College from active to inactive. An exit may result from, but is not exclusive to, program graduation, successful completion of a course, voluntary withdraw, academic failure, or lack of attendance.

3.24 Declared Student: A student who has met the admission requirements, is formally accepted in a post-secondary program, and is enrolled in courses required to fulfill the graduation requirements for that program.

3.25 Full-load: A student is enrolled in all courses being offered in a program schedule.

3.26 Full-time Student (post-secondary): A student enrolled for a minimum of 15 hours per week that span a semester, or enrolled in 3 or more credit courses that have a minimum combined credit value of nine that span a semester.

3.27 Designate: A program affiliated staff member identified by the Program Manager.

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4. RESPONSIBILITIES:

4.1 President: for ensuring overall institutional and operational compliance with this process.

4.2 Director/Executive Director/VP: for ensuring their departments understand and comply with this process and for approving or denying the extension of a period of Academic Probation as provided in this process.

4.3 Learning Manager/Instructor/Designate: for monitoring student progress, for attempting to resolve situations informally, for completing and maintaining required documentation, for initiating this

process when necessary, for developing action plans, for referring students to student support services, for making reports and recommendations as required pursuant to this process to their Program Manager. In some cases, a Program Manager will assign a Designate who will take the lead for monitoring the student's progress.

- 4.4 Program Manager/Designate:** for receiving reports and recommendations, and for making decisions where and when appropriate as required by this process. In some cases, a Program Manager will assign a Designate who will assume some of the roles of the Program Manager. However, all decisions of probation or exit will be approved by the Program Manager.
- 4.5 Student Academic Support Services:** for working with students and Program Instructors as described in this process.
- 4.6 Registrar:** for ensuring the Registrar's Office staff understand and comply with this process.
- 4.7 Registrar's Office:** for working with Program Managers to monitor Academic Standings of students, maintaining student files and other administrative functions described in this process.
- 4.8 Retention and Part-Time Studies:** for providing students with strategic academic support, academic advising, and career preparation.

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5. PROCESS:

STUDENT RESPONSIBILITIES

5.1 Holland College Board Regulation [50-01-1](#) (Student Rights and Responsibilities) includes the following statement of student responsibilities.

Students have a responsibility to:

1.1 familiarize themselves with and adhere to, the policies, rules, regulations, codes, processes and procedures of the College.

1.5 inform themselves of program requirements, course outlines, evaluation and assessment methods, and class schedules.

1.6 attend classes and other scheduled activities, and to maintain a satisfactory level of progress in their program and courses.

1.7 seek clarification on any aspect of their program and courses as needed or required.

1.10 communicate with their Instructors and College Counselors to solve any problems encountered.

5.2 BR-50-01-1 also includes the following statement of Student Rights:

20. Academic Information - The right to

- a) be informed of and provided access to course information such as course outlines, student assessment, schedule of classes and activities, principle assignments, penalties for delays, attendance requirements and notice of standing on request;
- b) be informed in advance of any substantive changes to the above;
- c) obtain and or review completed and marked assignments and tests unless otherwise advised in advance by the Instructor;
- d) subject to the student being in 'good standing', obtain their marks and College certification within a reasonable time frame;

5.3 The process of monitoring student academic performance recognizes the rights and responsibilities of Holland College students and is intended to optimize student success and support the full development of a student's academic potential.

MONITORING STUDENT PROGRESS

5.3 The purpose of monitoring student academic performance is to optimize student success and support the full development of a student's academic potential. Using assessment, grading and attendance records, academic monitoring is an ongoing process that occurs during and after each program semester.

5.4 Learning Managers/Instructors/Designates play a primary role in monitoring student progress with the support of Program Managers, Student Academic Support Services, the Office of Retention & Part-Time Studies, Student Counselors and the Registrar's Office.

ACADEMIC ALERTS

5.5 The purpose of an Academic Alert is to, as soon as possible, identify students whose academic progress and/or behaviour is putting them at risk of failing a course, to ensure students are made aware of available Student Academic Support Services, Retention & Part-Time Studies, and/or Counselling Services and that a plan and/or strategy is put in place that will put students back-on-track for successful course completion. An Academic Alert is not an 'Academic Standing'.

5.6 While Academic Alerts are generally progressive with an AAL2 following a AAL1, there may be situations, such as when it becomes evident past the midpoint of the course that the student is in imminent danger of failing the course, where the student will be issued an AAL2 without first receiving an AAL1.

Academic Alert Level 1

5.7 As early as possible, within the first four weeks of a semester an Academic Alert Level 1 is issued to a student whose progress and/or behaviour is putting them at risk of failing a course. The following table outlines the process and responsibilities for implementing an Academic Alert Level 1.

ACADEMIC ALERT LEVEL 1		
ACTION	RESPONSIBILITY	
1. Using QF272 Academic Alert , meet with the student to address their concerns; (see *Note1 below)	Learning Manager/ Instructor/ Designate	
2. Advise the student of available Student Academic Support, Office of Retention & Part-Time Studies and/or Counselling Services and with the student, put in place a plan/strategy that will put the student back-on-track for successful course completion. This plan/strategy may or may not include a QF151 Referral for Academic Support Services;		
3. Choose a date for a follow up meeting (2-3 weeks recommended) to re-address the AAL1 with the student;		
4. Have the student sign and give them a copy of the AAL1;		
5. Share the AAL1 with other program Learning Managers/Instructors/Designates, Program Manager and the Office of Retention & Part-Time Studies;		
6. Maintain a record of the student's progress and student meetings.		
ACADEMIC ALERT LEVEL 1 FOLLOW-UP		
1. At the follow-up meeting with the student:		
2. If the plan/strategy is working and the student is back-on-track for successful course completion, the AAL1 is marked Complete;		
3. If the plan/strategy is not working and the student is not back-on-track for successful course completion, the AAL1 is marked Incomplete and an AAL2 may be issued;		
4. Share the updated AAL1 with program Learning Managers/Instructors/Designates and the Program Manager;		
5. Continue to work with the student toward achieving student success.		
ACTION	RESPONSIBILITY	
1. If more than one Learning Manager/Instructor/Designate identifies the same student as being at risk of failing a course, the Program Manager may identify one Designate to act as the primary liaison with the student; *Note1	Program Manager/ Designate	
2. Receive AAL1s;		
3. Maintain an updated list of all students in receipt of AAL1s.		
ACTION	RESPONSIBILITY	
1. Receive the AAL1;	Retention and Part-Time Studies	
2. Contact the student by email, advise them they have received the AAL1 and request a meeting to identify any applicable supports required;		
3. Work with the student towards achieving student success.		
ACTION	RESPONSIBILITY	
1. Receive the QF151 with all relevant information including the AAL1;	Retention and Part-Time Studies	

2. Contact the student by email, advise them they have received the QF151 and set up a meeting to identify the appropriate supports required;	Student Academic Support Services
3. In the email sent in 2 above, CC the Program Manager;	
4. Work with the student toward achieving student success.	

Academic Alert Level 2

5.8 An Academic Alert Level 2 is issued if:

- a)** the plan/strategy identified in the AAL1 is not working and the student is not back-on-track for successful course completion;
- b)** a student is in imminent danger of failing a course.

5.9 The following table outlines the process and responsibilities for implementing an Academic Alert Level 2.

ACADEMIC ALERT LEVEL 2	
ACTION	RESPONSIBILITY
1. Using QF272 Academic Alert , meet with the student to address their concerns;	Learning Manager/ Instructor/ Designate
2. Review the plan/strategy with the student to see what is or is not working and adjust the plan/strategy if necessary;	
3. If a QF151 Referral for Academic Support Services is being issued, advise the student they will be contacted by Student Academic Support Services via their Holland College email ;	
4. Choose a date for a follow-up meeting to re-address the AAL2 with the student;	
5. Have the student sign and give them a copy of the AAL2;	
6. Share the AAL2 with other program Learning Managers/Instructors/Designates, the Program Manager and Retention & Part-Time Studies Office;	
7. Maintain a record of the student's progress and student meetings.	
ACADEMIC ALERT LEVEL 2 FOLLOW-UP	
1. At the follow-up meeting with the student:	Learning Manager/ Instructor/ Designate
2. If the plan/strategy is working and the student is back-on-track for successful course completion, the AAL2 is marked Complete;	
3. If the plan/strategy is not working and the student is not back-on-track for successful course completion, the AAL2 is marked Incomplete;	
4. Share the updated AAL2 with program Learning Managers/Instructors/Designates and the Program Manager;	
5. Continue to work with the student toward achieving student success.	
ACTION	RESPONSIBILITY
1. Receive AAL2s;	Program Manager/ Designate
2. Maintain an updated list of all students in receipt of AAL2s.	
ACTION	RESPONSIBILITY
1. Receive the AAL2;	Retention and Part-Time Studies
2. Contact the student by email, advise them they have received the AAL2 and request a meeting to identify any applicable supports required;	
3. Work with the student towards achieving student success.	
ACTION	RESPONSIBILITY
1. Receive the QF151 with all relevant information including the AAL2;	Student Academic Support Services
2. Contact the student by email, advise them they have received the QF151 and set up a meeting to identify the appropriate supports required;	
3. In the email sent in 2 above, CC the Program Manager;	
4. Work with the student toward achieving student success.	

ACADEMIC STANDING

5.10 At the end of a student's first semester and each semester afterwards, all students will receive an overall evaluation and be assigned one of the academic standings identified below.

5.11 Notwithstanding the above paragraph,

- a) for programs delivered in a modular or compressed format, it may be possible that evaluations to determine academic standing can be made prior to the end of the semester.
- b) students may be assigned an Academic Probation Standing upon acceptance to the College for reasons defined in paragraph 5.12 (c).

5.12 The Holland College Academic Standings for DECLARED, FULL-TIME, FULL-LOAD students are as follows:

- a) **Good Academic Standing** – Good Academic Standing is assigned to a student who has no active academic restrictions (Academic Concern, Academic Probation or Academic Exit);
- b) **Academic Concern** – A standing of Academic Concern is assigned to a student who has failed two courses in the same semester;
- c) **Academic Probation** – A standing of Academic Probation is assigned to a student who has:
 - (i) Failed three or more courses in the same semester;
 - (ii) Not met the academic conditions outlined in their Academic Concern;
 - (iii) Been accepted into a full-time College program, but who has not met some or all of the admission requirements for the program; and/or
 - (iv) Been Academically Exited from a College program and who after an absence of one full academic year is being re-admitted to the same full-time College program.
- d) **Academic Exit** – A standing of Academic Exit is assigned to a student who has:
 - (i) Not met the program attendance requirements;
 - (ii) Not met the academic conditions outlined in their Academic Probation, Academic Concern, or Academic Alert Level 2;
 - (iii) Failed to pass a pre-requisite course resulting in the inability to continue in the program; and/or

- (iv) For the third time, failed the same course that is required for graduation.

Academic Concern

5.13 A standing of Academic Concern is assigned to a student who has failed two courses in the same semester. The following table outlines the process and responsibilities for implementing a Standing of Academic Concern.

ACADEMIC CONCERN	
ACTION	RESPONSIBILITY
1. As soon as possible at the end of the semester after final marks are available, Program Manager/Designate will receive a list of course failures from the Registrar's Office;	Program Manager/Designate
2. Student is being moved to Academic Concern. Complete the QF273 Academic Concern ;	
3. Advise the student they will be moved to Academic Concern for the next semester by sending the Academic Concern email notification. (Note: <i>email template includes Delivery-Receipt and Read-Receipt</i>)	
4. In the Academic Concern notification email to the student, CC the Designate and the Registrar's Office;	
5. Maintain an updated listing of all student academic standings and provide a copy to the Registrar's Office and to Program Instructors;	
6. At the beginning of the next semester, complete QF273 and forward a copy to the Registrar and the Office of Retention and Part-Time Studies. Meet with the student to review/sign the QF273;	
7. Continue to work with the student toward achieving student success.	
ACTION	RESPONSIBILITY
1. As soon as possible at the end of the semester after final marks are available, the Registrar's Office will send a list of course failures to the Program Manager/Designate;	Registrar's Office
2. Receive the QF273 and retain in student file;	
3. Receive updated listing of all student academic standings from the Program Manager;	
4. At the end of the academic year , indicate academic standing in email sent to all returning students.	
ACTION	RESPONSIBILITY
1. Receive the QF273;	Retention and Part-Time Studies
2. Contact the student by email, advise them they have received the Academic Concern notification and set up a meeting to identify the appropriate supports required;	
3. Work with the student toward achieving student success.	
ACTION	RESPONSIBILITY
ACADEMIC CONCERN FOLLOW-UP	Program Manager/Designate
1. At the end of the semester, review the student's progress;	
2. If a student on Academic Concern has met the conditions outlined in the Academic Concern, advise the student by email they will be moved to Good Academic Standing for the next semester;	
3. If a student on Academic Concern has not met the conditions outlined in the Academic Concern, the student will move to a standing of either Academic Probation or Academic Exit.	

Academic Probation

5.14 A standing of Academic Probation is assigned to a student entering a College program who has:

- a) been accepted into a full-time College program, but who has not met some or all of the admission requirements for the program;
- b) been Academically Exited from a College program and who after an absence of one full academic year is being re-admitted to the same full-time College program.

5.15 The following table outlines the process and responsibilities for implementing a Standing of Academic Probation on Acceptance:

ACADEMIC PROBATION (Students Entering Program)	
ACTION	RESPONSIBILITY
1. Issue a probationary acceptance letter to the student that clearly indicates their standing of Academic Probation and the conditions of their probationary acceptance. The letter will advise the student of their standing and make them aware of and recommend that they contact the Office of Retention and Part-Time Studies;	Registrar's Office
2. Provide a copy of the acceptance letter to the Program Manager and the Office of Retention and Part-Time Studies;	
3. Retain copies of the letter and related documentation in the student's file.	
ACTION	RESPONSIBILITY
1. Receive a copy of the acceptance letter from the Registrar's Office and provide a copy to Program Instructors;	Program Manager/ Designate
2. Maintain an updated listing of all student academic standings.	
ACTION	RESPONSIBILITY
1. Receive a copy of the probationary acceptance letter from the Registrar's Office.	Retention and Part-Time Studies

5.16 A standing of Academic Probation is assigned to a student who has at the end of the semester:

- a) Not met the academic conditions outlined in their Academic Concern; and/or
- b) Failed three or more courses in the same semester.

5.17 The following table outlines the process and responsibilities for implementing a Standing of Academic Probation:

ACADEMIC PROBATION (Standing at End of Semester)	
ACTION	RESPONSIBILITY
1. As soon as possible at the end of the semester after final marks are available, Program Manager/Designate will receive a list of course failures from the Registrar's Office;	Program Manager/ Designate
2. Student is being moved to Academic Probation. Complete the QF274 Academic Probation ;	
3. Advise the student they will be moved to Academic Probation for the next semester by sending the Academic Probation email notification. (Note: email template includes Delivery-Receipt and Read-Receipt)	
4. In the QF274 email to the student, CC the Designate, and the Registrar's Office;	
5. Maintain an updated listing of all student academic standings and provide a copy to the Registrar's Office and Program Instructors;	
6. At the beginning of the next semester, complete QF274 and forward a copy to the Registrar and the Office of Retention and Part-Time Studies. Meet with the student to review/sign the QF274;	
7. Continue to work with the student toward achieving student success.	
ACTION	RESPONSIBILITY
1. As soon as possible at the end of the semester after final marks are available, the Registrar's Office will send a list of course failures to the Program Manager/Designate;	Registrar's Office
2. Receive the QF274 and retain in student file;	
3. Receive updated listing of all student academic standings from the Program Manager;	
4. At the end of the academic year , indicate academic standing in email sent to all returning students.	
ACTION	RESPONSIBILITY
1. Receive the QF274;	Retention and Part-Time Studies
2. Contact the student by email, advise them they have received the Academic Probation notification and set up a meeting to identify the appropriate supports required;	
3. Work with the student toward achieving student success.	
ACTION	RESPONSIBILITY
ACADEMIC PROBATION FOLLOW-UP	Program Manager/ Designate
1. At the end of the semester, review the student's progress;	
2. If a student on Academic Probation has met the conditions outlined in the Academic Probation, advise the student by email they will be moved to Good Academic Standing for the next semester;	
3. If a student on Academic Probation has not met the conditions outlined in the Academic Probation, the student's NEW academic standing will be determined by the success at which they have met the terms and conditions of their Academic Probation. One of the following will apply:	
3.1 Student remains on Academic Probation for next semester;	
3.2 Student's academic standing is changed to Academic Concern;	
3.3 Student's academic standing is changed to Academic Exit.	

Academic Exit

5.18 A standing of Academic Exit is assigned to a student who has:

- a) not met the program attendance requirements;
- b) not met the academic conditions outlined in their Academic Probation, Academic Concern, or Academic Alert Level 2;
- c) failed to pass a pre-requisite course resulting in the inability to continue in the program; and/or
- d) for the third time, failed the same course that is required for graduation.

5.19 The following table outlines the process and responsibilities for implementing a Standing of Academic Exit:

ACADEMIC EXIT	
ACTION	RESPONSIBILITY
1. As soon as possible at the end of the semester after final marks are available, Program Manager/Designate will receive a list of course failures from the Registrar's Office;	Program Manager/ Designate
2. Student meets criteria for Academic Exit. Complete the QF007;	
3. Advise the student they will be moved to Academic Exit by sending the completed QF007 by email;	
4. In the QF007 email to the student, CC the Designate, Program Instructors, the Office of Retention and Part-Time Studies and the Registrar's Office;	
5. Maintain an updated listing of all student academic standings and provide a copy to the Registrar's Office;	
ACTION	RESPONSIBILITY
1. As soon as possible at the end of the semester after final marks are available, Registrar's Office will send a list of course failures to the Program Manager/Designate;	Registrar's Office
2. Receive the QF007 and retain in student file;	
3. Receive updated listing of all student academic standings from the Program Manager;	
4. Upon receipt of the QF007, make changes in academic standing in SIS;	
5. Send the Exit letter to the student advising them of change in academic standing and the process for re-applying to the program and/or the College. A student who is academically exited from a College program must wait one full academic year before re-applying to the same College program.	
ACTION	RESPONSIBILITY
1. Receive the QF007.	Retention and Part-Time Studies

PROGRAM COMPLETION TIMELINE FOR FULL-TIME STUDY

5.20 Students planning to complete their program in the specified one and/or two-year timeframe, must adhere to the prescribed timeline for program completion.

5.21 Failing one or more courses may result in:

- a) A change of academic standing;
- b) The potential of limited course enrollment; and
- c) The inability to graduate in desired timeline.

5.22 Programs that require approval from external accrediting bodies as well as programs responding to industry requirements may result in curriculum changes. Therefore, a student who does not complete a program within the prescribed timeline may be required to complete additional courses or repeat courses before meeting graduation requirements and receiving a credential.

5.23 Full-time, Full-load students are expected to complete their program in a timeframe not to exceed double the length of the program, i.e. a 2-year program – up to 4 years.

REPEATING COURSES

5.24 Students are permitted to take the same course up to three times:

- a) If a student fails the same course for the second time, they must meet with the Registrar's Office before being able to register for the same course the third time;
- b) If a student fails the same course for a third time, they will be Academically Exited from the program.

APPEALS OF ACADEMIC EXITS

5.25 A student who has been given Standing of Academic Exit may be eligible to make an appeal. The Appeal process is described in Quality Process [A10](#) (Student Appeals) and, if eligible, an Academic Exit would fall under Appeal Category 1.

5.26 Holland College reserves the right to determine whether a student has suitable grounds to appeal a decision and to accept or deny receipt of Quality Form 013. Holland College will not accept appeals that have no basis or grounds for appeal, including those that result from unlawful activities.

5.27 When an Academic Exit occurs during the semester, in most circumstances, once the Student Request for Appeal has been received and acknowledged, the Student will be permitted to remain in the applicable program, and any related residence, until a decision on the Appeal has been rendered by the Director. However, the

responsible Director has the discretion to make the determination that the Student not continue in the program pending the appeal. In exercising this discretion, the Director shall consider such circumstances as are reasonable, including but not limited to:

- a)** Any safety or related concerns including the wellbeing of students, staff or others;
- b)** Integrity of the College and its programs;
- c)** The reputation of the College;
- d)** The functioning of the applicable program;
- e)** Any potential disruption to other students, staff or College programs.

If the student does remain in the program pending the appeal, the Director has the discretion and authority to impose any appropriate conditions and parameters on the student, as are reasonable in the circumstances.