
Course Delivery and Evaluation of Learning

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Key Process Area:	Academic Planning & Evaluation
Owner:	VP AR
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POLICY STATEMENT

NBCC is committed to ensuring quality delivery and evaluation methods in its courses and programs. Course structure and delivery will enable comprehensive and timely evaluation of student learning. Course outlines inform students of the necessary criteria for success and are based on consistent and effective quality practices.

PURPOSE

The purpose of this policy is to outline course delivery and evaluation of learning methods and the responsibilities of instructors and students in academic quality, student performance and student success. Faculty will prepare and adhere to relevant course outlines according to course profiles in the Curriculum Standard, which will inform students of the learning activities and related assessment criteria. Students can expect the delivery of progressive learning experiences and timely feedback in the form of both formative and summative evaluations. These practices are in place to indicate student standing and progression.

SCOPE AND LIMITATIONS

This policy applies to all students currently enrolled in courses offered by NBCC, faculty instructing in those courses and Academic Chairs managing those programs.

1.0 DEFINITIONS

Course

- a course refers to a self-contained unit of study that encompasses a pre-determined outcome and a set of competencies related to a specific content area and a specific period of time.

Course Delivery Survey

- formal student feedback about course delivery, evaluation of learning and course-related content.

Course Outline

- a document that presents the competencies, objectives, and content of a course. It includes but is not limited to course performance requirements, availability of instructors, course methodology, assessment and weighting criteria, and evaluation methods.

Curriculum Standard

- an approved document that contains all academic elements required for program delivery. It encompasses the information contained in the program profile, program structure, sequence of delivery, and course profiles.

Extraordinary Circumstances

- those incidents that are beyond the student's control such as, but not limited to, hospitalization, accident or injury, death of a family member, and barriers related to accessibility needs.

Formative Learning Assessment

- a variety of assessment methods administered by instructors during the learning process to discern

student comprehension, learning needs and academic progress related to a lesson, unit, or overall course content.

Learning Management System (LMS)

- a software application for the administration, documentation, tracking, reporting and delivery of educational courses or training programs.

Missed Evaluation

- an evaluation that was missed during the course for which alternative arrangements can be made only in the event of extraordinary circumstances and/or prior approval of the instructor.

Prior Learning Assessment

-the process of identifying, documenting, and assessing an individual's prior learning for the purpose of awarding formal recognition (Credit Equivalency) for the knowledge, attitudes, abilities, skills, and competencies developed through Experiential/Informal and Non-formal Learning. Formal Learning may also be considered for PLAR when combined with Experiential/Informal or Non-formal Learning.

Religious Holy Days

-a day on which a religious observance is held. See Religious Holy Days beyond existing Statutory Holidays calendar guideline, which includes some days that may require absence from school beyond existing Statutory Holidays.

Summative Learning Assessment

- learning assessment of which the primary purpose is to recognize the student's degree of knowledge and skills acquired. Summative assessment may include periodic assessments done at pre-determined times during the course and at the conclusion of the course as specified in the course outline. The value of each summative assessment is used for computation of the student's marks and grades to determine eligibility for course credit.

Undue Hardship

- Undue hardship must be demonstrated objectively.

Factors to consider include:

- a) significant alteration of the fundamental nature of the program or service,
- b) financial costs of accommodation,
- c) organizational inconvenience which has a substantial effect on the College due to disruption of operations,
- d) significant adverse impact on learning opportunities for other students, and
- e) risk of safety or health hazards to other persons or property.

2.0 IMPLEMENTATION

2.1 Instructor Delivery

- 2.1.1 The instructor facilitates the delivery of course content and evaluation of learning that aligns with the competencies and outcomes as stated in the course outline and curriculum standard, where applicable.
- 2.1.2 The instructor is available to the student during regularly scheduled classes, during flexible delivery touch points to support online and flexible learners, and by appointment during office hours as stated in the course outline.
- 2.1.3 The instructor is responsible to effectively manage an inclusive and supportive learning environment (virtual and physical) in such a way that promotes a positive learning

environment for all students in alignment with Student Code of Conduct, Access to Accessibility and Maintaining a Respectful Community policies.

- 2.1.4** The student is notified as soon as possible, in writing, of any changes to the delivery schedule by the Academic Chair or their designate.
- 2.1.5** The instructor or designate will notify students in the event of the instructor's absence from regularly scheduled class time and will make alternative arrangements with students to ensure course competencies and objectives are met.
- 2.1.6** In the event that closing NBCC facilities and cancellation of classes is necessary due to weather conditions, severe and/or unforeseen events, alternative arrangements are made with students to ensure course competencies and objectives are met, if necessary.

2.2 Student Performance

Course attendance and participation are directly linked to student engagement, learning and academic performance, and success in both the college and work environments. Course outlines will provide attendance requirements where course outcomes are dependent on student attendance and observable performance requirements.

- 2.2.1** Students are responsible for their learning, recognizing that attendance and participation may increase academic performance. The College makes every effort to support student success and identify those experiencing difficulties that may require remediation or accommodation strategies. Student attendance and participation are often key indicators of difficulties that students may be experiencing.
- 2.2.2** Student attendance and participation is mandatory in the teaching of practical skills (i.e., lab and shop work, evaluation of safe work practices) and where evaluations are based upon clearly observable, measurable student performance related to attainment of specific learning outcomes or objectives. Students may be required to make-up practical hours missed in the case of absence. Failure to meet these attendance and participation expectations may result in being unsuccessful in the course and program, where applicable.
- 2.2.3** Students are subject to the attendance policies of external accrediting bodies or outside agencies, where required. Failure to meet these attendance and participation expectations may result in being unsuccessful in the course and program, where applicable.
- 2.2.4** Students who will be absent for an evaluation due to a religious observance or other extraordinary, planned event, are requested to provide written notice of their absence to their Academic Chair or designate. When possible, such notice should be given at the beginning of the course or a minimum of two weeks prior to the absence to ensure alternate arrangements for evaluation can be made. The student is responsible to make necessary arrangements with instructors and for completion of the required work (laboratories, reports, tests, etc.).

- 2.2.5** If a student has not participated in a course for five (5) consecutive days without notification to the College, administrative withdrawal from the course may occur after consultation between the Academic Chair and the student. (Refer to 2.8)

2.3 Student Success

- 2.3.1** The instructor maintains a record of student submitted work (tests, homework, projects, etc.) via the Learning Management System.
- 2.3.2** Results of student evaluations of learning, such as assignments, tests, lab and shop work, presentations and project work will be made available to the student within five (5) academic days (courses scheduled over 7 weeks) or ten (10) academic days (courses scheduled over 14 weeks). Any exceptions to this must be approved by the Academic Chair and students must be notified. At the end of term, availability of evaluation results is subject to the end of the academic calendar.
- 2.3.3** The instructor is responsible for evaluating and assessing a student's academic progress and behavioral conduct within the academic environment. Instructors are required to discuss concerns about academic standing resulting from evaluations and/or inappropriate class behavior with individual students, allowing for student input. (See Student Assessment Policy) The student must identify reasonable improvement strategies and be responsible for putting a plan of action in place.
- 2.3.4** The instructor may make a referral for counselling, academic coaching, and other assistance to the student through the Program to Assist Student Success (PASS) process.
- 2.3.5** Depending upon the severity of the concern, if there has been no significant improvement noted after a reasonable period, the instructor advises the Academic Chair or designate to request a formal assessment. (See Student Assessment Policy)

2.4 Alternative Arrangements

If extraordinary circumstances exist, an instructor makes every reasonable effort to make alternative arrangements with the student. The student is required to provide an explanation of the extraordinary circumstances. A doctor's certificate may be requested from a student in the case of absence due to illness.

- 2.4.1 Missed Evaluation:** An extension may be granted, or an alternate evaluation date may be made. Depending on the circumstances, if no extraordinary circumstances exist, and the instructor has not given prior approval for an extension, marks may be deducted or a grade of zero may be given on the evaluation.
- 2.4.2 Supplemental Evaluation Measure:** Refer to Supplemental Evaluation Measures policy for further details.
- 2.4.3 Evaluation Rewrites:** A rewrite of any evaluation during the course may be granted on an individual basis and is considered a privilege provided to students. Each request for rewrite will be considered fairly. The student must have attempted the original evaluation unsuccessfully for the rewrite to be considered. Where a rewrite assessment is granted, the mark received on the replacement assessment replaces the original grade on the original assessment.

2.5 Incomplete Grades

- 2.5.1** An incomplete (IC) grade is granted in the case of extraordinary circumstances whereby the student, for documented medical or personal reasons, is unable to complete course requirements by the end of the course. In these circumstances, the student is responsible to submit an IC request for the applicable course(s) prior to the final course grade submission. The decision to grant an IC must be approved by the Academic Chair or designate. Medical documentation associated with the IC request is submitted to a Learning Strategist and held confidentially.
- 2.5.2** A student who has an incomplete (IC) in a course that is a pre- or co-requisite to another course will be allowed to proceed on a probationary basis with the course(s) until the results of the incomplete are known. The student will be required to withdraw from subsequent and co-requisite courses if the incomplete results in a failure.
- 2.5.3** If no additional course requirements are completed, the course grade of incomplete (IC) shall revert to the final course grade (based on work complete) on the student transcript after four (4) weeks, unless the Office of the Registrar is advised otherwise by the Academic Chair.
- 2.5.4** An aegrotat (AG) grade may be granted in the case of extraordinary circumstances whereby the student, for documented medical or personal reasons, is unable to complete course requirements, although has completed a significant portion of the course and is in a passing position. In this case, with approval of the Dean, the student receives credit for the uncompleted course. Medical documentation, if required, is submitted to a Learning Strategist, and held confidentially. Aegrotat is not applicable when program accreditation requirements dictate otherwise.

2.6 Adding Courses

- 2.6.1** For most courses, the student may enroll into a course if no more than 20% of the course duration has already elapsed. Exceptions are made during the program start-up if appropriate resources exist to support the late registrant. Depending on the nature of the course, adding the course late may not be possible.
- 2.6.2** For students who enroll late into a course, the instructor is responsible for working with the student and the Academic Chair or designate to develop a learning plan for the student to cover any missed course content. This learning plan will not impose undue hardship on the instructor or NBCC and will be deemed reasonable for student success.
- 2.6.3** The student who begins a course late shall be responsible for missed work - obtaining missed information, completing any missed evaluations based on a timeframe set out by the instructor, and for paying any associated costs. The instructor is not required to repeat previously delivered lectures, labs, demonstrations, etc. for students who begin a course late.

2.7 Dropping Courses

- 2.7.1** A student who drops a course before 20% of the total course duration, shall not have a notation on their transcript of marks.
- 2.7.2** In the case of short-term courses, the student may drop out of a course after the first class without a notation on the student transcript.

2.8 Withdrawing from Courses

- 2.8.1** Students who wish to withdraw from one or more courses are responsible to seek academic advisement. To proceed with the withdrawal, a Course Change Request Form must be completed and submitted to the Academic Chair or designate. (See Course Change Request Guideline) The transcript of marks shall show a notation of WI (withdrawn) for courses withdrawn from between 21-50% of the total course duration without academic penalty. The transcript of marks shall show a notation of WF (withdrawn-fail) for courses withdrawn from or not attended after 51% of the total course duration and, after the withdrawal deadline, provided that all course assessments have not been completed and there is a failed grade in the course.
- 2.8.2** A failure in a co- or pre-requisite supplemental evaluation measure requires submission of a Course Change Request Form by the program designate to withdraw the student from all courses for which the failed course is considered a requirement.

2.9 Re-Mark of Individual Work

- 2.9.1** Before initiating the formal remark process, the student should informally discuss their concerns with his or her grade(s) with the instructor. Most cases are resolved by the informal process.
- 2.9.2** After informal discussion has taken place without resolution and if the student can demonstrate that inappropriate criteria have been used in evaluation, or that unfair interpretation of the work has been made, they may request a formal re-mark. The individual examination, assignment, or workplace experience must have a value of 25% or greater of the final course grade.
- 2.9.3** The student has five (5) academic days from receipt of a grade to request a formal re-mark by email to the Academic Chair.
- 2.9.4** The Academic Chair responsible for the course arranges a re-mark of the grade from an instructor familiar with the course in question, but not involved in the initial evaluation.
- 2.9.5** The student is required to return the graded evaluation unaltered.
- 2.9.6** The original grade assigned may be raised, lowered, or remain unchanged based upon the result of the review. Requests for a re-mark indicate that the original grade assigned is forfeited and the course grade is re-calculated and submitted to the student by email. Notification by the LMS, will take place when applicable.
- 2.9.7** In the case of evaluations on student-shared work, a re-mark may occur if one or more students submit a request. The instructor has the right to revise the grade awarded to each student according to the outcome of the re-mark.
- 2.9.8** The student may attend subsequent courses awaiting the results of the re-mark process.
- 2.9.9** The re-marked grade is provided to the student within five (5) academic days of the application unless extraordinary circumstances exist.
- 2.9.10** If the final grade is not adjusted to indicate a pass, the student is required to withdraw from any course(s) that they are considered to no longer meet pre- or co-requisite requirements.

2.10 Course Credit Recognition

The student may request recognition for course credits by accessing the recognition of prior learning process outlined in the Recognition of Prior Learning (RPL) (1310) policy.

2.11 Course Delivery Survey

Formal student feedback regarding course delivery, evaluation of learning and related learning environment is collected at scheduled times throughout the academic year in accordance with the Course Delivery Survey Standard.

2.12 Meeting Graduation Requirements

- 2.12.1 The Academic Chair or designate ensures that the delivery sequence and any elective courses, when required, are reviewed with the student during program orientation and become part of the orientation kit.
- 2.12.2 The student is responsible for reviewing their overall courses and program requirements for successful completion.
- 2.12.3 To be eligible for program certification, the student must successfully complete all courses and other requirements as dictated by the applicable Curriculum Standard.
- 2.12.4 The Registrar's Office verifies that all graduation requirements, including financial status requirements, are met and prepares the student's official transcript.

3.0 OTHER RELATED DOCUMENTS

Academic Chair Standards (1109.5022)
Access to Accessibility (1305)
Closing of NBCC Facilities and Cancellation of Classes (4111)
Course Change Request Form (1109.4766)
Course Change Request Form (CCRF) Guideline (1109.4755)
Course Delivery Survey Standards (1109.5033)
Educational Projects Involving External Parties Standard (1109.4759)
Grade Change Request Form (1109.4753)
Instructor Standards (1109.5016)
Maintaining a Respectful Community (4202)
Program to Assist Student Success (1000.4922)
Recognition of Prior Learning (RPL) (1310)
Religious Holy Days Beyond Existing Statutory Holidays (1109.5228)
Student Appeal (1000.4809)
Student Assessment (1115)
Student Code of Conduct (1112)
Student Confidentiality, Non-Disclosure and Professional Practices Agreement (1119.2812)
Training Sales Agreement (1109.2792)