

Retaking Courses or Modules Operating Procedure

Operating Procedure ID: OP-223a

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Executive(s) Responsible: Vice President, Academics; Vice President, Operations

Administrator(s) Responsible: Student Success, Admissions, Financial Aid Officers, Registrar

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Background and Scope

Ontario Institute of Health and Innovation (OIHI) is committed to providing students with the opportunity to successfully complete their academic programs. The course retake process ensures that students who fail a module can re-enroll efficiently while adhering to academic and financial policies. This procedure outlines the steps students must follow to retake a course and the responsibilities of A Student Success, Admissions, Financial Aid Officers, and the Registrar.

This procedure applies to students who have not completed a course for various reasons and need to retake it in order to meet graduation requirements.

Definitions

Course Retake: The process by which a student re-enrolls in a failed module to meet graduation requirements.

Academic Standing: The status of a student in relation to their progress within their academic program, often determined by cumulative average grade or other academic performance criteria.

Contract Amendment: An official change to a student's enrollment agreement if the retake extends the original program completion date by more than 30 days.

Ontario Student Assistance Program (OSAP) Impact: The financial implications of failing a course and retaking it, including potential changes to student funding and repayment obligations.

Retake Enrollment: The administrative process in which a failed student is re-enrolled into the necessary module after completing all required steps.

Purpose of the Operating Procedure

The purpose of this procedure is to establish a structured and transparent process for students who need to retake a course. The procedure ensures that students receive timely guidance on their retake options and Academic and financial policies are consistently applied. Relevant departments are informed and involved in the retake process.

Roles and Responsibilities

Student Success: identifies students who fail a course and initiate contact; sends formal retake process communication, outlining steps students need to follow and keeping relevant departments informed; ensures all requirements are met before re-enrollment and updates the student's schedule; monitors student progress during the retake and offers academic support if needed.

Financial Aid Officer(s): informs students about tuition fees, payment deadlines, and potential OSAP implications;

Registrar: updates student records to reflect the failure and the retake.

Pre-requisites

1. The student has failed to meet the minimum passing grade of a course or module.
2. Student Success tracks student performance regularly, confirms failure through grade reports, and initiates the process by documenting the failure in the student's record.

Procedures

1. Student Success contacts the student via email regarding their failure, explaining the retake process, deadlines, and the next steps, ensuring all departments are copied in the email.
2. The Financial Aid Officer meets with the student to explain the financial implications, including potential adjustments to OSAP funding, fees, and any additional costs associated with the retake.
 - 2.1. The Financial Aid Office will provide the student with acceptable payment methods.
 - 2.2. After the meeting, the Financial Aid Officer will update the student's profile to reflect the finance adjustment for the retake and issue a new payment schedule if the program duration remains unchanged.
3. Admissions amends the students' contract if the new module completion date extends beyond the original contract's terms.
 - 3.1. Admissions will issue a contract amendment with the new end date.
 - 3.2. The student must sign a contract amendment or payment schedule prior to enrolling in the course.
4. The student must sign the learning contract and the retake form before proceeding with enrollment in the new course. Student Success will ensure that all previous steps have been completed, and that the student has signed all required forms and documents and has provided proof of payment.
5. The Registrar verifies the student has completed all the requirements to retake the course and has provided the required documentation.

6. The Registrar updates the student's records to reflect the failed module and enrollment in the retake module, ensuring accuracy in the system and records. A tracker will be maintained by the Registrar's Office, where all teams can update the completion status of each step.
7. Student Success ensures the student is manually enrolled in the retake module on Canvas, as the system currently does not support automatic enrollment for retakes. They confirm the module schedule with the student, provide all necessary materials, and ensure the student is informed of any specific instructions or requirements related to the retake.
 - 7.1. Once the system supports automatic enrollment for retakes, the manual process will be eliminated.
8. Student Success regularly checks in with the student throughout the retake module to provide academic support and ensure progress is being made.
9. Once the retake is completed, Student Success reviews final grades, updates the student's record, and confirms successful completion of the module.

Post-Procedures

1. Documents related to this process should be collected and stored in Student File.
 - 1.1. If the retake extends the completion date, a contract amendment is required.
 - 1.2. Proof that the student has paid the tuition fees for the retake module.
 - 1.3. Forms acknowledging the student's understanding of academic performance expectations and the retake process.
 - 1.4. The Financial Aid Office submits a Student Activity Update Form (SAUF) for OSAP-funded students with extended end date of the program to OSAP.

Related Legislation

- Ministry of Colleges and Universities (2021). Requirements for The Approval of Private Institutions Providing Postsecondary Education Programs in Ontario for Ontario Student Grants and Ontario Student Loans and for The Administration of the Ontario Student Assistance Program by Approved Private Institutions (The "Performance Requirements").
- Ministry of Colleges and Universities (2023). 2023-24 OSAP Student Activity Update: Withdrawal and academic progress.
- Ontario Career Colleges Act, 2005 (O. Reg. 415/06)

Related Policies

Policy Name	Policy Number
Grading Policy	2-223
Academic Standing and Probation Policy	2-205