

3.5 Volunteer Hiring Procedures

The purpose of this policy shall be to outline the process which must be followed when hiring any person for a volunteer position, whether that volunteer position is Coordinator, Executive, or General.

3.5.1 Categories

3.5.1.1 All volunteer positions within the Students' Union shall fall into one of the following categories:

- 3.5.1.1.1 Coordinator (c);
- 3.5.1.1.2 Executive (e);
- 3.5.1.1.3 General (g); and
- 3.5.1.1.4 Special Skills (ss)

3.5.2 Positions

3.5.2.1 All level of volunteer positions within the Students' Union shall be listed in the following section

3.5.2.2 Positions may be created by the Vice President and/or Associate Vice President of the department, in consultation with the Management Team, on a one-year trial basis. Should the position become permanent after one year, the said position and its classification shall be included in this policy.

3.5.2.3 Beside each volunteer position shall be a letter indicating the category into which the position falls:

- 3.5.2.3.1 Coordinator – (c);
- 3.5.2.3.2 Executive – (e);
- 3.5.2.3.3 General – (g);
- 3.5.2.3.4 Special Skills – (ss): Those positions are those of a nature that requires certain skills in order to hold the position (Emergency Response Team).
 - 3.5.2.3.4.1 These positions shall be subject to the hiring practices; however, the Hiring panel does have the right not to recommend a candidate for hiring if they do not possess the skills required.

3.5.2.4 The appropriate Vice President, Associate Vice President, or Coordinator, in consultation with the Vice President: Finance and Administration, shall determine the number of positions that shall be open to all students for each position.

3.5.2.5 The Vice President and/or Associate Vice President of the department may not remove any committees from their department, as listed within their departmental policy, without the majority approval of the Management Team.

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3.5.2.6 No new positions shall be added without consultation with the Vice President: Finance & Administration and/or Associate Vice President: Finance & Administration.

3.5.3 Position Listing

3.5.3.1 The Vice President: Finance & Administration will maintain a listing of all volunteer positions at all times. This listing must indicate what category (Coordinator, Executive, and General) each position falls under.

3.5.3.2 The Hiring and Recruitment Coordinators will have access to open positions on the hiring website in consultation with the (A) VP: Finance and Administration. A list will be provided to the VP: Finance and Administration.

3.5.4 Term

3.5.4.1 The term for those positions hired during spring hiring shall begin on May 1st of that year and shall continue until April 30th of the subsequent year.

3.5.4.1.1 The term for those positions hired any other time than spring shall begin when successful applicants are notified and ends on April 30th of the subsequent year.

3.5.5 Double-Hiring

3.5.5.1 Realizing that as many students as possible should be able to volunteer within the Students' Union, the Students' Union shall impose the following limits on the number of volunteer positions that any one (1) student can hold at any one (1) time:

3.5.5.1.1 One (1) Coordinator position and one (1) General volunteer position;

3.5.5.1.2 One (1) Executive position and two (2) General volunteer position;

3.5.5.1.3 Three (3) General volunteer positions.

3.5.5.2 The Vice-President: Finance & Administration and/or Associate Vice President: Finance & Administration may allow a student to hold more positions than are allowed in Policy 3.5.5.1 if one or more positions have primary responsibilities that exist only on a seasonal basis, or there is an unfulfilled need for one or more of the positions (for example, Icebreaker).

3.5.6 Conflicts of Interest

3.5.6.1 In order to protect the integrity of the hiring process it may be required for a member of a hiring panel to excuse themselves from an interview or other involvement in the hiring process.

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3.5.6.2 Incidences where a conflict of interests exists include:

3.5.6.2.1 The applicant is a family member or relative of a member of the hiring panel.

3.5.6.2.2 The applicant is a current or former significant other of a member of the hiring panel.

3.5.6.2.3 The applicant is a current or former roommate of a member of the hiring panel.

3.5.6.2.4 The applicant is a close friend of a member of the hiring panel.

3.5.6.2.5 The applicant has significant personal history with a member of the hiring panel that may impact their objectivity or judgment.

3.5.6.2.6 The applicant has approached a member of the hiring panel asking for favourable treatment, regardless of whether or not the request was intended to be fulfilled.

3.5.6.2.7 The hiring committee representative has applied for the position the applicant is going for in the past.

3.5.6.2.8 Any other circumstance deemed by the Vice President: Finance & Administration and/or Associate Vice President: Finance & Administration to be a conflict of interest.

3.5.6.3 Remedies for conflict of interests that are not addressed beforehand will be determined by the Vice President: Finance & Administration and/or Associate Vice President: Finance & Administration

3.5.6.4 If, for whatever reason, the hiring committee representative does not remove themselves in situations where conflicts of interest arise, disciplinary actions will be taken with the Hiring Coordinator and the (A) VP: Finance and Administration. Disciplinary actions could be anything from a strike, to termination of their position and a DNR placed on their account, in which they will be removed from all volunteer possibilities from the Students' Union.

3.5.7 Hiring Panels

3.5.7.1 All online applications will be marked by a Hiring & Recruitment Committee representative.

3.5.7.2 For Coordinator hiring, one Hiring & Recruitment Committee Representative and the appropriate Vice President and/or Associate Vice President will conduct all interviews.

3.5.7.3 For Executive hiring, one Hiring & Recruitment Committee Representative and the appropriate Coordinator shall conduct all interviews. The appropriate Vice President and/or Associate Vice President may also take the place of the Coordinator during conflicts of interest or the coordinator is unable to attend the interview at the request of the Coordinator, although this practice should be

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discouraged.

3.5.7.4 For General hiring that contains an interview component, one Hiring & Recruitment Committee Representative and the appropriate Coordinator or Executives shall conduct any interviews that are required. The appropriate Vice President and/or Associate Vice President may also take the place of the Coordinator/Executives during conflicts of interest or the coordinator is unable to attend the interview at the request of the Coordinator, although this practice should be discouraged.

3.5.7.4.1 Emergency Response Team special skills interviews will be conducted by the Emergency Response Team Coordinator and a hiring committee representative.

3.5.7.5 Orientation Week Specific Volunteers

3.5.7.5.1 Orientation Team (Head Ices and Executives) will have one hiring committee representative, and the Orientation and Transition Coordinator

3.5.7.5.2 Icebreaker interviews will be conducted in a carousel format and will be conducted by the Orientation Team (Executives), hiring committee representatives, and select members of the Management Team.

3.5.7.5.3 Icebreaker interviews on the Brantford Campus will be conducted in the same fashion

3.5.8 Training

3.5.8.1 The Hiring & Recruitment committee is responsible for training all volunteers who will be conducting interviews. Training will consist of the following:

3.5.8.1.1 Why the Students' Union conducts hiring and the purpose of developing and maintaining fair and equitable hiring system;

3.5.8.1.2 The STARR mark allocation scheme;

3.5.8.1.3 The opportunity to practice applying STARR through example questions and answers;

3.5.8.1.4 The necessity of having professionalism and the impact of body language during interviews;

3.5.8.1.5 The policies and procedures regarding confidentiality of the STARR marking scheme, applicant information, etc.

3.5.8.2 Every member of the Hiring & Recruitment committee and committee coordinators that will be conducting interviews and/or marking application answers must sign confidentiality agreements.

3.5.8.3 A breach of confidentiality will result in a review of performance by the (A) Vice President: Finance and Administration and Vice President of the department, which may result in the loss of the volunteer's position within the Students' Union

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with a general DNR placed on their account.

3.5.9 Notification and Marking of Applications

3.5.9.1 Once the position ticket has closed on hiring.yourstudentsunion.ca the responses of each applicant must be scored according to STARR.

3.5.9.2 All members of the Hiring and Recruitment committee, and the (A)VP: Finance and Administration will be responsible for marking all applications in a timely manner. Marking will be attempted to be completed based on the following deadlines:

3.5.9.2.1 Coordinator Applications will be marked within 48 hours of the position closing

3.5.9.2.2 Executive Applications will be marked within 72 hours of the position closing

3.5.9.2.3 General applications will be marked within two (2) weeks of the position closing

3.5.9.2.4 Special Skill and Orientation Week Specific General positions will be marked within one (1) week of the position closing in order to allow for special skills interviews or carousel interviews.

3.5.9.3 Notification to all applicants who apply, successful or not, will be sent out over the hiring.yourstudentsunion.ca mailing system and will be sent to the applicants @mylaurier.ca account.

3.5.10 Selecting Candidates for Interviews

3.5.10.1 Due to limited time and resources, not every candidate will always get an interview. The following policy outlines how and when to set cut off points for candidates. Please note, cut off points may change based off of the caliber of applicants in that hiring season. The Vice President: Finance & Administration and/or Associate Vice President: Finance & Administration reserves the right to select fewer or more candidates for interviewing based on the caliber of applicants as it changes from year to year.

3.5.10.1.1 Any candidate scoring over 65% for a Coordinator volunteer position shall receive an interview to a maximum of four (4) candidates;

3.5.10.1.2 Any candidate scoring over 60% for executive volunteer positions shall receive an interview to a maximum of double that of the amount of positions being offered at that time;

3.5.10.1.2.1 In the case that only one (1) or two (2) positions are being offered, a maximum of five (5) candidates shall receive an interview.

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3.5.10.1.2.2 If more than double the amount of applicants for positions receive higher than an 80% on their online application they will also be selected for the interview process.

3.5.10.1.3 General volunteer hiring primarily operates without interviews; however, in the case that interviews are conducted for general volunteer positions the following policies will apply:

3.5.10.1.3.1 Candidates scoring above 60% on their online application or the top-qualifying candidates shall receive an interview to a maximum of double that of the number of positions being offered at that time. If only one (1) or two (2) positions are being offered, a maximum of five (5) candidates shall receive an interview;

3.5.10.1.3.2 Emergency Response Team shall also conduct interviews. Candidates scoring above 50% on their online application or the top-qualifying candidates shall receive an interview to a maximum of double that of the number of positions being offered at that time. If only one (1) or two (2) positions are being offered, a maximum of five (5) candidates shall receive an interview. Additionally there will be a practical component assessing the applicant's knowledge of First Aid and Cardiopulmonary Resuscitation response knowledge and techniques.

3.5.10.1.3.3 For Orientation Week Specific volunteers (Icebreaker), candidates scoring over 75% on their online application will be selected for a carousel style interview.

Please note that percentages may change depending on the caliber of applicants each year.

3.5.11 Hiring Process

3.5.11.1 The following process applies to **Coordinator** hiring:

3.5.11.1.1 The position will be posted online at hiring.yourstudentsunion.ca. Applicants must answer five behaviour-based questions in STARR format and one non-behaviorally based question, to test the knowledge of their understanding of the roles and responsibilities of the position they are applying to, in order to submit an application.

3.5.11.1.2 In accordance with Policy 3.5.9.1.1, some applicants will be selected for an interview. Only one applicant will be interviewed at a time. The interview will consist of the following components;

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3.5.11.1.2.1 Three (3) behaviour-based questions that are required to be answered in STARR format with 5 minutes to answer each question and one non-STARR based question, to test the knowledge of their understanding of key responsibilities for the role.

3.5.11.1.2.1.1 If the applicant is a student who requires services from accessible learning, accommodations will be made for the interview that best suit them, provided documentation.

3.5.11.1.2.2 Applicants receiving an interview will also bring a one page maximum cover letter to hand in to the Vice President of the department for marking.

3.5.11.1.2.3 Applicants receiving an interview will also be asked to prepare a presentation outlining their goals and initiatives for the year, their views of the roles and responsibilities for the position, as well as why they would best fit the role. Applicants will have at maximum eight (8) minutes to complete this.

3.5.11.1.2.4 Immediately following the presentation, the Hiring Panel (excluding the Hiring Committee Representative) will have five (5) minutes to ask clarifying questions, situational questions or any other additional questions they deem relevant to the position.

3.5.11.1.2.4.1 Any situational questions that the Vice-President chooses to ask during the Question and Answer period must be submitted to the (A)VP: Finance and Administration beforehand and must remain the same for all applicants applying for the same position.

3.5.11.1.3 Once all marks are entered into the hiring system immediately following the interview, the appropriate Vice President and/or Associate Vice President will deliberate with the Vice President: Finance & Administration and/or Associate Vice President: Finance & Administration.

3.5.11.1.4 All applicants must possess a Grade Point Average (GPA) above a 5.0 out of 12.0 in order to be considered for a position unless they successfully appeal based on the policies outlined in section 3.5.13.

3.5.11.2 The following process applies to **Executive** hiring:

3.5.11.2.1 The position will be posted online at hiring.yourstudentsunion.ca. Applicants must answer four behaviour-based questions in STARR format and one non-behaviorally based question, to test the knowledge of their understanding of

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the roles and responsibilities of the position they are applying to, in order to submit an application.

3.5.11.2.2 In accordance with Policy 3.5.9.2.1, some applicants will be selected for an interview. Only one applicant will be interviewed at a time. The interview will consist of the following components;

3.5.11.2.2.1 Three (3) behavioural-based questions, which will be required to be answered in STARR format with 5 minutes to answer each question and one non-STARR based question, to test the knowledge of their understanding of key responsibilities for the role.

3.5.11.2.2.1.1 If the applicant is a student who requires services from accessible learning, accommodations will be made for the interview that best suit them, provided documentation.

3.5.11.2.2.2 Applicants receiving an interview will also bring a one page maximum cover letter to hand in to the Coordinator of the committee for marking.

3.5.11.2.2.3 Applicants receiving an interview will also be asked to prepare a presentation outlining their goals and initiatives for the year, their views of the roles and responsibilities for the position, as well as why they would best fit the role. Applicants will have at maximum eight (8) minutes to complete this.

3.5.11.2.2.4 Immediately following the presentation, the Hiring Panel (excluding the Hiring Committee Representative) will have five (5) minutes to ask clarifying questions, situational questions or any other additional questions they deem relevant to the position.

3.5.11.2.2.4.1 Any situational questions that the Coordinator chooses to ask during the Question and Answer period must be submitted to the (A)VP: Finance and Administration beforehand and must remain the same for all applicants applying for the same position.

3.5.11.2.3 Once all marks are entered into the hiring system immediately following the interview, the appropriate Coordinator will deliberate with the Vice President: Finance & Administration and/or Associate Vice President: Finance & Administration.

3.5.11.2.4 All applicants must possess a Grade Point Average (GPA) above a 5.0 out of 12.0 in order to be considered for a position unless they successfully appeal based on the policies outlined in section 3.5.13.

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3.5.11.3 The following process applies to **General** hiring:

3.5.11.3.1 The position will be posted online at hiring.yourstudentsunion.ca. Applicants must answer two (2) behaviour-based questions in STARR format and one non-behaviorally based question, to test the knowledge of their understanding of the roles and responsibilities of the position they are applying to, in order to submit an application. Additionally, they will have to provide us with a personal statement.

3.5.11.3.2 If interviews are required for the position, applicants will be selected in accordance with Policy 3.5.9.1.3. The interview will consist of two (2) behaviour-based questions, which will be required to be answered in STARR format.

3.5.11.3.3 Once all marks are entered, the appropriate Coordinator will deliberate with the Vice President: Finance & Administration and/or Associate Vice President: Finance & Administration.

3.5.11.3.4 All applicants must possess a Grade Point Average (GPA) above a 5.0 out of 12.0 in order to be considered for a position unless they successfully appeal based on the policies outlined in section 3.5.13.

3.5.11.4 The following process shall apply for **Icebreaker** hiring:

3.5.11.4.1 The position will be posted online at hiring.yourstudentsunion.ca. Applicants must answer two (2) behaviour-based questions in STARR format and one non-behaviorally based question, to test the knowledge of their understanding of the roles and responsibilities of the position they are applying to, in order to submit an application.

3.5.11.4.2 Candidates selected for interview shall be chosen in accordance with **Policy 3.5.9.1.3.4**. The interview will consist of the following elements;

3.5.11.4.2.1 They shall attend a carousel interview format that will consist of a minimum of four (4) activity-based stations, which will change from year to year depending on the Orientation and Transition Coordinator, Hiring and Recruitment Coordinators, and Management Team.

3.5.11.4.2.2 Applicants shall be interviewed in a group setting. The Vice President: Finance & Administration and/or Associate Vice President: Finance & Administration shall determine the appropriate group size prior to the beginning of interviews based on the intended amount of volunteers to be hired, the size of the applicant pool, and taking into account how group dynamics are affected by varying group membership.

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3.5.11.4.3 Once all marks are entered, the Orientation and Transition Coordinator shall deliberate with the Vice President: Finance & Administration and/or Associate Vice President: Finance & Administration to compile a list of applicants to be hired.

3.5.11.4.4 All applicants must possess a Grade Point Average (GPA) above a 5.0 out of 12.0 in order to be considered for a position unless they successfully appeal based on the policies outlined in policy 3.5.13.

3.5.11.5 The following process applies to **Special Skills hiring** (Emergency Response Team):

3.5.11.5.1 The position will be posted online at hiring.yourstudentsunion.ca. Applicants must answer two (2) behaviour-based questions in STARR format and one non-behaviorally based question, to test the knowledge of their understanding of the roles and responsibilities of the position they are applying to, in order to submit an application.

3.5.11.5.2 Applicants applying for a Special Skills position must then complete a supplemental interview meant to evaluate their respective skills. The VP: Finance & Administration must approve the marking scheme for this component.

3.5.11.5.3 Once all marks are entered, the appropriate Coordinator will deliberate with the Vice President: Finance & Administration and/or Associate Vice President: Finance & Administration. Any applicants not possessing the appropriate skill level will not be considered eligible for hiring.

3.5.11.5.4 All applicants must possess a Grade Point Average (GPA) above a 5.0 out of 12.0 in order to be considered for a position unless they successfully appeal based on the policies outlined in policy 3.5.13.

3.5.12 **Weighted Assessments**

3.5.12.1 Different levels of positions will require unique weighting to accurately reflect the qualifications sought in applicants for varying position types.

3.5.12.2 The following weighting shall apply to Coordinator hiring:

3.5.12.2.1 Online application will be worth 30% of the overall score

3.5.12.2.2 Interview performance will be worth 30% of the overall score

3.5.12.2.3 Presentation will be worth 30% of the overall score

3.5.12.2.4 Cover letter performance will be worth 10% of the overall score.

3.5.12.3 The following weighting shall apply to Executive hiring:

3.5.12.3.1 Online application will be worth 30% of the overall score

3.5.12.3.2 Interview performance will be worth 30% of the overall score

3.5.12.3.3 Presentation will be worth 30% of the overall score

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3.5.12.3.4 Cover letter performance will be worth 10% of the overall score.

3.5.12.4 The following weighting shall apply to general hiring of volunteers on the Waterloo Campus:

3.5.12.4.1 Online application will be worth 75% of the score

3.5.12.4.2 Personal Statement will be worth 25% of the score

3.5.12.5 The following weighting shall apply to Icebreaker hiring on the Waterloo and Brantford campuses:

3.5.12.5.1 Online application will be worth 40% of the overall score

3.5.12.5.2 Carousel interview performance will be worth 60% (4 stations X 15%) of the overall score

3.5.13 GPA Policy

3.5.13.1 Applicants can be hired with a GPA lower than 5.0 out of 12.0 if one of the following is true (documentation may be required):

3.5.13.1.1 The applicant shows an action plan and/or proof that their overall GPA will be above a 5.0 by the end of the current academic term before applications are due

3.5.13.1.2 The applicant is able to prove that they will end the current academic term with a GPA higher than a 7.0 before applications are due

3.5.13.1.3 The applicant can show extenuating circumstances that prevented them from or negatively impacted their previous academic performance that is in the process of being resolved before applications are due.

3.5.13.1.4 The applicant is in a program that requires a lower than 5.0 GPA to remain in good academic standing. Proof must be provided of program enrollment before applications are due.

3.5.14 Delineation of Hiring Policy

3.5.14.1 The following policies describe any delineation that may occur during hiring:

3.5.14.1.1 The Vice President: Finance & Administration and/or Associate Vice President: Finance & Administration shall not allow students to submit online applications past the deadline, unless a technical issue on our behalf caused a student not to be able to submit an application on time.

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3.5.14.1.2 The Vice President: Finance & Administration and/or Associate Vice President: Finance & Administration may also choose to allow students to submit an application past the deadline if the students were dealing with a family emergency or other serious situation if documentation is provided.

3.5.14.1.3 If marking discrepancies are discovered when reviewing interview marks, and the discrepancies will effect a hiring decision, the matter will be investigated by the Vice-President: Finance & Administration and/or Associate Vice President: Finance & Administration.

3.5.14.1.3.1 The (A) VP: Finance and Administration will then remark the application with their discretion in order to determine if there marks received were warranted. If it is found that the marks were not warranted, the hiring panel will be called back in and asked to explain their marking.

3.5.14.1.4 If there are significant differences between the submitted presentation marks for a committee, the Vice President: Finance & Administration and/or Associate Vice President: Finance & Administration reserves the right not to input those mark if they feel there has been a misuse or abuse of the presentation component.

3.5.14.1.5 A member of the hiring panel inserted bias into the hiring process and as a result unnecessarily penalized the candidate.

3.5.14.1.5.1 If this is found true, the A (VP): Finance and Administration will investigate the claim within 48 hours by meeting with the hiring panel. If it is found that the hiring panel inserted bias into the process the following could, but not limited to, occur:

3.5.14.1.5.1.1 The panel or member of the panel will receive a final warning and be put on probation at the discretion of the VP: Finance and Administration as well as the VP of the department

3.5.14.1.5.1.2 The panel or member of the panel will be terminated from their positions and a specific DNR will be placed on their account

3.5.14.1.5.1.3 The panel or member of the panel will be terminated from their positions and a general DNR will be placed on their account. Furthermore, they will be no longer welcome to volunteer within the Students' Union.

3.5.14.1.6 A member of the hiring panel improperly applied the mark allocation schemes, which lead to a candidate's performance to be ranked lower than it otherwise would have.

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3.5.14.1.6.1 If this is found true, the A(VP): Finance and Administration will investigate the claim within 48 hours by meeting with the hiring panel.

3.5.14.1.7 The applicant experienced unfair treatment by a member of the hiring panel or staff that was not appropriate or warranted.

3.5.14.1.7.1 If this is found true, the A(VP): Finance and Administration will investigate the claim within 48 hours by meeting with the hiring panel. If it is found that the hiring panel exhibited unfair treatment to the applicant the following could, but not limited to, occur:

3.5.14.1.5.1.1 The panel or member of the panel will receive a final warning and be put on probation at the discretion of the VP: Finance and Administration as well as the VP of the department

3.5.14.1.5.1.2 The panel or member of the panel will be terminated from their positions and a specific DNR will be placed on their account

3.5.14.1.5.1.3 The panel or member of the panel will be terminated from their positions and a general DNR will be placed on their account. Furthermore, they will be no longer welcome to volunteer within the Students' Union.

3.5.14.1.8 During deliberations with the appropriate Vice President or Coordinator, the Vice President: Finance & Administration and/or Associate Vice President: Finance & Administration will present a list of the applicants, ranked in random order. The applicants with the highest overall marks must be hired, unless one of the following things is true:

3.5.14.1.8.1 An applicant who would otherwise be hired has a previous performance appraisal rating them as a Do Not Rehire with reason.

3.5.14.1.8.2 An applicant that is within a range of plus/minus 5 overall marks of an applicant who would otherwise be hired has demonstrated superior performance, as evidenced by previous appraisals.

3.5.14.1.8.3 The appropriate Vice President or Coordinator has submitted signed documentation with proof outlining serious safety or confidentiality concerns about an applicant who would otherwise be hired.

3.5.14.1.8.4 The applicant does not have the required GPA of 5.0 out of 12.0 and an appeal has not been made to the (A) VP: Finance and Administration before the position close date.

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3.5.14.1.8.5 Misleading information

3.5.14.1.8.6 The applicant has a past history, with proven documentation, having a negative attitude over social media towards Students' Union events or positions.

3.5.14.1.8.7 The applicant has held a higher position within the last school year on the same committee

3.5.14.1.9 For Emergency Response Team, if an applicant does not show adequate Standard First Aid and CPR Level C skills in their special skills portion of the interview process.

3.5.14.1.10 Any other incidents that arise that are deemed a concern by the (A) VP: Finance and Administration. This is not an exhaustive list.

3.5.15 Appeals Process

3.5.15.1 The following hiring appeal process shall be valid for all student positions in Students' Union except for: Vice Presidential and Associate Vice Presidential hiring.

3.5.15.2 Any individual who has applied and has been rejected for positions within the Students' Union has the right to appeal said decision(s), within seven (7) calendar days of the results being announced.

3.5.15.3 The appeal must be based on the grounds listed below:

3.5.15.3.1 Discrimination shall include, but not be limited to the following: race, national or ethnic origin, colour, religion, sex, sexual orientation, age, or mental or physical disability.

3.5.15.3.2 Violation(s) of the respective Hiring Policy.

3.5.15.4 All those appeals that are in regards to a violation of human rights shall be forwarded immediately to the Vice President: Finance & Administration for investigation.

3.5.15.5 The appeals process shall be initiated by a letter outlining the student's grounds for appeal, which shall be submitted to the (A) Vice President: Finance & Administration.

3.5.15.5.1 If the appeal is directed towards the (A) Vice President: Finance & Administration, the appeal shall be submitted to the President.

3.5.15.6 The (A) Vice President: Finance & Administration shall, within five (5) business days offer to meet with the complainant to discuss the matter. Within three business days of the meeting, the (A) Vice President: Finance & Administration shall meet with the

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appeal panel consisting of the Human Resource Specialist, and the Director of Student Experience where a decision will be made.