

National Taiwan Normal University

Student Appeal Processing Guidelines

Article 1 NTNU Student Grievances Committee (hereafter “the Committee”) and NTNU Student Appeal Processing Guidelines (hereafter “the Guidelines”) are established in accordance to Clause 4, Article 33 under the University Act and Clauses 4 and 55 under the NTNU Organization Charter.

Article 2 The Committee aims to ensure students’ rights to learning, living, and education as well as protect the rights of student unions and other self-governing student bodies by providing access to appeals and processing appeal cases.

Article 3 The Committee is formed based on the following regulations:

1. Members of the Committee are recruited by the University President. Experts in relevant areas may be recruited to serve as advisory committee members where necessary.

2. Faculty representatives (at least one from each college) are selected and appointed by the President among which experts/scholars in law, education and psychology must be included and those without administrative duties shall not account for less than half of total.

3. Student members are composed of one representative recommended by each of the following: the student union, student council, each college, and the Division of Preparatory Programs for Overseas Chinese Students.

4. Members of the Student Reward and Punishment Committee or those involved in the decision of students’ reward/punishment actions or investigations shall not serve on the Committee.

5. Members of either gender shall account for at least one third of total.

The Chair of the Committee is selected by and among the Committee members for a term of 1 academic year after which he/she may be re-elected. The first meeting in a given academic year is convened by Dean of Student Affairs during which a Chair would be selected. After the Chair is selected, subsequent meetings will be convened by the Chair. If the Committee Chair is unable to call for meetings for some reason, he/she shall appoint a Committee member as the meeting convener. The Committee may appoint 2 secretaries (both positions are without remuneration). Term of service for Committee members and secretaries is 1 academic year.

Article 4 The Committee is open to appeals by students, the student union and other self-governing student bodies pertaining to issues such as rights to learning, living, reward/punishment and education. Depending on the nature of the appeal, an investigation group may be formed by 3-5 members of the Committee with student representatives accounting for at least 1/3 of total. If necessary, experts in related issues may be invited to join the group to conduct fact finding investigations and report the findings to the Committee for further processing.

- Article 5 Appeal applications by students, the student union and other related self-governing student bodies shall be submitted to the Committee secretary for filing. Once the application is received, the case will be processed according to relevant procedures as soon as possible. In principle, only one appeal shall be made for the same case.
- Article 6 In principle, the Committee meets once every month to deal with appeals made by NTNU students. The Committee will not convene if there are no appeal cases. The convener may not convene a meeting unless more than of the Committee members are present. Any resolution or decision on the arbitration shall be agreed upon by at least 2/3 of the members present; other issues can be passed once half of the members present agreed. While the Committee meetings, in principle, are not open to the public; appellants and relevant parties shall be present to provide clarifications.
- Article 7 NTNU students may appeal against disciplinary actions, university measures or decisions they deem as illegitimate or inappropriate which have impeded their rights to learning, life or education. The student union and other self-governing student bodies may also file appeals against the University's disciplinary actions or other resolutions with the Committee in accordance with the Guidelines. The above mentioned NTNU students refer to those who are enrolled in NTNU at the time of the disciplinary action.
- Article 8 Students, the student union or other self-governing student bodies wishing to file an appeal against a disciplinary action, other university measures or resolutions shall do so in writing and submit it to the Committee within 30 days starting from the next day the disciplinary notification is received or the decision is announced. Appellants failing to file the appeals in time due to an event of force majeure may ask the Committee for an extension with reasons stated. Appellants who missed the deadline for appeals owing to natural disasters or non-self-blamable reasons may apply to the Committee for arbitration within 10 days after the given factor disappears with a written statement explaining the reasons. Those who have missed the appeal period by over a year will not be eligible.
- Article 9 Students, the student union or other self-governing student bodies wishing to file an appeal must fill out an appeal form (downloadable at the website of Office of Student Affairs), present specific facts in writing with supporting documentations to facilitate the processing by the Committee. Processing of the appeal cases and any related matters must be kept confidential by all Committee members, investigation group members and secretaries.
- Article 10 The Committee shall complete the arbitration within 30 days after an appeal form is received. If an extension is necessary, the Committee shall notify the appellant. The extension can only be allowed once with a maximum of 2 months. Nonetheless, disciplinary decisions involving expulsion or permanent removal of student status are not eligible for extensions. If the Committee thinks the appeal form received does not conform to the regulations but is still amendable, the Committee shall notify the appellant and allow the appellant to amend the filing within 7 days. The amendment period should be deducted when calculating the deadline for arbitration.

- Article 11 After the appeal is filed, if the appellant files a petition or litigation for the same case or related issues, the University should be informed in writing and pass on the notification to the Committee. Upon receipt or awareness of such notification, the Committee should suspend the arbitration and notify the appellant. The Committee shall resume the arbitration after the suspending factors have discontinued upon the appellant's written request and notify the appellant in a written statement. If the arbitration of the appeal is entirely or partly tied to the ruling of the petition or litigation, the Committee shall suspend the arbitration before such results are finalized and notify the appellant in a written statement. The Committee shall resume the arbitration after the suspending factors have discontinued and notify the appellant in a written statement. The 2 aforementioned rules are not applicable to appeals against expulsion, permanent removal of student status or similar disciplinary actions.
- Article 12 For appeals against expulsion or permanent removal of student status, the appellant may remain enrolled before the arbitration is confirmed. While the University would withhold the graduation certificate, the appellant is still entitled to the same treatment as other enrolled students in regards of course taking, grading, and rewards/punishments.
- Article 13 Before the arbitration result is made in writing, the appellant may withdrawal the appeal application with a written statement.
- Article 14 The Committee shall notify the appellant and the unit that imposes the disciplinary action of the arbitration resolution in an arbitration report. The report shall contain contents such as the main body, facts and reasons. Rejected appeal cases shall also be recorded in an arbitration report, but only the main text body and reasons for rejections are required. The arbitration report shall also cover means of redress available to appellants who remain unconvinced by the arbitration.
- Article 15 A student who remains unconvinced by the administrative disciplinary actions taken by the University after the Committee's arbitration may file for a petition within 30 days starting from the next day of receiving the arbitration report. The University will send the petition letter to the Ministry of Education along with the arbitration report.
- Article 16 While the arbitration report is presented to the President for approval, a copy of the document shall also be sent to the original unit that imposes the disciplinary actions. If the unit believes the result are in violations of regulations or find it difficult to implement, it should present specific facts and causes to the President and a copy to the Committee within a week after receiving a copy of the arbitration report. If the President believes the unit has a convincing cause, the case can be passed on to the Committee for re-arbitration. Re-arbitration proposal is only allowed once. After the re-arbitration proceeds through the administrative procedures, the University should adopt the final results.

- Article 17 For appeals against expulsion decisions, if the Committee upholds the original disciplinary verdict, matters pertaining to school attendance and enrollment should be dealt with on the following basis:
1. The date of attendance termination stated in the attendance certificate should be based on the date the disciplinary action was originally taken.
 2. The credits earned during the appeal period should be recognized; a credit certificate may be issued to the student.
- Article 18 For appeals against decisions on expulsion or permanent removal of student status, if the Committee upholds the original disciplinary verdict, matters pertaining to military duties and tuition refunds should be dealt with on the following basis:
1. The list of draftees who are dropping out and hence losing the eligibility for the deferment of military duties will be reported to the authorities concerned within 30 days after the arbitration result is confirmed.
 2. Tuition refunds shall be processed in accordance with Article 8 under The Principle of Varsity Charge and Article 15 under The Principle of Varsity Tuition and Fees Charge.
- Article 19 If a decision on expulsion is overturned or modified following the verdict of a petition or litigation, but the student allowed to resume study cannot do so immediately due to special reasons, the University should assist the student in resuming his/her studies. For draftees who have already enrolled in to the military service, the University should retain their student status and assist them to resume study on a prioritized basis after they complete their military duties. Such students should be allowed to apply for suspension of studies after they return to study. Pursuant to the verdict of a petition or litigation, the disciplinary action issuer that agrees to allow the student to resume study shall revoke the expulsion procedures in accordance with relevant regulations.
- Article 20 The student appeal system should be published online and widely publicized among students so that students can become aware of the functions of the appeal system.
- Article 21 To provide access for students to express their opinions, the University shall establish separate guidelines to process student petitions, suggestions and complaints, etc.
- Appeal cases involving sexual assaults or harassments which conform to the definition of Clause 2, Article 28 under the Gender Equity Education Act shall be dealt with in accordance with relevant regulations of the Act.
- Article 22 The Guidelines and any amendment to the Guidelines shall be promulgated and enacted after approved by the Meeting of University Affairs, and reported to the Ministry of Education for acknowledgement.