Academic Council Policy

Grade Appeals - Undergraduate

1022

Description:

A grade appeal is a written request from a student that a final grade be changed.

Approvals:
Approved by Governing Council: June 1994
Revised: May 1997
Academic Standards Committee: March 2010
Academic Council: April 26, 2010

Effective: April 2010

Approval Authority: Academic Council

Signature: Archie Graham, Chair

Policy:

A student may appeal the grade received in a course for the following reasons:

- the student questions the grade assigned
- the student believes that the method of evaluation was not valid or reasonable in the circumstances
- the student believes that the evaluated material or content deviated substantially from the course outline without reasonable notice
- the student believes that the university's regulations governing evaluation were misapplied

Students are responsible for knowing the rules and regulations, policies and procedures of the university as published on its website and in official communiqués.

The university is committed to and shall make every effort in the timely and expeditious resolution of Student Grade Appeals.

Procedure:

1. Students may appeal the grade received in a course only within the published deadlines.

2. **Step 1**: Initial Appeal to Teaching Faculty

   Informal Stage:

   a) The student must speak directly to the teaching faculty and attempt to resolve the matter informally before proceeding with a formal grade appeal.

   Formal Stage:

   a) If the matter is not resolved informally, the student may submit a letter of appeal within the published deadlines, to the Office of the Registrar.

   b) The Office of the Registrar will forward a copy of the grade appeal to the teaching faculty.

   c) The teaching faculty shall respond to the student (through the Office of the Registrar), in writing, within 10 working days of receiving the grade appeal. The written response will include:
      i) The method of evaluation in terms of course objectives for the course in question,
      ii) The manner in which the method of evaluation was applied.

   d) The student may accept the response of the teaching faculty or she/he may appeal further. If a student does not agree with the response, or if the teaching faculty is unavailable to respond, the student may request the Office of the Registrar forward the grade appeal to the Dean (or designate) of the Faculty in which the course was offered within 10 working days of receiving the teaching faculty's response; or, if no response was delivered, within 20 working days of the date the student submitted the grade appeal to the Office of the Registrar.

   e) The Office of the Registrar will forward the file to the Dean (or designate) of the Faculty and will give the teaching faculty notice that the appeal has been forwarded.

3. **Step 2**: Appeal to Dean (or designate) of the Faculty

   a) The appropriate Dean (or designate) is the Dean (or designate) of the Faculty in which the course was offered.

b) The Dean (or designate) may meet with the student and the teaching faculty separately to discuss the appeal and the teaching faculty's response.

c) The Dean (or designate) may:
   i) grant no relief to the student from the grade appealed;
   ii) alter the student's grade by lowering or raising it;
   iii) remit the work to be re-evaluated by the teaching faculty according to the appropriate evaluation methods;
   iv) where the student agrees, initiate a procedure for re-evaluation of the student's work by another teaching faculty or by a panel of three teaching faculty;
   v) permit the student to submit new work or to re-write a test or examination to be graded by another teaching faculty, whose decision will be final.

d) Where the Dean (or designate) initiates a procedure for re-evaluation, the Dean (or designate) shall appoint the new evaluators as soon as practicable, normally within 5 working days of the date of the meeting. Where a re-evaluation occurs, a written assessment of the student's work by the teaching faculty will be forwarded to the Dean (or designate) as soon as practicable.

e) The Dean (or designate) will release a decision, in writing, with reasons, as soon as practicable, normally within 15 working days of the appeal being forwarded, or 5 working days following the receipt by the Dean (or designate) of the written assessment of the student's work in the case of an alternative evaluation, or the re-examination or re-submission by the student.

f) The decision of the Dean (or designate) is final and irrevocable.

Academic Appeals Committee

Where the grade appeal is not successful and only if there was procedural irregularity, the student may appeal the decision to the Academic Appeals Committee by letter of appeal within 15 working days of receiving the decision.

Time Limits:

The time limits in this policy may be extended with the consent of the parties or by the decision-maker at the relevant stage of the proceeding provided that the decision-maker is satisfied that no party will be unduly prejudiced by the extension.