



<b>Category:</b> Education	<b>Responsible Owner:</b> Academic Board	<b>Effective Date:</b> July 2023
<b>Policy/Form Number:</b> 2.11	<b>Approval Body:</b> Board of Governors	<b>Policy/Form Name:</b> Grade Appeal Policy and Procedure

**A. POLICY:**

All students have the right to appeal a final grade (each individual assessment that makes up their grade plus the final exam, or just the final exam). Appeals may be initiated for a variety of reasons. In some instances, where the appeal is straightforward, such as the miscalculation of percentages on assignments, the student may seek an informal appeal through their instructor with the understanding that the request can only be requested once unless there is additional information. However, for more substantive challenges, a formal process to review the grade will be undertaken, as outlined in the procedures below. Grade appeals are considered a serious matter and are expected to be treated as such by all parties involved.

**Responsibility of Student:**

It is the student's responsibility to keep all of their assignments and tests for 5 business days after the start of the following semester in order to present each assessment marked during the term, for final grade appeal. The student may request review of their assessment by their Instructor once, and the Learning Centre once (final exam during semester breaks). Continuous requests will be viewed as harassment.

**Responsibility of Instructor:**

Instructors are asked to have available detailed marking schemes to substantiate the marks and assist in review should there be an appeal. Instructors are advised to include a reminder in their Course Outline that it is the student's responsibility to keep all their assessments for 5 business days after the start of the following semester. Final exams must be handed in by the deadline specified below and be available for 5 business days after the start of the following semester in order to be available for a student to appeal, should there be one.

**PURPOSE/COMMITMENT:**

The purpose of this policy is to provide a fair mechanism for students to request a review of their grades in a transparent manner when the student believes an error has occurred in the marking or tabulation of marks.

**SCOPE:**

Students  
Instructors  
Academic Board  
Student Services

**WHEN TO USE THE POLICY:**

The policy is used when students seek to formally appeal either their final exam grade or all evaluations including the final exam that make up their final term grade. Note that if a student is under 19 and in a High School Program, the student's custodian or parent will be informed.

**DEFINITIONS:**

**APPEAL PERIOD:** The period of time during which an appeal may be filed, starting with the Final Exam Submission Deadline and ending 5 days after the start of the semester immediately following the semester in which the course was taken.

**ASSESSMENT:** Assignment, quiz, test, lab, final exam, or any other graded activity which contributes to the final course grade, and that can be reviewed

**GRADE APPEAL COMMITTEE:** The Academic Board serves as the Grade Appeal Committee

**QUALIFIED INSTRUCTOR:** The Dean appoints one qualified instructor with sufficient expertise in the subject material who did not participate in the original evaluation of the student's work to re-mark the assessment being appealed. If an internal member is not available, a qualified external reviewer may be appointed.

**Responsible Owner:**  
Academic Board

**Category:** The category or grouping that the policy falls into i.e.  
2.0 Education

## **B. PROCEDURES:**

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### BEFORE THE APPEAL

1. Instructors are advised to include a reminder in their Course Outline that it is the student's responsibility to keep their Assignment, quiz, test, lab, final exam, or any other graded activity which contributes to the final course grade, and that can be reviewed that make up their final term grades.
2. Final exams must be handed in the day after grades are submitted at 12 noon, as per instructions, either the paper copy or electronically as required.
3. The deadline for submission of final grades is as follows:
  - a. University Transfer (UT) & Associate Degree Programs: noon on the Tuesday following exam week (unless amended by the Academic Board).
  - b. Final Lab grades: first business day of week 14.
  - c. High School Program: 8:00am on the Monday following exam week.
4. Final exams must be available for review until after the Appeal period.

### INFORMAL APPEAL:

#### First Steps:

1. Students are required to make an attempt to consult with the instructor or designate, to review their term assessments, or their final exam making up their final term grade. Once the review has occurred, the student should not attempt to ask for another review by their Instructor; continuous requests will be viewed as harassment.
2. During the semester break, it may not be possible for the student to consult with the Instructor. The student may need to wait until the first week of classes to consult with the Instructor, or launch an appeal without meeting with the Instructor.
3. The student can view their final exam with the Learning Centre Manager during the semester break. See "Protocol for Review of Final Exams" with the Learning Centre Manager, below.

#### During School Breaks/Review of Final Exam Only:

1. As noted above, students are encouraged to consult with their instructor. However, during school breaks this may not be possible.

2. Students who wish to review their final exam during a school break should contact the Rights & Responsibilities Coordinator (UT), or Head of High school (high school), who will coordinate review of the final exam with the Learning Centre Manager (LCM).

During School Breaks/Review of Assessments Other than Final Exam:

1. For review of assessments other than final exams, the student will need to wait to see their Instructor and provide the Instructor with a copy of the marked assessments from their term work (keeping a copy for themselves throughout the semester). Any issues should be directed to the Rights & Responsibilities Coordinator. The Learning Centre Manager is not able to review term assessments with the student during the break.

Protocol for Review of Final Exams with the Learning Centre Manager:

1. The Learning Centre Manager (LCM) will provide the Rights & Responsibilities Coordinator with a schedule one month in advance of the final exam week. This schedule will detail the times and days during the break that the LCM can review the final exam with a student who cannot reach their Instructor during the break and does not wish to wait until the week classes begin to view their final exam.
2. Students are given 15 minutes to review their final exam in-person, with the Learning Centre Manager overseeing.
3. During the review of the Final Exam:
  - a. No cameras or other recording devices are allowed.
  - b. No part of the exam questions or answers can be copied.
  - c. Students are allowed to ask the Learning Centre Manager to provide a list of the question numbers that they wish to follow-up on with their Instructor.

FORMAL APPEAL:

First Steps:

1. Although not advised, the student can appeal the final grade without meeting with their Instructor.
2. To appeal the final term grade in either case, the student must provide the Rights & Responsibilities Coordinator with all term assessments.
3. In the Appeal form, the student should explain what they disagree with in terms of the components of their mark e.g. what questions, or aspects of the assessment are not marked correctly and why.
4. If a student chooses to formally appeal a grade, the student completes a "Formal Grade Appeal" form. A fee of \$50 is paid, which is refundable if the appeal is successful. The appeal should state whether the request is for a review of the final exam grade, or if the review is to be of all of the semester assessments including the final exam. Once the appeal fee is paid, the formal appeal process is initiated by the Rights & Responsibilities Coordinator (UT) or Head of High School.
5. Such an appeal must be launched on or before 5 business days after the start of the following semester in which the course was taken.

Final Exam Grade Appeal:

1. Students should be made aware that the grade determined by the Grade Appeal Committee may be the same as, lower, or higher than the original grade.

Final Term Grade Appeal (made up of all term assessments and final exam):

1. Students should be made aware that the final term grade determined by the Grade Appeal Committee may be the same as, lower, or higher than the original grade, and that all components of the final term grade will be remarked.
2. All assessments (Assignment, quiz, test, lab, final exam, or any other graded activity which contributes to the final course grade, must be presented by the student to the Rights & Responsibilities Coordinator, to initiate the process of reviewing the final term grade. Presentation and attendance marks cannot be appealed as they cannot be submitted for remarking.

3. The Dean appoints one qualified instructor with sufficient expertise in the subject, who did not participate in the original evaluation of the student's work. If an internal reviewer is not available, a qualified external reviewer may be appointed.
4. A final grade will be assigned by the qualified Instructor, conducting the appeal within 30 days from the day the student launches the appeal.
5. A student may request that the re-mark is for either the final exam or all course-assessments and the final exam. If the request includes re-mark of assessments, the following criteria hold:
  - a. All assessments that were submitted and evaluated as part of the student's final grade must be submitted to be reassessed.
  - b. The assessments must be in their original, as-marked form.
  - c. The reviewer appointed to remark the evaluation will provide the Dean and the Rights & Responsibilities Coordinator with the results of their review and sufficient written explanation to justify the decision.

After the Review:

1. When the appeal review is completed, the Dean of the Division will submit the outcome of the appeal to the Rights & Responsibilities Coordinator (to inform the student), and the Chair of the Academic Board (to request the approval be placed on the Consent Agenda of the Academic Board), with the result sent to the VPA and Payroll (to undertake a grade change where necessary, refund the appeal fee where necessary, and pay the reviewer respectively)
2. The Rights & Responsibilities Coordinator will post the result to the student's file and forward the student a written notification of the ruling, along with the reasons explaining why the appeal was granted or denied.
3. The final grade that appears on the transcript will be the grade determined by the process outlined above; this grade may be higher, lower, or the same as the appealed grade.
4. The decision of the Grade Appeal Committee (Academic Board) is final.

**LINKS TO SUPPORTING FORMS, DOCUMENTS, WEBSITE:**

Appeal Form

**REFERENCE TO EMPLOYMENT AGREEMENT CLAUSES:**

n/a

**REFERENCE TO BYLAWS:**

n/a

**RELATED ACTS AND REGULATIONS:**

n/a

**RELATED POLICIES:**

n/a

**A. APPROVALS:**

**IF APPLICABLE:**

<b>Chair, Academic Board</b>  DocuSigned by: <i>Matt Wadsworth</i> 4E77F4AD64D94DC...	<b>Date:</b>
<b>Chair, Marketing and Recruitment Committee:</b>	<b>Date:</b>
<b>Chair, Finance Committee:</b>	<b>Date:</b>

**APPROVAL FOR ALL POLICIES:**

<b>Responsible Owner:</b>  DocuSigned by: <i>Matt Wadsworth</i> 4E77F4AD64D94DC...	<b>Date:</b>
<b>Principal or Designate:</b>  DocuSigned by: <i>Robin Hemmingsen</i> 3D3AA9ED741145D...	<b>Date:</b>
<b>Chair, Board of Governors</b>  DocuSigned by: <i>Ana Culibrk</i> B28AABA914CC4FF...	<b>Date:</b>

<b>Proposed Review Date:</b> June 2028	<b>Replaces Policy/Form Number:</b> November 8, 2018 May 2019 May 13, 2021 February 2023
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