

## Part 5 - Academic

### Parent Policy: Final Grade Appeals Policy POL 508

#### Final Grade Appeals (Continuing Education & Extension) Procedures

<b>Procedures Type:</b>	Academic		
<b>Procedure Sponsor:</b>	Provost and Vice-President, Academic	<b>Effective:</b>	May 16, 2013
<b>Office of Administrative Responsibility:</b>	Associate Vice-President, Enrolment Management	<b>Last Reviewed:</b>	April 2013
<b>Approver:</b>	General Faculties Council	<b>Approved:</b>	May 16, 2013

#### 1. PURPOSE

These Procedures are intended to guide all processes related to the appeal of final grades for coursed under the authority of the Faculty of Continuing Education and Extension. The Procedures are based on the premise that students have the right to fair and equitable procedures for the lodging, hearing, and resolution of matters involving final marks.

#### 2. SCOPE

These Procedures apply to all students registered in any Continuing Education & Extension course in which they receive a grade, whether that course has associated credits or not.

#### 3. PROCEDURES

##### 3.1 STEP 1: DISCUSSION WITH INSTRUCTOR

A student who feels there are grounds for grade appeal must first discuss the matter with the instructor.

##### 3.2 STEP 2: REVIEW OF GRADE BY PROGRAM DIRECTOR

3.2.1 If satisfaction has not been achieved as a result of the discussion and review with the instructor, the student may file an appeal with the appropriate Program Director. A Final Grade Review form is available from the Faculty of Continuation & Extension and must be filed with that office within five (5) working days at the end of term.

3.2.2 Formal review of a final grade should only be requested when the student believes the work in dispute is deserving of a higher grade based on the following:

The final grade was not calculated on all of the work completed and as indicated in the course outline; or

There was an arithmetical miscalculation of the final grade; or

There was an alleged unfair assessment of academic performance.

3.2.3 The Program Director's action may include, but need not be limited, to the following:

Discussion with the instructor and the student;

Examination of the work in dispute;

Review of the course outline;

Review of work submitted by other students; and/or

Review of the disputed grade and academic work by an impartial instructor.

3.2.4 The Program Director will respond to the student's appeal within five (5) working days of its receipt.

3.2.5 The Program Director will consider all evidence and make a decision regarding the final grade to be awarded. At the Program Director's discretion, the grade may be increased or left unchanged.

3.2.6 The Program Director's decision will be recorded on the Final Grade Review form and this record will be kept for a period of one year.

3.2.7 The Program Director will inform the student and the instructor of the decision in writing.

### **3.3 STEP 3: APPEAL OF FINAL GRADE REVIEW - DEAN**

3.3.1 If the student is not satisfied with the process by which the Program Director reached the decision, a Final Grade Appeal form may be submitted to the Dean, Faculty of Continuing Education & Extension within five (5) working days of receipt of the Program Director's decision. The Final Grades Appeal form is available from the Office of Continuing Education & Extension.

3.3.2 The final grade appeal is based solely on the process of the Final Grade Review. The final grade appeal will be considered if, and only if, any or all of the following grounds can be convincingly demonstrated:

There is new evidence that was previously unavailable; or

There was an alleged procedural error in reaching the decision, or

The finding of the previous adjudicator were allegedly not supported by the evidence.

- 3.3.3 If the Dean, Faculty of Continuing Education & Extension is not satisfied that the appeal has merit, s/he may deny it.
- 3.3.4 If the Dean, Faculty of Continuing Education & Extension determines the appeal to have merit, s/he will:
  - 3.3.4.1 Refer the matter back to the Program Director for reassessment;  
or
  - 3.3.4.2 Conduct the Final Grade Review process him/herself.
- 3.3.5 The Dean, Faculty of Continuing Education & Extension will respond to the appeal within five (5) working days of receipt of the appeal.
- 3.3.6 The decision of the Dean is final.
- 3.3.7 The Dean will inform the student, the instructor and Program Director of the decision in writing.