



CONTINUING STUDIES STUDENT GRADE APPEAL PROCEDURE

In cases where you have received a grade you disagree with; you may be eligible to pursue a grade appeal. Please review the following steps.

STEP 1: Consultation with the Instructor

In all cases, it is important that you first discuss the appeal with the instructor. To be eligible for grade appeal, you must contact your instructor within 2 weeks of the last day of your course. If there has been a clerical or administrative error, or your instructor agrees to change your grade based on your discussion, the instructor will notify Continuing Studies (CS) directly.

If there has been no clerical or administrative error and the instructor does not approve a grade change, or you have been unable to contact your instructor within the 2-week timeframe, please reach out to CSAdvising@ecuad.ca to ask for assistance before proceeding to Step 2. You may be asked to provide a copy of the original email communication with your instructor.

STEP 2: Appeal to the Continuing Studies Department

To continue the grade appeal process, please complete the Grade Appeal Form on page 2, and submit it to CSAdvising@ecuad.ca for review.

Members of the CS Programs team will determine next steps, which may include consulting with the instructor, to determine a resolution. Appeals will only be considered under the following circumstances:

- a) The instructor's lesson plan does not follow the course learning outcomes.
- b) The instructor's assessment is not based on the course learning outcomes.
- c) The course syllabus does not sufficiently communicate the grading criteria.
- d) There is clear evidence of bias or inconsistency in the instructor's grading method.

The Programs team will not override an instructor's decision if the appeal is based on your personal opinion about the instructor's judgment, or if it is based on a comparison of grades you have received from other instructors.

STEP 3: Final Appeal

Once the grade appeal process is complete, you may choose to further appeal the resolution with the Program Manager. The Manager may request to meet with you and your instructor to discuss the issue, or will make their decision based on a review of the resolution made by the Programs team. The Manager's decision is final and cannot be further appealed.



CONTINUING STUDIES GRADE APPEAL FORM

Student Name

Student ID Number

Course Mnemonic & Term

Instructor

Student Email

Date Submitted

Please select one of the following statements:

I have completed Step 1 of the Grade Appeal process, and

- I have been unable to resolve the grade appeal directly with the instructor
- I have been unable to reach the instructor to discuss the grade appeal

Please prepare and attach the following information in an email to CSAdvising@ecuad.ca:

- A summary clearly outlining why you are dissatisfied with the grade and are requesting the appeal; and
- Copies of email communications with your instructor; or a summary outlining the discussion(s) you have had with the instructor demonstrating that you have attempted to resolve this directly with the instructor; and
- Any additional documentation or evidence to support your appeal.

Once submitted, members of the CS Programs team will review the information provided to determine next steps toward a resolution. Possible next steps include further consulting with the instructor, requesting a meeting with you, or mediating a discussion between you and your instructor to determine a resolution.

Please allow up to 2 weeks for review and processing of your request.