

STUDENT GRADE APPEAL PROCEDURE

STEP 1

Consultation with the Instructor

In all cases where a student has a disagreement with a grade assigned in a particular course, the student shall first discuss the matter with the instructor. If there has been a clerical or administrative error, or if after the discussion the instructor wishes to change the grade for any other reason, the instructor will notify the Registrar's Office of the error or the change using a Grade Change form. If, after 5 business days, the student has been unable to contact the faculty member, s/he should proceed to Step 2.

STEP 2

Appeal to the Deans' Office

If there has been no error and, at the end of the discussion with the instructor, the student wishes to appeal the decision of the instructor, the student must submit a written appeal to the Deans' Office (form attached). **Email appeals will not be accepted.**

Upon receipt of all appeal documentation, the Dean will consult with the faculty member to verify their assessment and grade and to determine if a resolution of the disagreement can be mediated. The Dean will not override an instructor's decision where the central issue of the student's appeal is a difference of opinion between the student and the instructor about the instructor's judgment or because of comparison between the grade the student is appealing and grades the student has received from other instructors. Appeals will only be mediated under the following circumstances:

- a) The instructor has not followed the grading outline for the course;
- b) The course outline does not sufficiently set forth the grading criteria;
- c) There is clear evidence that the grading is not consistent with others in the class.

STEP 3

Final Appeal to Senate Appeals Tribunal

If no resolution has been affected by the Dean to the satisfaction of the student, a student may appeal the initial decision of the instructor using the following procedure:

- 1) A student wishing to appeal his or her grade must make a formal written appeal to the Registrar within one month of the mailing or issuing of the semester's end transcript. The student will use the grade appeal form available from the Deans' Office.
- 2) The Tribunal may request the student and the faculty to appear before the Tribunal or may interview each separately.

- 3) The Tribunal will normally override an instructor's decision on a grade only on three grounds:
 - a) The instructor has not followed the grading outline for the course;
 - b) The course outline does not sufficiently set forth the grading criteria;
 - c) There is clear evidence that the grading is not consistent with others in the class.
- 4) The Tribunal will not override an instructor's decision where the central issue of the student's appeal is a difference of opinion between the student and the instructor about the instructor's judgment or because of comparison between the grade the student is appealing and grades the student has received from other instructors.

Within the University, the Tribunal's decision is final and may not be further appealed.

Structure of the Appeals Tribunal

- 1) The Senate Appeals Tribunal operates under the Senate Appeals Committee. The Tribunal membership includes:
 - 1 The Registrar who shall be Chair
 - 2 Faculty members elected by and from the Senate Appeals Committee
 - 2 Students elected by and from the Senate Appeals Committee
Vice-President, Academic or designate
- 2) The Tribunal's meetings shall be in camera except where an instructor or student is invited to be a particular part of the Tribunal's deliberations.
- 3) Actions by the Tribunal shall consist of one or two motions: that the appeal be sustained or that the appeal be denied. If the appeal is sustained, the Tribunal will ask the instructor to assign a new grade with a rationale. If the instructor does not wish to assign a new grade, the Tribunal will assign the new grade by majority vote. If the Tribunal is unable to reach a decision on the grade to be assigned, an independent assessor may be invited to review and grade the course work.



GRADE APPEAL FORM

Student Name: _____

Course Appealing: _____

Phone or email: _____

Instructor: _____

Semester: _____

Date Submitted: _____

STEP ONE: Consultation with the Instructor

You must first make every attempt possible to resolve your complaint directly with the instructor.

STEP TWO: Appeal to the Dean's Office

If you have been unable to resolve the grade disagreement directly with the instructor, the Dean may be able to assist in mediating a resolution. In order to do so, you must submit this completed form along with the following documentation to the Deans' Office, Room 292. Email submissions will not be accepted.

- Documentation outlining the discussion(s) you have had with the instructors (ie copies of emails or a written outline of any verbal discussions) which demonstrate that you have attempted to resolve this directly with the instructor.
 Documentation attached
- A written letter to the Dean clearly outlining why you are dissatisfied with the grade and the reasons why.
 Documentation attached

STEP THREE: Final Appeal to Senate Appeals Tribunal

If no resolution has been affected by the Dean to the satisfaction of the student, s/he may appeal the grade to the Senate Appeals Tribunal if one of the following three conditions applies:

- a) The instructor has not followed the grading outline for the course.
- b) The course outline does not sufficiently set forth the grading criteria.
- c) The application of the grading criteria is not consistent with others in the class.

Final appeals must be submitted to the Registrar within one (1) month of the issuing of the semester grades by Student Services. A final grade appeal will only be received by the Registrar and considered by the Senate Appeals Tribunal if the steps outlined above have been followed.

PLEASE RETURN THIS COMPLETED FORM AND ALL SUPPORTING DOCUMENTATION TO THE DEANS' OFFICE, ROOM 292 NORTH BUILDING.