



REGISTRAR'S OFFICE

1407 14th Avenue N.W. Calgary, Alberta T2N 4R3 T: (403) 284-7634 F: (403) 284-7644 E: registrar@acad.ca

NOTE: All correspondence with students concerning grade appeals will be to their acad.ca email address throughout the grade appeal process. There are deadlines in the grade appeal process and it is incumbent upon the student to ensure that he/she is receiving their emails at this address. Deadlines will not be extended for students who do not receive their emails from their acad.ca email address.

All parties involved in the grade appeal should also reference procedure 500.08.01 Grade Appeal for further information. A student may choose to be accompanied by a support person/advisor. A student may appeal a final grade if he/she believes that an instructor has applied inappropriate criteria in evaluations and/or that an instructor has unfairly interpreted the student's work in light of stated criteria. Grade appeals must be objective in nature and based on evidence.

PERSONAL INFORMATION

Name: \_\_\_\_\_ ID#: \_\_\_\_\_
last first
Major: \_\_\_\_\_ Year of Program: \_\_\_\_\_ Calgary Phone Number: \_\_\_\_\_
Course Number: \_\_\_\_\_ Course Title: \_\_\_\_\_
Instructor's Name: \_\_\_\_\_ Chair of School: \_\_\_\_\_
Original Grade: \_\_\_\_\_ Semester: Fall 20 \_\_\_\_\_ Winter 20 \_\_\_\_\_ Spring 20 \_\_\_\_\_
Student Signature: \_\_\_\_\_ Date: \_\_\_\_\_

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DATE THAT IS 14 WORKING DAYS FROM WHEN FINAL GRADES WERE AVAILABLE FOR SEMESTER: \_\_\_\_\_

STEP 1

This first step in the Grade Appeal process is intended to provide a forum for the instructor and student to resolve the issue of a grade dispute. Items for discussion include: whether there was an oversight or a mistake in grading; the reason(s) for the student's request for a grade change; the criteria used to determine the grade; the possibility of a change of grade to an "I" incomplete with specific conditions that have to be met to satisfy the course requirements or to any other grade; and perhaps other things as well.

Instructions to Student:

The deadline for completing and returning this form to the Registrar's Office is 14 working days from when final grades were made available at the end of the semester. In the event the instructor is not available for a grade query, you may default to Step 2: Major/Area of Study Resolution by submitting this form to the Registrar's Office within the same deadline. This deadline will not be extended due to holds on the student's account because the student owed money or other things to ACAD. It is the student's responsibility to take care of the business for which they have a hold on their account.

Instructions to Instructor:

The instructor may agree to a change of grade or decide to uphold the original grade as a result of this grade query. If the instructor decides that the original grade is to be changed, he/she must also complete a Change of Grade Form including having it signed by the Chair, and submitting it to the Registrar's Office. If the grade is not to be changed, the instructor must his/her instructor course guideline plus a written account of how the student's grade was determined, relative to the outlined objectives of the course and the evaluation criteria to the Chair. Please indicate your decision and sign below:

[ ] ORIGINAL GRADE TO BE UPHELD
[ ] ORIGINAL GRADE TO BE CHANGED TO \_\_\_\_\_

Instructor Signature: \_\_\_\_\_ Date: \_\_\_\_\_

If the student is unsatisfied with the outcome of this step of the grade appeal procedure, he/she may proceed to Step 2.

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DATE THE ORIGINAL DATE THE STUDENT SUBMITS FORM TO THE REGISTRAR'S OFFICE: \_\_\_\_\_
DATE RESULTS OF STEP 1 GRADE APPEAL + THIS FORM ARE EMAILED TO STUDENT TO ACTION STEP 2: \_\_\_\_\_

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REGISTRAR'S OFFICE: Step 1: Date Grade Recorded (if applicable) \_\_\_\_\_ Date Letter + Form Emailed \_\_\_\_\_
Step 2: Date Grade Recorded (if applicable) \_\_\_\_\_ Date Letter + Form Emailed \_\_\_\_\_
Step 3: Date Grade Recorded (if applicable) \_\_\_\_\_ Date Letter + Form Emailed \_\_\_\_\_

## STEP 2

*This second step in the Grade Appeal process provides for a review by a Program Resolution Panel.*

### Instructions to Student:

Within 7 calendar days of receipt of the results of the Step 1 grade appeal via email from the Registrar's Office, the student must initiate Step 2 of the grade appeal procedure. To initiate Step 2, the student must forward the form that was emailed to the him/her along with his/her written grounds for the appeal to the Chair of the School of Program the course is under. The student will also be advised of who the Chair is in the Step 1 results letter.

### Instructions to Chair of the School of the area of the contested grade:

Within 10 working days of receiving the written grade appeal information from the student, the Chair will set up a Program Resolution Panel and shall appoint two other members to be instructors from within the Program area (or familiar with the area of study in dispute). The Chair will serve as Chair of the Program Resolution Panel and all three members will have voting privileges. The Program Resolution Panel shall: review the student's written submission; review the official course outline, the instructor's course guideline, plus the instructor's written account of how the student's grade was determined relative to the outlined objectives of the course and the evaluation criteria; interview the parties (if deemed necessary); and review the student's work in light of course expectations to assess whether the work has fulfilled the requirements of the course. In reviewing the student work, only work produced for the course may be included in the review.

The Panel will decide by majority vote if the original grade should be retained, raised or lowered. The Chair of the School shall confirm that the program review has been completed by signing Step 2 section of this Grade Appeal form and recording the decision of the Program Resolution Panel directly on this form. The Registrar's Office will inform the student of the results via email.

ORIGINAL GRADE TO BE UPHELD

ORIGINAL GRADE TO BE CHANGED TO \_\_\_\_\_

Chair's Signature: \_\_\_\_\_ Date: \_\_\_\_\_

**If the student is unsatisfied with the outcome of this step of the grade appeal procedure, he/she may proceed to Step 3.**

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DATE STEP 2 MUST BE INITIATED BY THE STUDENT TO THE CHAIR OF THE SCHOOL: \_\_\_\_\_

THE CHAIR HAS 10 WORK DAYS FROM RECEIPT OF THE STUDENT'S WRITTEN GROUNDS FOR THEIR GRADE APPEAL TO CONVENE A RESOLUTION PANEL AND SUBMIT THE RESULTS TO REGISTRAR'S OFFICE.

DATE RESULTS OF STEP 2 GRADE APPEAL + THIS FORM ARE EMAILED TO STUDENT TO ACTION STEP 3: \_\_\_\_\_

If the student is unsatisfied with the outcome of this step of the grade appeal procedure, he/she may proceed to Step 3.

## STEP 3

*This third step in the Grade Appeal Process involves a review of the student's appeal by members external to the program.*

### Instructions to Student:

Within 7 calendar days of receipt of the results of the Step 2 grade appeal via email from the Registrar's Office, the student must initiate Step 3 of the grade appeal procedure. To initiate Step 3, the student must submit the form they received via email to the Registrar's Office where the student will be charged the grade appeal fee. This fee must be paid within 7 calendar days to continue the grade appeal. This fee will be refunded only if the student is successful in their grade appeal.

Please indicate by signing below that you wish to proceed with Step 3. Submit your receipt as proof of payment to the Registrar's Office.

Student Signature: \_\_\_\_\_ **Fee Rec'd:**

### Instructions to Chair of the School of the area of the contested grade:

Please form a Grade Appeal Committee comprising two other faculty members (one who is familiar with the area of study in dispute and has not participated in step 2; and one who is outside the area being contested) and one student who is an executive member of the Students' Association. These three members will have voting privileges. The Chair will serve as Chair of the Grade Appeal Committee and will be a non-voting member. The Grade Appeal Committee shall: review all written submissions (as provided by the Chair of the School in the area of the contested grade) in Step 2; review the recommendations of the Program Resolution Panel; and interview the student and the instructor.

Please indicate the Grade Appeal Committee's decision and sign below. Please attach any recommendations. The Registrar will advise both the student and the instructor of the outcome.

ORIGINAL GRADE TO BE UPHELD

ORIGINAL GRADE TO BE CHANGED TO \_\_\_\_\_

Chair Of Appeal Committee Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Associate Vice President, Research + Academic Affairs Signature: \_\_\_\_\_ Date: \_\_\_\_\_

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DATE STUDENT INITIATED STEP 3 WITH THE REGISTRAR'S OFFICE: \_\_\_\_\_

DATE THE REGISTRAR'S OFFICE EMAILED THIS FORM TO THE CHAIR TO COMMENCE STEP 3: \_\_\_\_\_

THE CHAIR HAS 10 WORK DAYS FROM RECEIPT OF THE STEP 3 APPEAL FROM THE REGISTRAR'S OFFICE TO CONVENE THE GRADE APPEAL COMMITTEE, RECORD THE RESULTS, HAVE THIS FORM SIGNED BY THE AVPRAA AND RETURN IT TO THE REGISTRAR'S OFFICE.

<b>SECTION:</b>	Students	
<b>TOPIC:</b>	Grade Appeal	
<b>EFFECTIVE DATE:</b>	October 30, 1988	<b>REPLACES:</b>
<b>RECONFIRMED DATE:</b>	June 1990	
<b>REVISION DATE:</b>	September 24, 1991 February 23, 1993 November 15, 1994 May 18, 1999 January 16, 2003 September 29, 2015	
Original signed by President + CEO		

### Evaluation Rights and Responsibilities

Instructors and students are expected to fulfill their respective responsibilities as they relate to grading and evaluation. Refer to College Policy 500.7 and Procedure 500.7.1 on Grading and Progression.

### Grade Appeal Procedures

A student may appeal a final grade if he/she believes that:

- an instructor has applied inappropriate criteria in evaluation, and/or
- that an instructor has unfairly interpreted the student's work in light of stated criteria, and/or
- the student believes the instructor has made a calculation error in weighting the components which comprise the final examination mark.

Grade appeals must be objective in nature and based on evidence.

The student may choose to be accompanied by a support person/advisor in any or all of the following steps, if they so wish. A support person/advisor refers to a person who aids the student by providing procedural or emotional support. A support person/advisor may be legal counsel, a peer or Students' Association representative. If the Advisor is a lawyer, the Student or lawyer shall provide written notice of the lawyer's attendance to the Student Affairs Office at least five (5) working days in advance of the meeting date. In such instances, the College is entitled to bring legal representation as well. **The support person/advisor will not be permitted to speak on the Student's behalf during the meetings in any of the following steps.**

The grade appeal procedure steps are outlined below. (The Grade Appeal Form is available from the Registrar's Office or from the ACAD website).

**Grade Appeal Procedure Steps:**

All steps in the process must be followed in sequence.

There is no fee associated with Steps 1 and 2. If the process proceeds to Step 3, a Grade Appeal Fee must be paid but will be refunded if the grade is changed.

**Step 1:**

*The first section (Step 1) of the Grade Appeal Form must be completed returned to the Registrar's Office within **14 working days from the end of the semester for which the grades were issued.** This is a compulsory first step in the grade appeal process. It is intended to provide a forum for the instructor and student to resolve the issue of a disputed grade.*

Procedure:

To complete this step the student must meet and/or contact the instructor. If the student is off campus during the time period, he/she must send an email to the instructor and copy the Registrar's Office and the Chair of the School which offers the course, within the 14 days.

Items for discussion in the email or the meeting...

- whether there was an oversight or a mistake in grading,
- the reason(s) for the student's request for a grade change,
- the criteria used to determine the grade,
- the possibility of a change of grade to an "I" incomplete with specific conditions that have to be met to satisfy the course requirements or to any other grade.

The instructor may agree to a change of grade or may decide to uphold the original grade as a result of the discussion. The instructor shall confirm that this step has been completed by signing Step 1 section of the Grade Appeal form and recording his/her decision directly on the form. The form must be returned to the Registrar's Office within 10 business days of meeting, or corresponding with the student. If the grade is to be changed, the instructor must submit a Change of Grade form to the Registrar's Office. If the grade is not to be changed, the instructor must submit to the Chair of the School of the program of the contested grade, his/her instructor course guideline plus a written account of how the student's grade was determined, relative to the outlined objectives of the course and the evaluation criteria. Either the Change of Grade or the submission to the Chair must be completed within 10 business days of the Instructor meeting, or corresponding with the student.

If the student is unsatisfied with the outcome of this step, he/she may proceed to Step 2 of the grade appeal procedure.

In the event the instructor is not available for this first step, the process will default to Step 2 of this procedure.

**Step 2:**

*This step in the process must be initiated within **7 calendar days** of the completion of the Step 1. (The completion date shall be the date the completed form was returned to the Registrar's Office).*

Procedure:

The student must complete Step 2 section of the Grade Appeal Form, outlining in writing his/her grounds for the appeal, and submit it to the Chair of the School of Program of the area of the

contested grade (where the Chair of the School is the instructor, the Chair of another school shall conduct the review). The Chair will form a Program Resolution Panel comprising two other faculty members of the program area to review the appeal.

Program Resolution Panel:

The Chair of the School will serve as Chair to the Program Resolution Panel and shall appoint two other members as follows:

- 2 instructors from within the Program area (or familiar with the area of study in dispute)

All three members have voting privileges.

The Program Resolution Panel shall:

- review the student's written submission (provided by the Chair of the School),
- review the official course outline, the instructor's course guideline, plus the instructor's written account of how the student's grade was determined relative to the outlined objectives of the course and the evaluation criteria,
- interview the parties (if deemed necessary),
- review the student's work in light of course expectations to assess whether the work has fulfilled the requirements of the course. (In reviewing the student work, only that work produced for the course may be included in the review).

This step may result in the overturning of the instructor's original grade..

The Panel will decide by majority vote if the original grade should be retained, raised or lowered. The Chair of the School shall confirm that the program review has been completed by signing Step 2 section of the Grade Appeal form and recording the decision of the Program Resolution Panel directly on the form. The form must be returned to the Registrar's Office within **10 working days** of the date this step was initiated (the initiation date shall be the date the completed form was received by the Chair of the School). The Registrar's Office will process that as a Change of Grade and will forward a copy to both the student and the instructor.

If the student is unsatisfied with the outcome of this step of the grade appeal procedure, he/she may proceed to Step 3.

**Step 3:**

*This step must be initiated within **7 calendar days** of the date of completion of Step 2 and requires the payment of a grade appeal fee: (the completion date shall be the date the completed form was returned to the Registrar's Office).*

***The grade appeal fee must accompany this step of the appeal process but will be refunded if the grade is changed.***

This third step of the grade appeal process, involves a review of the student's appeal by members external to the program. This may result in the overturning of the instructor's original grade.

Procedure:

To initiate this step, the student must complete section 3 of the Grade Appeal form and submit it to the Registrar's Office with the appropriate fee. The Registrar will then forward the student's appeal to the Chair of the School who will convene a Grade Appeal Committee to review the student's appeal.

Grade Appeal Committee:

The Chair of School will serve as Chair to the Committee and will appoint two other members on an ad hoc basis as follows:

- one instructor who is familiar with the area of study in dispute and has not participated in step 2 of this procedure,
- one instructor who is outwith of the area being contested,
- one student who is an executive member of the Students' Association.

All three members have voting privileges. The Chair of the School is a non voting member.

The Grade Appeal Committee shall:

- review all written submissions (as provided by the Chair of the School in the area of the contested grade) from Step 2,
- review the recommendations of the Program Resolution Panel,
- interview the student and the instructor.

Where the student is unavailable to be interviewed, the student may choose another representative. Where the instructor is unavailable to be interviewed, every effort will be made by the Chair to ensure that the instructor's position is represented.

Upon review of all written and verbal submissions, the Grade Appeal Committee will decide by majority vote if the original grade should be retained, raised or lowered. The Committee may also include recommendations for future action specific to the evaluation and/or the parties. The Chair shall confirm the Grade Appeal Committee's decision directly on the Grade Appeal form. This form must be signed by the AVPRAA and returned to the Registrar's Office within **10 working days** of the student's initiation of step 3 in this appeal process (the initiation date shall be the date the completed form and fee was received by the Registrar's Office).

The Registrar shall advise both the student and the instructor of Grade Appeal Committee's decision.

Given no procedural irregularities in the appeal process, the Grade Appeal Committee's decision is final and no further appeal is possible.