

ACADEMIC GRADE APPEAL PROCEDURE

This procedure is governed by its parent policy. Questions regarding this procedure are to be directed to the identified Procedure Administrator.

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| Functional Category: | Academic |
| Parent Policy: | Student Judicial Affairs Policy |
| Approval Date: | December 21, 2015 |
| Effective Date: | January 4, 2016 |
| Procedure Owner: | Vice President, Teaching and Learning |
| Procedure Administrator: | Dean, Student Services and Registrar |

Overview:

It is of paramount importance that the integrity and accuracy of NorQuest College's (college) assessments of learner outcomes be maintained at the highest level possible. To this end, the college employs faculty whose professional training prepares them to make informed judgments regarding student performance. It also provides a grade appeal process that offers students a reasonable opportunity to appeal results of particular academic assessments.

In pursuing appeals and rendering judgments, participants are reminded of the college's fundamental commitment to fairness, trustworthiness, honesty, respect, and responsibility in all academic matters.

Authority to establish this procedure is derived from the [NorQuest College Board of Governors Policy No. 5](#), which delegates authority to the President and CEO to establish policies and procedures for the college's management and operation.

Procedures:

Grade appeals will be addressed using the adjudication principles stated in the Student Judicial Affairs Policy and the actions specified below.

Appeal of a Grade on an Assignment

1. If a student has reason to believe that a grade on a particular course component, such as an assignment, test, or examination is other than what the work deserves, the student should request a meeting with the instructor within five working days of the assignment being returned, or the mark being posted, to discuss the disagreement. The student may be accompanied by an attendant at any meeting(s).
2. If the matter remains unresolved, the student may appeal directly to the Academic Chair, who may meet with the instructor and student together or separately, review relevant documents, and/or request an independent review by an unaffiliated instructor. The decision made by the Academic Chair is final.

Appeal of a Final Grade in a Course

Final grade appeals must be supported by evidence based upon at least one of the following three grounds:

- the final calculation was not based upon all of the work submitted as indicated in the course outline;
- the final grade was miscalculated; or
- there was unfair assessment of academic performance.

1. If a student has reason to believe that a final grade in a course has been arrived at incorrectly or unfairly (refer to the grounds for appeal above), the student should first request a meeting with the instructor to discuss the disagreement. This request must be made within five working days of the final mark being posted. The student may bring unaltered original copies of graded course work and may request to consult any graded work that has not been returned. The student may be accompanied by an attendant at any meeting(s).
2. If the matter is resolved to the satisfaction of both parties, and the outcome results in a change of grade, the instructor shall record the new grade.
3. If the matter remains unresolved, the student may appeal directly to the Academic Chair, who may meet with the instructor and student together or separately, review relevant documents, and/or request an independent review by an unaffiliated instructor. The decision of the Academic Chair is final.

Recommended Timelines for Academic Grade Appeal Procedures

| WHO | WHAT | WHEN |
|------------------------|---|--|
| Instructor/Student | Meet to discuss assignment or final grade and seek informal resolution If matter remains unresolved, refer matter to the Academic Chair for resolution | Within five working days of return of assignment or mark being posted Within two working days of meeting with student |
| Academic Chair/Student | Meet to discuss unresolved disagreement over grade | Within two working days of meeting with instructor |
| Academic Chair | Report final decision to parties and close case | Within five working days of meeting with student |

Definitions:

Attendant: an individual (e.g., an Association representative, counselor, colleague, or family member) selected by the complainant or respondent to consult with, accompany, or assist, at any meeting or hearing related to the incident. The attendant(s) may observe but may not participate in any proceedings without the permission of a designated College official.

Course: a series of prescribed learning outcomes and the learning activities to achieve those outcomes organized within a specific subject area.

Instructor: any College member who provides credit or non-credit instruction for any course.

Reasonable: moderate and fair in the circumstances.

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| | <p>Student: any individual admitted to, and enrolled in, any college course(s) or program(s).</p> <p>Unaffiliated: status of an adjudicator who has not had a prior involvement or is not in a potential conflict of interest in hearing the case.</p> |
| Related Information: | <ul style="list-style-type: none"> • Academic Calendar • Academic Misconduct Procedure • Freedom of Information and Protection of Privacy Act • Non-Academic Misconduct Procedure • Student Judicial Affairs Policy |
| Related Documentation: | N/A |
| Next Review Date: | December 2019 |
| Revision History: | <p>November 2012: (replaces (in part) Standard Practice 2.18: Student Appeals – Academic)</p> <p>August 2013: update for document links and branding</p> <p>December 2013: update for procedure administrator and links</p> <p>November 2014: update for document links</p> <p>December 2015: revised</p> |