

Title:	Grade Appeals Policy and Procedures
Type:	Academic
Policy #:	AC100-37
Responsibility:	Student and Community Engagement
Approved by:	Executive Team, September 2007
Revised:	
Review date:	

1. Introduction

Centennial College has the right to determine the nature and components of course offerings, the type and method of evaluations, and the standards which must be met by students. The College acknowledges that the evaluation of the work of a student is part of the professional responsibility of faculty members and other staff who are responsible for grading a student's academic performance.

Students have the right to know the academic standards of the course and how their academic performance will be evaluated. Faculty members and other staff who are responsible for grading a student's academic performance are expected to make available at the start of each course the evaluation components (i.e. types and weighting of assignments, essays, tests, examinations, etc).

2. Purpose

The purpose of this policy is to establish the parameters of and the procedures for students who wish to appeal a grade.

3. Grounds for a Grade Appeal

Appeals are limited to the following grounds:

- 3.1 A clerical error has resulted in a miscalculation of the grade.
- 3.2 The grade awarded did not reflect fairly the student's academic performance and/or the stated requirements for the course.

Grade appeals may not be based on a complaint that the nature and standard of evaluation was too onerous.

4. Procedures for Appeal

Appeals of grades may be brought forward during the course or after the final grade has been released. Appeals of grades on assignments, tests, placements or examinations must be made within ten (10) business days of the release of the grade. To initiate a Grade Appeal, students complete the first section of the Appeals Form. Students should first attempt to resolve the appeal informally by arranging a meeting with the faculty member. Only when it cannot be resolved directly with the teacher, should the following procedure be followed:

- 4.1 Using the Appeals Form, a formal written appeal must be made by the student to the Program Chair of the School where the course originates within ten (10) business days of the release of the grade. The student must outline in writing the reasons they feel the grade did not reflect fairly on their academic performance.
- 4.2 The Program Chair or designate will arrange to meet together with the faculty member and student. In advance of this meeting, the faculty member and student will submit to the Program Chair all relevant documents including course outlines, examinations, assignments, reports, papers, as well as other documents identified as relevant to the student's grade. At the meeting, the Program Chair will give the student and faculty member access to all documents submitted, while ensuring the privacy of the academic records of other students.
- 4.3 The Program Chair will review the documentation provided, seek clarification or further information during the meeting and can:
 - 4.3.1 Explore solutions presented by either party during the meeting or propose alternate solutions; or
 - 4.3.2 Request assistance, such as re-assessment by another faculty member in appraisal of a document. The Program Chair, faculty member and student will be given access to such appraisals; or
 - 4.3.3 Find that no grounds have been presented that warrants a change in grade.
- 4.4 Following the meeting, the Program Chair will prepare a written decision on the appeal. The decision may be to retain, to raise, or to lower the student's grade or other appropriate action. Substantial and convincing evidence must be shown for the grade to be changed. The Chair will be responsible for notifying the student and faculty member of the decision within five (5) business days of the meeting. Where appropriate, the Chair is responsible for informing Enrolment Services.
- 4.5 The faculty member will take any action outlined in the written decision of the Program Chair. In cases where the faculty member is unable by reason of absence to take action, the Program Chair is empowered to take the action and, where appropriate, alter the formal record of the grade.
- 4.6 Where the student wishes to appeal the decision of the Program Chair, the appeal must be in writing and must be submitted to the Dean of the School where the course originates within five (5) business days of the decision by the Program Chair. The student must provide a compelling argument as to why they are challenging the decision of the Chair. The Program Chair will forward all relevant documents to the Dean. The Dean will review the process followed and the decision assigned by the Program Chair, and may dismiss, set aside, vary or uphold the decision. It is at the discretion of the Dean whether to meet with the Program Chair, the student, and the faculty member prior to making the decision. The decision of the Dean will be final. The student will be notified of the decision in writing within five (5) business days of the decision, with copy to the faculty member and the Program Chair.
- 4.7 The grade assigned is the grade of record unless decided otherwise through the process here outlined.

5. Appendices

- Identify any attached appendices
- Attach workflow if applicable
- Attach forms if applicable