

E2006 – APPEAL OF FINAL GRADE

PROCEDURES

I. INFORMAL APPEAL

1. There are two steps in the Informal Appeal process:
 - a. The student must first obtain the “Informal Appeal of Final Grade” form from the Registrar’s Office and then meet with the instructor. The purpose of this meeting is to clarify the method and calculation of the final grade. If the instructor determines that a grade change is warranted, the instructor will forward a Mark Change Request form to the Department Chair or Continuing Studies Program Coordinator/Manager. If the instructor feels the grade as assigned should stand, then they will indicate this on the “Informal Appeal of Final Grade” form, and both the instructor and the student will sign it.
 - b. If the student wishes to pursue the appeal after meeting with the instructor, the student must then take the “Informal Appeal of Final Grade” form and meet with the Division Chair or Continuing Studies Manager/Director. The purpose of this meeting is to ensure that the student clearly understands the Formal Appeal process, including the three possible outcomes of such an appeal:
 - i. The grade may be raised.
 - ii. The grade may remain unchanged.
 - iii. The grade may be lowered.
 - c. If the student wishes to submit a Formal Appeal, the Division Chair or Continuing Studies Manager/Director will determine if the student meets the criteria set out in 3.4.
 - d. If the student does not meet any of those criteria, the student will not be permitted to submit a Formal Appeal.
2. The outcomes of the meetings with the instructor and the Division Chair or Continuing Studies Manager/Director are recorded on the “Informal Appeal of Final Grade” form. This form, bearing the signatures of the student, the instructor, and the Division Chair or Continuing Studies Manager/Director, constitutes proof of completion of the Informal Appeal. It will also constitute the Division Chair’s or Continuing Studies Manager/Director’s approval to proceed to Formal Appeal if he or she finds that this is warranted.

II. FORMAL APPEAL

1. The student must initiate the Formal Appeal no later than ten (10) working days following the last day of examinations in the semester in which the course(s) under appeal was completed. This time limit may be extended by mutual agreement between the Division Chair or Continuing Studies Manager/Director and the Registrar.
2. The student initiates the Formal Appeal by submitting the following to the Office of the Registrar:
 - i. The “Formal Appeal of Final Grade” form (one form for each course being appealed),
 - ii. The completed “Informal Appeal of Final Grade” form (one form for each course being appealed). This form must include the signatures of the student, the instructor, and the Division Chair or Continuing Studies Manager/Director. The Division Chair or Continuing Studies Manager/Director must indicate that the student has satisfied the grounds for appeal as set out in the Policy,
 - iii. The current fee for each final grade being appealed,
 - iv. Any relevant material that should be considered in support of each appeal.

All of the above must be submitted by the deadline set out in II. 1.

3. The Office of the Registrar will forward the forms and supporting material to the appropriate Department Chair or Continuing Studies Program Coordinator/Manager.
4. Upon receipt of the appeal from the Office of the Registrar, the Department Chair or Continuing Studies Program Coordinator/Manager will:
 - i. Collect all available relevant material from the instructor.
 - ii. Request that the Division Chair or Continuing Studies Manager/Director convene a Department Appeals Committee
5. The Department Appeals Committee shall be composed of the appropriate individuals. The Department Appeals Committee will consist of two instructors who are familiar with the course content but who did not teach the course to the student who has requested the appeal. In cases where a department consists of three or fewer instructors, or the Department Chair or Continuing Studies Program Coordinator/Manager was the instructor of the course in which the final grade is being appealed, the Division Chair or Continuing Studies Manager/Director will appoint an alternate to carry out the duties of the Department Chair or Continuing Studies Program Coordinator/Manager. The Office of the Registrar will forward the forms and supporting material to the appropriate Department Chair or Continuing Studies Program Coordinator/Manager.
6. The Department Appeals Committee members will:
 - i. Make independent judgements of the submitted material.
 - ii. Write individual reports of their decisions. Each report will include reasons for that decision along with a letter grade.
 - iii. Submit the report to the Division Chair or Continuing Studies Manager/Director within ten (10) working days of receipt of the Formal Appeal by the Office of the Registrar.
7. The Department Appeals Committee may request a meeting with the student and/or the instructor. The purpose of the meeting is to clarify any questions that the committee members may have about the relevant material. If such a meeting is called, the committee must allow both the student and instructor to attend.

The student and the instructor may each bring a person to the meeting. The person may not speak or otherwise participate in the meeting. The College is not liable for any fees or expenses incurred by the student or the instructor for the attendance of this person at the appeal meeting.

8. If the two members of the Department Appeals Committee arrive at different letter grades for the course, the Department Chair or Continuing Studies Program Coordinator/Manager (or alternate) will automatically become a third member of the committee.
9. Upon receipt of the decision from the Division Chair or Continuing Studies Manager/Director, the Registrar will:
 - i. Inform the student of the decision.
 - ii. Revise the permanent student record, if applicable.

III. APPEAL OF THE DECISION OF THE DEPARTMENT APPEALS COMMITTEE

1. If the student believes that the Division Chair or Continuing Studies Manager/Director, the Department Chair or Continuing Studies Program Coordinator/Manager, or the Department Appeals Committee did not follow the process stated in the policy, or that the process was otherwise flawed in some way, the student may request that the Associate Vice President, Students undertake a review. Such a request must be submitted in writing no later than five (5) working days after the decision is made by the Department Appeals Committee. The request must clearly state the grounds upon which the request is based, and include any evidence the student wants to have considered.
2. The outcome of the Associate Vice President's review is constrained by the Policy. Consequently, the possible outcomes are limited to:

- i. The process is not found to be biased or improper, and the decision of the Department Appeals Committee is confirmed
 - ii. The process is found to be biased or improper in some way, but any irregularity did not impair the student's right to procedural fairness. Therefore, the decision of the Department Appeals Committee is confirmed.
 - iii. The process is found to be biased or improper in a way that did impair the student's right to procedural fairness. In such a case, the Associate Vice President, Students will direct the Division Chair or Continuing Studies Program Manager/Director to convene a new Department Appeals Committee and consider the student's Formal Appeal according to proper procedure. The Dean may provide written directions regarding corrective actions to ensure acceptable process.
3. The decision of the Associate Vice President, Students is final and not subject to further appeal.