

Procedure Information	
Related to Policy No:	E-1.20
Approved by:	Education Council
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Date of Next Review:	October 2025

GRADE APPEAL PROCEDURE

Definitions

1. Clinical
Refers to the clinical placement components of Health Science programs as well as components of other College programs that involve a 'work placement' or 'practicum' as part of course work.
2. Shop/Lab
Refers to applied learning activities separate from classroom components.
3. Educational Administrator
Refers to Deans, Associate Deans or their designate.
4. Vice President Academic (VPA)
Refers to the Vice President responsible for academics or designate.

Procedures

Section I: Multi-Stage Resolution Process – FINAL GRADE APPEAL

This multi-stage process begins at the Instructor level and proceeds, if necessary, to the Educational Administrator level. The appeal can only be brought to the Executive level if the procedures were not followed by the original decision maker(s) and this has resulted in the student not receiving a fair hearing; and/or relevant evidence has become available that was not reasonably available at the time of the original decision and there is a strong probability that the evidence would have a significant effect on the decision.

If the student has not met the minimum grade requirements for the next course, they will be allowed to continue with their studies, i.e. continuing with the program of studies or enrolling in the next level of a course or program, if space is available, during the appeal process unless the student's practice, knowledge or theory base is deemed unsafe. In lieu of a Pre-requisite Waiver Form, a Notice of Appeal Process form will be used by the student for enrollment purposes while awaiting the outcome of the Appeal. The completed form will be submitted to the Office of the Registrar by the Instructor or Educational Administrator or designate to be added to the student's academic file and a copy will be given to the student.

Stage 1: Instructor Level Resolution

1. The appeal process for a final grade begins with a student-initiated discussion with the instructor, with both parties actively seeking to understand the issues, and attempting to resolve them. These discussions must be initiated by the student within ten (10) working days of the official posting of the final grade, or within five (5) working days of removal from a clinical, shop or lab component. It is the student's responsibility to have an Instructor Level Resolution Form brought to the meeting. If the student is unable to reach the instructor, assistance should be sought through the appropriate Educational Administrator or designate.
2. The student and the instructor should attempt a resolution by discussing the assigned grade. These discussions must be concluded within five (5) working days of being initiated. Whether the grade is upheld or changed (increased or decreased), the instructor and the student will complete the Instructor Level Resolution Form and a copy of the form shall be provided to the student and the appropriate Educational Administrator or designate. The decision and rationale for the decision must be recorded on the Form. The Educational Administrator or designate will submit a copy to the Office of the Registrar to be added to the student's academic file.

Stage 2: Educational Administrator Level Resolution

1. A student may appeal the Instructor Level decision to the appropriate Educational Administrator or designate within five (5) working days of the date the Grade Appeal Instructor Level Resolution Form is signed. The student must provide a written submission of the reason(s) for the grounds of the appeal, include all supporting evidence for the appeal. A full discussion between the Educational Administrator or designate and the student will conclude within five (5) working days of receipt of the written submission, with both parties actively seeking to understand the issues and attempting to resolve them.
2. The Educational Administrator or designate will seek further information and/or clarification from the Instructor, the student, and/or any other person involved in the appeal.
3. Based on the information provided by the individuals involved, if the Educational Administrator or designate finds no grounds exist for an appeal, the decision by the Instructor will be upheld.
4. Based on the information provided by the individuals involved, if the Educational Administrator or designate determines grounds exist for an appeal, any or all of the following course(s) of action may be selected to resolve the grade appeal:

- In consultation with faculty and/or faculty coordinator, assign a grade which either upholds or changes (increases or decreases) the original grade;
 - Direct a re-marking of the written or recorded work as outlined in Section IV: Re-marking of Written or Recorded Work
 - Direct a review of clinical work as outlined in Section V: Re-evaluation of Clinical Work;
 - Refer to the Grade Appeal Committee (Section II).
5. In any of the above instances, the Educational Administrator or designate shall, on the Grade Appeal Educational Administrator Level Resolution Form, record the decision and the rationale for the decision. A copy of the form shall be provided to the student, the Instructor and the Vice President Academic (VPA). The Educational Administrator or designate will submit a copy to the Office of the Registrar to be added to the student's academic file.

Stage 3: Executive Level Resolution

1. A student may appeal the Educational Administrator Level decision to the VPA or designate within five (5) working days from receiving notice of the Educational Administrator level decision. The appeal can only be brought to the VPA if the procedures were not followed by the original decision maker(s) and this has resulted in the student not receiving a fair hearing; and/or relevant evidence has become available that was not reasonably available at the time of the original decision and there is a strong probability that the evidence would have a significant effect on the decision. The student must provide a written submission of their concerns, complete a Final Grade Appeal Executive Level Resolution Form and include all relevant supporting documentation.
2. The VPA or designate may seek further information and/or clarification from any person involved in the appeal.
3. Within ten (10) working days, the VPA or designate shall:
 - a) Determine there are no grounds for appeal;

Or

 - b) Refer to the Grade Appeal Committee (Section II) if it is determined that sufficient grounds for an appeal have been demonstrated.

4. In either instance, the VPA or designate shall record the decision and the rationale for the decision on the Grade Appeal Executive Level Resolution Form. A copy of the form shall be provided to the student, the Educational Administrator or designate and involved Faculty. The Educational Administrator or designate will submit a copy to the Office of the Registrar to be added to the student's academic file.

Section II: The Grade Appeal Committee

1. The Vice President responsible for Student Affairs or designate shall form a Standing Grade Appeal Committee and it shall be comprised as follows:
 - a) Vice President responsible for Student Affairs (Chair) or designate, two students, and two faculty.
 - b) The President of the Faculty Association shall in September of each year appoint five (5) of its members to the Committee. Clinical faculty and/or a community member from a program profession shall be appointed on an as-needed basis in the case of clinical grade appeals.
 - c) The Students' Union shall in September of each year, appoint five (5) registered students to the Committee. Clinical students shall be appointed on an as-needed basis in the case of clinical grade appeals.
2. The Chair of the Committee shall communicate to the student the details related to the process, timing and location of the Grade Appeal Hearing.
3. The Chair of the Committee shall have a vote and will be responsible for ensuring that the members of the Committee are free of conflict of interest related to the case being heard. Every attempt will be made to hear the appeal in a timely manner.
4. The decision of the Committee will be final and binding and shall be communicated to the parties in writing. A copy of the decision shall be provided to the student, the Educational Administrator, the Executive Responsible for Academics and the instructor(s).

Section III: Grade Appeal Committee Procedure

1. Each student and instructor may bring one support person (advocate, personal support or legal counsel) to the Grade Appeal Hearing. The support person does not participate in the hearing.

2. Each student and instructor can provide written statements from witnesses that are deemed to have first-hand knowledge of a situation or incident that directly relates to the grounds given by the student. Should a witness be asked by the Chair of the Committee to attend the appeal hearing, the participation of the witnesses shall be limited to providing evidence and responding to questions from the committee members. Witnesses may be present at the Hearing only when providing evidence or responding to questions from the Grade Appeal Committee.
3. The Grade Appeal Hearing shall proceed as follows:
 - a) An initial briefing and review of the case by the Committee members;
 - b) Presentation by the student;
 - c) Presentation by the instructor(s);
 - d) Subsequent re-examination of either party or witnesses if required.
4. The Grade Appeal Committee Chair shall be responsible for keeping official records of appeal proceedings (i.e. minutes of meetings, correspondence between parties).
5. When convened for an Educational Administrator Level Appeal, the Grade Appeal Committee will determine how the grade appeal will be resolved. A written rationale will be provided to the student. The Grade Appeal Committee may select any or all of the following course(s) of action:
 - Uphold the original grade given by the Instructor;
 - Order a re-marking of the written or recorded work as outlined by the process below;
 - Order a review of clinical work by the process outlined below;
 - Based on the information provided, assign a grade which either upholds or changes (increases or decreases) the original grade;
 - Some other process at the discretion of the Chair of the Grade Appeal Committee.
6. When convened for an Executive Level Appeal, the Grade Appeal Committee will determine one of the following:
 - a) The procedures were followed by the original decision maker and/or the new evidence available gave no significant effect to the appeal. Therefore, the

decision of the Educational Administrator or designate is upheld and the student's appeal has failed.

- b) The procedures were not followed in some way but any deviation did not impair the procedural fairness. Therefore, the decision of the Educational Administrator or designate is upheld and the student's appeal has failed.
 - c) The procedures were not followed and/or the new information did provide more merit to the student's appeal. In this case, the Grade Appeal Committee may select any or all of the courses of action found in Section III (5).
7. Following a decision by the Grade Appeal Committee, the Chair shall notify the parties in writing of the decision, including a brief rationale for the decision.
 8. The evidence and proceedings will be digitally copied. The Chair will submit the copies to the Office of the Registrar to be added to the student's academic file. The copies will be stored for a minimum of seven (7) years. Committee members' copies of the proceedings shall be returned to the College at the end of the hearing and shall be destroyed.

Section IV: Re-marking of Written or Recorded Work

1. Student work that is written, audio-recorded, video-recorded, photographed or otherwise captured may be re-marked provided the work contains all the necessary information as determined by the testing rubric and/or relevant guidelines.
2. The Educational Administrator or designate will appoint, in consultation with the faculty and/or the faculty coordinator, a minimum of one independent reviewer, i.e. instructor(s) who is/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 3 or fewer instructors, the Educational Administrator or designate may appoint an alternate to carry out the duties. Each reviewer will be provided with copies of the written or recorded work that the student has requested to be reviewed.
 - a) For written work, any student names, marks, comments or notations made by the original instructor will be removed from the work; if necessary the work will be retyped by the Dean's office. The reviewer(s) may, at any point in the review, request from the Educational Administrator permission to see all of the body of work relevant to the grade appeal completed by the student. This request would not require the reviewer(s) to re-evaluate the additional course work. If permission is granted, the Educational Administrator will include this information in the written rationale of their final decision.

- b) For recorded work where removal of the identity of the student is impossible, the reviewer(s) will continue the evaluation without requiring an attempt to hide the identity of the student.
3. The independent reviewer(s) will review the work and arrive at an assessment within five (5) business days of receipt of the appeal material. An extension of time will only be considered if there are extenuating circumstances to warrant an extension. The reviewer(s) will, independently and in writing, submit the reasons for the grade determination on the re-marked work and forward this to the Educational Administrator or designate. If more than one reviewer is involved in the remarking of the student's work, a consensus must be reached with respect to the grade assigned.

Section V: Re-evaluation of Clinical Work

1. If the course, program or department has a written published protocol for handling the review of such work, other than the information provided in the course outline, either throughout the course (e.g. multiple attempts to pass a practical demonstration) or after the course (e.g., final comprehensive practical exam), or by other means, this protocol is to be followed in the review of the student's work. The Educational Administrator or designate may investigate and determine whether the protocol was followed correctly and if the protocol itself is fair and reasonable. The Educational Administrator or designate may decide whether the student appeal should be upheld or denied based on the outcome of this review.

Section VI: Guidelines for the Grade Appeal Committee

1. The appeal shall be conducted in a fair and impartial manner.
2. Each appeal shall be considered independently and decided on its merits.
3. The Grade Appeal Committee shall only consider matters and evidence relevant to the grounds of appeal set out in the Final Grade Appeal Educational Administrator Level Resolution Form or the Final Grade Appeal Executive Level Resolution Form.
4. All information reviewed and discussed during an appeal shall remain confidential.
5. The Grade Appeal Committee may direct the parties to provide and produce additional material or witnesses directly related to the appeal.

6. The Grade Appeal Committee shall render its decision within five (5) working days of the hearing.
7. The Grade Appeal Committee may, at its discretion, offer recommendations to any of the instructors, or the student, or the College to enhance learning, practice and the application of policy in the future. Any recommendations will include timelines and referral of recommendations to relevant positions at the College.

Section VII: Consequences of Failed or Successful Grade Appeal

1. If the student’s grade appeal is successful, the grade is changed and corrected in the student academic file and transcript. If the student has been prevented from progressing in a course or program pending the appeal, the student will be allowed to proceed with the program. If not possible, other options for continuation will be provided.
2. The student remains responsible for any academic, personal or financial consequences of a final grade appeal excluding the following:
 - a) If the student continues with classes which require the appealed course as a prerequisite pending the outcome of the appeal and the appeal fails, the student will be retroactively withdrawn from the course(s) without academic penalty and the course specific tuition will be refunded.
 - b) If the student fails to register for classes for which the appealed course is a prerequisite and the appeal is successful, the student’s grade will be adjusted but no other extraordinary measures will be taken (e.g. given priority course registration in the future.)

Forms

- Grade Appeal Instructor Level Resolution Form
- Grade Appeal Educational Administrator Level Resolution Form
- Grade Appeal Executive Level Resolution Form
- Notice of Appeal Process Form

Procedure Amendment Log

Amendment Number:	Date:
0	November 1990
1	October 2020
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