

GRADE APPEAL POLICY

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Policy Information & Responsibilities

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Executive Responsible: Academic Director (Regional)

Administrator Responsible: Academic Manager

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1. Policy

At Hanson College, hereinafter 'Hanson', the process of evaluation culminates in the awarding of a final grade in each course in which a student is registered. The assumption is made that the final grade was assigned through an equitable and accountable process in terms of stated course objectives. There are, however, occasions when this process is, or is perceived to be, neither fully realized nor documented.

The review procedure must provide a forum wherein the integrity of the faculty – student relationship is maintained.

Hansons' policy regarding confidentiality of records applies to the grade review procedure.

2. Faculty-Student Resolution

Students should first speak to the instructor of the course from which the unsatisfactory grade was assigned in order to reach a resolution, before speaking with any administrative staff.

However, if a resolution cannot be made between a student and the instructor, then the student is entitled to the opportunity to obtain a formal review of his/her final grade on pre-defined legitimate grounds through a Grade Appeal (*'Grade Review'*) procedure led by the Academic Department.

3. Grounds for Formal Review

- 3.1. A formal review by the Academic Department will be held only if the student has already appealed to his/her instructor regarding his/her grade(s) and if no satisfactory resolution has been met between the faculty member and student.
- 3.2. The formal grade review procedure applies to a final grade only.
- 3.3. In order to establish equitable and objective grounds upon which to approach the formal review, the committee members must be able to review data that is measurable, namely:
 - 3.3.1. The stated method of evaluation (in terms of course objectives) for the course in question;
 - 3.3.2. The manner in which this method of evaluation was applied;
 - 3.3.3. Clear and concise documentation on how the grade was assigned.
- 3.4. Problems such as personality conflict or harassment must either relate directly to the bases described above or dealt through other vehicles such as Hanson's Code of Conduct and Sexual Violence policy.
- 3.5. If a student challenges a single item such as a test, report, essay, or paper during the term, the Director, Academics will direct with this at his/her discretion.
 - 3.5.1. This may involve designating himself/herself, a faculty member, or outside expert to re-read the paper and grade it independently.

3.6. The decision reached by the Academic Director, in consultation with the content expert, is final.

4. Prerequisite Courses

- 4.1. Where the course reviewed is prerequisite to a course in the subsequent semester, and where the challenged grade in the prerequisite course is “F”, the student may register and attend classes in the subsequent course until the review has been completed.
- 4.2. If the review results in no changes to the reviewed grade, the student must withdraw from the subsequent course (unless that prerequisite is waived).

5. Procedures for Formal Review

5.1. Application

- 5.1.1. Within 21 days of the posting of final semester grades, a student wishing to appeal a grade must fill out the Academic Appeal Form and must state in writing to the Academic Director the following information:
 - The course and grade being appealed
 - Reason(s) for appeal (these must relate directly to the acceptable grounds for review)
- 5.1.2. The Academic Director, Manager or designate should advise students who need assistance in documenting their request to seek it from a faculty member or a designate from the Academic department.
- 5.1.3. Immediately upon receipt of this request, the Academic Director will advise the student to discuss his/her concerns with the faculty member teaching the course to see if the question can be settled without the formal procedure.
- 5.1.4. Once the student has indicated this has been done and still wishes to proceed, the Academic Director will confirm that the review is to be undertaken on a formal basis.
- 5.1.5. The formal request for a review must be accompanied by a \$25 fee, which will be refunded if the review results in the grade being adjusted upwards.
- 5.1.6. Once the request is formalized, the Academic Director will ensure that both student and faculty receive copies of the procedure.

5.2. Formation of the Committee

- 5.2.1. The formal review procedure comes under the jurisdiction of the Academic Director Academics who must ensure that the policy is administered equitably to student and faculty, and that all appropriate parties are informed at each step.
- 5.2.2. The review committee shall have three (3) members selected according to the following guidelines:
 - One who is expert/knowledgeable in the subject area
 - One who teaches from the program

- 5.2.3. It will be the student's prerogative to name one of the above three, and the teacher/instructor's prerogative to name a second of the above three. The Academic Director will appoint the remaining member.
- 5.2.4. Individuals appearing before the committee may be assisted by an appropriate spokesperson.

6. Role of the Formal Review Participants

- 6.1. **Academic Director**, acting as Chair of the committee and facilitator:
 - 6.1.1. Acknowledges receipt of the request for review
 - 6.1.2. Notifies the instructor/teacher of the request
 - 6.1.3. Ensures that the student consults the instructor/teacher as the preliminary steps in the procedure
 - 6.1.4. Ensures that a committee of three is formed as described in "B" and acts as its Chair
 - 6.1.5. Schedules the meeting of the committee and clarifies the procedures
 - 6.1.6. Provides the student and the committee with the teacher/instructor's documentation
 - 6.1.7. Schedules the committee's interviews with the student and instructor/teacher
 - 6.1.8. Informs the committee's written decision and formally processes the grade
 - 6.1.9. Notifies the student and instructor/teacher of the result and, if necessary, issues a new transcript to the student
 - 6.1.10. Authorizes the disposition of the fee.
 - 6.1.11. The Academic Director, having handled the review request prior to the formation of the committee, turns to the formal procedure to ensure the review is equitable and with the institution's Grade Appeal policy. The committee decision is final and binding. The Academic Director will file appropriate paperwork with Cambrian College to have the final grade changed if deemed necessary by the Grade Review Committee.
- 6.2. **The Review Committee Members**
 - 6.2.1. Interview student and faculty independently
 - 6.2.2. Review documentation presented by the student and faculty
 - 6.2.3. Validate documentation presented by the student and faculty
 - 6.2.4. Determine if the Principal or any other appropriate party need be consulted
 - 6.2.5. Assess the appropriateness of the original grade and determine the nature of any adjustment
 - 6.2.6. Document reason(s) for the decision and present a signed statement to the Director
 - 6.2.7. Make recommendations when appropriate

7. Grade Review Decision Timeframes

- 7.1. The Academic Director will be responsible for writing and communicating the decision of Grade Review Committee.

- 7.2.** In documenting the committee's decision, any constructive comments offered to the teacher/instructor will be communicated to him/her.
- 7.3.** The Academic Director will summarize as appropriate the committee's reasons for its decision and communicate these to the appropriate parties.
- 7.4.** The decision of the Grade Review Appeal committee shall be rendered within ten (10) working days.