

DOCUMENT TITLE	Process for Requesting Grade Review and Appeals
DOCUMENT NUMBER	E-1.14.1
NAME OF POLICY THE DOCUMENT SUPPORTS	Grade Review and Appeals
TYPE OF DOCUMENT	Process Document
APPROVAL DATE	December 16, 2020
REPLACES (IF APPLICABLE)	Student Appeals Policy
LAST UPDATE OR AMENDMENT OR REVIEW DATE	N/A
HOLDER	VP Education
RESPONSIBLE OPERATIONAL LEADER	Dean/Director/Registrar

PROCESS FOR REQUESTING GRADE REVIEW AND APPEALS

PURPOSE

The purpose of this document is to outline the processes of requesting a review of an evaluation, requesting a review of final course grades, and requesting a final grade appeal to Education Council’s Academic Appeals Panel. The process for requesting a grade review and appeal must comply with the principles outlined in policy [E-2.11 Grade Review and Appeals](#).

PROCESS FOR REQUESTING GRADE REVIEW AND APPEALS

Students are encouraged to learn about the Grade Review and Appeals policy, its process, and their responsibility related to it from Camosun College employees, including instructors, [the Ombudsperson](#), and/or [Camosun College Student Society](#). Students are encouraged to seek support from College resources - visit [Services for Students](#) to better understand how the College supports students.

Students are encouraged to discuss their evaluations and grades with instructors as soon as they have concerns, including those of a compassionate nature, whereby a student seeking a review has experienced significant unusual or unexpected hardship immediately prior to completing the evaluation.

Students seeking a review of an evaluation with their instructor must do so soon after being assigned a grade and strive to seek a mutually agreeable resolution of the student’s concern. Instructors and/or students are welcome to consult with the Chair/Program Leader about term work grades. The Chair’s/Program Leader’s role is to ensure that educational standards are followed. Chairs/Program Leaders may report concerns to Dean/Directors.

For term work, the final decision to revise a graded evaluation remains with the instructor. The instructor may choose to consider a range of remedies to address a student’s request to re-evaluate term work.

The outcome of a student's request to review term work must be documented by the instructor and/or Chair/Program Leader and kept on file with the instructor and the Chair/Program Leader.

For review of final course grades, the following procedure must be followed.

PROCESS: REQUESTS TO REVIEW FINAL COURSE GRADES

A student's request to review final course grades and the outcome of the request must be documented by the instructor and/or Chair/Program Leader and kept on file with the instructor and the Dean's office.

If students have questions about the process to review a final course grade, they are encouraged to seek information and clarification from the School through which the course is offered.

STAGE 1: PROCESS FOR REQUESTING A REVIEW OF FINAL COURSE GRADE WITH THE INSTRUCTOR

A formal request to review a final course grade begins with a conversation between the student and their instructor. The student must request their instructor review a final course grade within **five (5) business days** of the final grade being posted on CamLink. The review of the final course grade can only be based on the following grounds:

- a. An Education/Academic policy was contravened that negatively impacted the student's learning and final grade;
- b. Calculation error in summing up the marks for an evaluation and/or when a grade is recorded incorrectly;
- c. Error in the assigned course evaluation(s);
- d. Unfairness in applying grading criteria.

The instructor may choose to consider a range of remedies to address a student's request to review the final course grade.

Normally, term work that has already been re-evaluated once will not be re-evaluated again for the purposes of a final grade review.

STAGE 2: REVIEW OF FINAL COURSE GRADE WITH THE CHAIR/PROGRAM LEADER

If in Stage 1, the instructor is not in agreement with the student to review a final grade or is unavailable to review a final grade, then the next step for the student is to take their request for review to the Chair/Program Leader. Requests for review by a Chair/Program Leader must take place within **five (5) business days** of an instructor's decision from Stage 1 or within **five (5) business days** of receiving the grade if the instructor is unable or unavailable to review the final grade.

The Chair/Program Leader shall review the request and address the matter within **five (5) business days** of receiving the request, in an effort to arrive at an outcome that is agreeable to all parties. Involvement from the Chair/Program Leader will likely involve communicating with both the instructor and the student.

The Chair/Program Leader, in collaboration with the instructor, can recommend a remedy from a range of options to address a student's request to review the final course grade. The grade determined through the involvement of the Chair, instructor, and student shall be recorded as the final official grade.

At this stage, the option to provide the student with an alternative remedy and decision to change a final course grade remains with the instructor. The Chair's/Program Leader's role is to ensure that College policy and due process is followed. Chairs/Program Leaders may report concerns to Dean/Directors.

Only in the absence of an instructor may a Chair/Program Leader make a decision to change the final course grade.

STAGE 3: PROCESS FOR REQUESTING A REVIEW OF FINAL COURSE GRADE WITH THE DEAN/DIRECTOR

If Stage 2 does not lead to an outcome that is acceptable to the student, the student may request the Dean/Director to engage in a review of the final course grade.

Requests to review the final course grade must be made within **five (5) business days** of receiving an outcome from the instructor, after the involvement of the Chair/Program Leader from Stage 2. Requests are made to the Dean/Director of the School/department in which the course is offered. The student must express their request for review in writing and provide all of the following information (see [Supporting Document – Final Grade Review Request to Dean/Director Form](#)):

- a. The decision which is being asked to be reviewed by the Dean/Director;
- b. The ground(s) upon which the student is seeking a review of the final course grade;
- c. The reasons why the student believes they meet the ground(s) selected;
- d. The outcome which the student is seeking;
- e. Any and all documentation that is relevant to the student's appeal case, including completed and marked term work.

Upon receipt of the student's request for review, the Dean/Director will connect with the instructor and Chair/Program Leader to request all related information.

The Dean/Director will review whether the student has grounds for a review of a final course grade.

The Dean/Director may decide not to proceed with the request for review if it is clear that there are no grounds for review, as prescribed by this policy.

The Dean/Director will review the process followed and either uphold the instructor's outcome or issue a new outcome. The Dean/Director may consult with the student, instructor, and/or Chair/Program Leader to inform their decision.

The Dean/Director may choose from a range of remedies to address a student's request to review the final course grade and issue a new outcome. If the student chooses to not accept the Dean/Director's remedy, then the student's final course grade will not be changed.

A final grade change by the Dean/Director will only occur if all approaches from the previous Stages have been exhausted. If a decision to change a student's final course grade includes consideration of course subject matter, the Dean/Director will consult with the instructor or, if necessary, other subject matter experts to inform the Dean/Director's decision.

The Dean/Director has **five (5) business days** from receiving the request to review the final course grade from the student to issue a response. Upon issuing a response, the Dean/Director has **ten (10) business days** to issue a final decision. The Dean/Director will communicate the final decision to the student, faculty instructor, and Chair/Program Leader with the final decision and a rationale for the grounds of the decision.

PROCESS: FINAL GRADE APPEALS TO EDUCATION COUNCIL'S ACADEMIC APPEALS PANEL

A student may appeal the Dean's/Director's outcome to Education Council's Academic Appeals Panel within **five (5) business days** of receiving the final decision from the Dean/Director. The student must request an appeal in writing and provide all the following information (see [Supporting Document – Grade Appeals Form to EdCo's Academic Appeals Panel](#)) in support of the appeal:

- a. The decision which is being appealed;
- b. The ground(s) for appeal;
- c. The reasons why the student believes the appeal should be allowed;
- d. The outcome which the student is seeking and why; and
- e. Any and all documentation that is relevant to the student's appeal case, including completed and marked term work.

The grounds on which a student may appeal a Dean's/Director's decision are:

- a. College policy was contravened that negatively impacted the student's learning and final grade;
- b. The process outlined in the Grade Review and Appeals policy was not followed.

The Academic Appeals Panel has discretion over whether or not an appeal is considered and/or granted.

If the nature of the final grade appeal contains concerns related to human rights, then the Panel will seek human rights expertise.

The Panel's findings may uphold the Dean's/Director's decision or the findings may result in the Vice-President Education issuing a new and final outcome.

No further appeals are allowed.

The Vice-President Education Office will, in a reasonable timeframe, communicate the final decision to the student, faculty instructor, Chair, and Dean/Director, along with a rationale for the grounds of the decision.

RELATED LEGISLATED REFERENCES

- [British Columbia College and Institute Act](#)

LINKS TO RELATED CAMOSUN POLICIES, DOCUMENTS, AND/OR WEBSITES

- [E-1.5 Grading Policy](#)
- [E-1.6 Educational Approvals Policy](#)
- [E-2.11 Academic Accommodations for Students with Disabilities](#)
- [Guidelines: Camosun College Support Person](#)
- [Services for Students](#)
- [Terms of Reference: Education Council Academic Appeals Panel](#)
- Camosun College Glossary of Terms