

POLICY TITLE	Grade Review and Appeals
POLICY NUMBER	E-1.14
APPROVAL DATE	December 16, 2020
EFFECTIVE DATE	January 1, 2021
APPROVAL BODY	Education Council
REPLACES (IF APPLICABLE)	Student Appeals Policy
LAST AMENDMENT DATE	N/A
NEXT REVIEW DATE	2025
POLICY HOLDER	VP Education
RESPONSIBLE OPERATIONAL LEADER	Dean/Director/Registrar
SUPPORTING DOCUMENTS	E-1.14.1 Process for Requesting Grade Review and Appeals E-1.14.2 Standards for Records Management – Grade Review and Appeals E-1.14.3 Supporting Document – Final Grade Review Request to Dean/Director Form E-1.14.4 Supporting Document – Grade Appeals Form to EdCo’s Academic Appeals Panel Form

GRADE REVIEW AND APPEALS

PURPOSE

The purpose of this policy is to provide information, responsibilities, and processes for students who wish to request a review of term work, request a final grade review, or appeal a final grade. It also informs instructors, department Chairs/Program Leaders, and College administrators of their responsibilities in the process.

POLICY APPLICATION, SCOPE, AND LIMITS

This policy applies to all students (learners) enrolled in Camosun College courses and programs. This policy does not address issues of [academic integrity](#) or [student behavioural conduct](#). This policy also does not address student complaints concerning teaching and learning. For a concern or complaint about teaching and learning, please review the [Student Complaints Process](#).

DEFINITIONS

- Dean/Director:** In the context of this policy, the principal academic and/or administrative officer at the College, who is responsible for the management of the Request for Grade Review and Appeals policy and procedures, requirements, and/or standards. A Dean/Director may designate

someone within their portfolio to oversee the procedures, requirements, and/or standards outlined in this policy. The Dean/Director may have an informal conversation with those who are impacted by this policy.

2. **Designate:** Refers to the individual who has been formally delegated authority to act on behalf of an academic and/or administrative officer at the College, at such times when they are unavailable to attend to time-sensitive matters as it related to the College's processes.
3. **Evaluation:** A course assignment or activity for which a grade is assigned. It may include, but is not limited, to tests, quizzes, papers, presentations, practicums, skills demonstration, and exams.
4. **Extenuating Circumstance:** An extenuating circumstance is a situation or condition, including a medical condition that is beyond the student's control and that has a direct and substantial impact on the student's ability to meet essential academic requirements and/or standards.
5. **Final Grade Appeal:** A formal review of the total grade received for all course evaluations, initiated by a student within ***five (5) business days*** of the official final grade being posted. A final grade appeal begins with the student discussing the appeal with the instructor (or Chair/Program Leader if the instructor is unavailable). To appeal a final grade, a student must show how their appeal meets one of the stated grounds for appeal (please see [Supporting Document – Process for Requesting Grade Review and Appeals](#) for the detailed process).
6. **Grade Review:** The reconsideration of a graded evaluation.
7. **Instructor:** Any individual who is employed by the College to teach a College course or program.
8. **Ombudsperson:** an impartial, independent office which provides a safe, confidential place for students to discuss concerns, complaints and disputes, and to consider options. The Ombudsperson is an advocate for fairness and equity, rather than an advocate for a particular person or outcome.
9. **Term Work:** All constituent evaluations that are used to calculate the final grade.

PRINCIPLES

1. The College recognizes the right and responsibility of its instructors to evaluate student performance in a reasonable and fair manner in accordance with the [College's policies](#).
2. The College encourages open communication between instructors and students to resolve a concern arising from a graded evaluation, with involvement from a Chair/Program Leader where

appropriate. Concerns about grades should be identified and addressed as they arise and as early as possible. The College is committed to the provision of a fair and timely process for requests for grade reviews or appeals.

3. Students are entitled to seek out available and appropriate student services, assistance, and support as they go through processes outlined under the Grade Review and Appeals policy. During meetings with instructors, Chairs, and/or Program Leaders, students are entitled to bring an appropriate [support person](#) with them. Please visit [Services for Students](#) to better understand how the College supports students.
4. Instructors have a responsibility to inform students of the Grade Review and Appeals policy.
5. Instructors are entitled to seek out support from the College to help them through the process of requests for grade reviews or appeals.
6. The College recognizes that students may experience pre-existing extenuating circumstances that may negatively impact a student's ability to perform well on an academic evaluation. In such cases, where possible, students have a responsibility to inform the instructor of their extenuating circumstance prior to undertaking the evaluation. This will enable students and instructors to explore alternatives to assess the student's academic learning. Students cannot claim to have an extenuating circumstance after receiving a grade on a completed evaluation, where that circumstance was pre-existing. Any considerations sought after a grade has been assigned must be sought after through compassionate grounds (please see [Supporting Document – Process for Requesting Grade Review and Appeals](#) for the detailed process).
7. Human rights expertise will be sought to inform decisions and outcomes if a student's request for a final grade review and appeal involves concerns related to human rights.
8. The outcome of a review of grades and decisions made by College employees on requests for grade reviews or appeals will be documented.
9. For the purposes of credentialing, pre-requisites, and transcripts, the grade posted to CamLink will be the final grade until a final grade appeal is processed. Students will be allowed to continue with a course or practicum if a final grade appeal is being processed for a course that is a prerequisite to a subsequent course or practicum. If the student is unsuccessful with their request for review or appeal, the student may be withdrawn from the course or practicum.
10. Students may withdraw their request for review or appeal at any stage of the process. If the student withdraws the appeal, the matter will be considered closed and no further appeal will be permitted with respect to the same grade.

11. Final grade changes by a Dean/Director/Associate Dean/VP Education should only occur if all approaches to address the grade review process have been exhausted. The instructor or other subject matter experts will be consulted if a grade change is under consideration. A review or appeal of evaluations and/or a final grade may result in the grade either increasing, decreasing, or remaining the same.

12. All parties must conduct themselves through the process outlined in this policy with mutual respect in accordance with relevant policies at Camosun.

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](#)