

Policy History
Policy No. ST3
Approving Jurisdiction: Senate
Administrative Responsibility: Provost & Vice President Academic
Effective Date: May 1, 2017

Grade Appeals Procedure

A. APPLICATION OF THESE PROCEDURES

1. The Policy applies to all Students.
2. These ST3 *Grade Appeals Procedures* apply to all Students submitting a Grade Appeal unless the Grade Appeal is in respect of a Course Grade for a non-senate approved course. For example, these procedures do not apply to Grade Appeals of Course Grades received in continuing and professional studies courses.
3. Procedures for Students submitting Grade Appeals for non-senate approved courses (for example continuing and professional studies courses) will be published on the appropriate department website.

B. DEFINITIONS

1. **Academic Assessment:** any instrument used for measuring a Student's attainment of specified educational objectives e.g. examinations, tests, essays, projects, clinical and practicum performances, research, projects/papers.
2. **Course Grade:** the final grade a Student receives in a course at the University based on the evaluation of the Student's Academic Assessments in that course.
3. **First Stage Appeal:** the first formal appeal by a Student of a Course Grade, initiated when a Student submits a completed Grade Appeal Form to the Office of the Registrar in accordance with the Policy and these procedures.
4. **Grade Appeal:** a formal appeal of a Course Grade by a Student conducted under the Policy.
5. **Grade Appeal Form:** Students are required to complete and submit to the Office of the Registrar in order to initiate a grade appeal (see Appendix).
6. **Policy:** ST3 *Grade Appeals Policy*.
7. **Second Stage Appeal:** an appeal by a Student to the Senate Standing Committee on Appeals of a decision made pursuant to a First Stage Appeal.
8. **Student:** an individual who is registered in credit courses at the University or has commenced studies in non-credit courses at the University and has maintained his/her eligibility to register.

9. **University:** Kwantlen Polytechnic University.

C. PROCEDURES

1. Information about the Grade Appeal process

- a. Prior to commencing a Grade Appeal, Students are encouraged to consult with an academic advisor in order to become better informed about the Grade Appeal process.
- b. Unless otherwise specified in the Policy and these procedures, all communication between the University and the Student appealing a Course Grade will be in writing.

2. Informal Resolution

Whenever possible and prior to initiating a Grade Appeal under the Policy and these procedures, the Student should attempt to resolve his or her concern or question in an informal way with the instructor.

3. First Stage Appeal

- a. A Student wishing to commence a Grade Appeal should obtain a Grade Appeal Form (see Appendix).
- b. The Grade Appeal Form requires a Student to :
 - i. provide information about the purposes, objectives and grading criteria for the Course Grade, as applicable;
 - ii. describe which Academic Assessment(s) making up the Course Grade and which aspect(s) thereof is (are) being appealed;
 - iii. provide a rationale for the requested review of the Course Grade;
 - iv. provide details of any attempts to resolve the matter with the instructor prior to the initiation of the Grade Appeal;
 - v. submit a copy of any Academic Assessment(s) the Student is requesting be reviewed under the Grade Appeal; and
 - vi. submit the Grade Appeal Form and all of the above materials and information in a single, electronic file.
- c. A Grade Appeal that includes a request to review a group Academic Assessment may be filed by more than one Student. In such a case, each Student who is seeking a Grade Appeal must complete and submit a separate Grade Appeal Form. If as a result of a Grade Appeal involving the review of a group Academic Assessment a change to a Course Grade is authorized, only the Student(s) who completed and submitted their own Grade Appeal Form will receive a change to their Course Grade.
- d. In order to initiate a Grade Appeal, a Student must submit the Grade Appeal Form and all documentation required by the Grade Appeal Form to the Office of the Registrar within twenty (20) business days after the issuance of a Course Grade. However, if a Student is applying to graduate at the same time as they wish to file a Grade Appeal, the Student must submit a Grade Appeal Form and all required documentation to the Office

of the Registrar before applying to graduate, regardless of the twenty (20) business day deadline. If a Student applies to graduate and a Grade Appeal is pending, the Student's application to graduate will not be approved until the Grade Appeal has concluded.

- e. The Office of the Registrar will forward the Grade Appeal Form to the appropriate Dean's Office once all necessary information has been provided by the Student. If the Grade Appeal Form and all relevant information are not submitted to the Office of the Registrar within the deadline stated above, the Grade Appeal will not be considered. In rare circumstances, the deadline may be extended by the Registrar or designate if additional information comes to light after the deadline that may, in the Registrar or designate's opinion, have an impact on the Grade Appeal.
- f. If the Registrar or the Dean or designate requires additional information from the Student in order to process the Grade Appeal, the Student must provide that information within ten (10) business days from the date the request for additional information is made to the Student or the Grade Appeal will be considered abandoned and the original Course Grade will stand. In such a circumstance, the remaining steps in these procedures do not apply (including in respect of any Second Stage Appeal), and the Grade Appeal is terminated upon the Registrar or the Dean or designate sending written notification to the Student.
- g. If after the Dean or designate receives all requested information regarding the Grade Appeal from the Student, the Dean or designate determines that the Student's Grade Appeal does not raise an issue reviewable under the Policy (for example if the appeal is in respect of a Course Grade which was issued as a result of a finding of a violation of academic integrity under *ST2 Student Academic Integrity*), the Dean or designate may dismiss the Grade Appeal upon providing written reasons to the Student. In such a circumstance, the remaining steps in these procedures do not apply (including in respect of any Second Stage Appeal), and the Grade Appeal is terminated upon the Dean or designate sending such written reasons to the Student.
- h. If after the Dean or designate receives all requested information regarding the Grade Appeal from the Student, the Dean or designate determines that the Grade Appeal raises an issue reviewable under this Policy, the Dean or designate will notify the applicable instructor.
- i. The instructor will be requested by the Dean or designate to:
 - i. verify whether or not an attempt was made by the Student to achieve resolution of the issue prior to the Grade Appeal being filed and whether the Academic Assessment(s) and grading criteria submitted by the Student is authentic, accurate and complete; and
 - ii. submit to the Dean or designate any instructional materials that were provided by the instructor to the Student and any other information the instructor considers relevant to the Grade Appeal.
- j. Once all of the instructor's materials related to the Grade Appeal have been received by the Dean or designate, the Dean or designate must provide the Student with copies of all additional materials provided by the instructor. At this time the Student will be

requested to verify that the materials submitted by both the Student and the instructor are authentic, accurate, and complete and the Student will be asked to respond to the materials submitted by the instructor. This response may be in writing or in person. The Student must respond to the Dean or designate within ten (10) business days from the date the request for the Student's response is made to the Student or the Grade Appeal will be considered abandoned and the original Course Grade will stand. In such a circumstance, the remaining steps in these procedures do not apply (including in respect of any Second Stage Appeal), and the Grade Appeal is terminated upon the Dean or designate sending written notification to the Student.

k. Review of the Course Grade

Once all information about the Grade Appeal is received by the Dean or designate from both the Student and the instructor and the Student has responded to the instructor's materials (within the required time periods outlined above), the Dean or designate will review the entire Grade Appeal package and:

- i. if the Dean or designate determines the Grade Appeal has no reasonable prospect of success, the Grade Appeal will be denied; or
- ii. if the Dean or designate determines there is a reasonable prospect of success:
 - 1) the Dean or designate will appoint one or more faculty members in the same or a related discipline from the University or from another institution to review the Academic Assessment(s) being appealed as soon as possible;
 - 2) if more than one reviewer is involved, the reviews must be done independently;
 - 3) the reviewer(s) will be provided with instructional materials (e.g. prompts, rubrics) and copies of the Academic Assessment(s) the Student wishes to have reviewed;
 - 4) all previous markings and/or grades and the Student's name (and any other identifying information) will be redacted from the work so that it is not visible to the reviewer(s);
 - 5) the reviewer(s) will assess the Academic Assessment(s) and provide a grade for the Academic Assessment(s) to the Dean or designate;
 - 6) the reviewer(s) will provide the Dean or designate with the grade for the Academic Assessment(s) as expeditiously as possible;
 - 7) where the parameters of the learning environment or the Academic Assessment(s) being reviewed cannot be accurately reviewed by the process provided for in these procedures (for example, lab and practice experience courses where individual safety is at risk), the Dean or designate will identify a reasonable review alternative; and
 - 8) based on the grade(s) provided by the reviewer(s) on the Academic Assessment(s) under review, the Dean or designate may, at his or her discretion, authorize a change to the Course Grade, which may be higher or lower than the original Course Grade, by submitting a *Grade Reporting Form* to the Office of the Registrar.

- I. As expeditiously as possible, the Dean or designate will report in writing to the Student and the instructor the results of the Grade Appeal pursuant to the review of the Course Grade as outlined in section 3.k above. This report will include the decision made by the Dean or designate respecting the Grade Appeal, including, if applicable, notification of any change to the Course Grade that the Dean or designate has authorized, and the reasons for the Dean or designate's decision.

4. Second Stage Appeal

- a. A Student may appeal a decision of the Dean or designate under a First Stage Appeal to the Senate Standing Committee on Appeals only on the basis of:
 - i. procedural unfairness, which means that established procedures were not followed or were improperly applied in the First Stage Appeal; and/or
 - ii. new information available, which could not have been available at the time of the First Stage Appeal, that could have reasonably impacted the decision in the First Stage Appeal.
- b. All Second Stage Appeals under the Policy and these procedures will be subject to and will proceed in accordance with published terms of reference and procedures applying to the [Senate Standing Committee on Appeals](#). Students seeking to file a Second Stage Appeal under the Policy and these procedures should refer to those terms of reference and procedures prior to filing a Second Stage Appeal.
- c. Any decision of the Senate Standing Committee on Appeals in respect of a Student's Second Stage Appeal under the Policy and these procedures is final and there is no further right to appeal.

5. Records Retention

- a. Records created as a result of actions taken under the Policy and these procedures shall be marked as confidential, treated as confidential to the extent outlined in section 3 of the Policy, and managed in accordance with the University's *Directory of Records and Retention Schedule*.
- b. In addition to the retention of records in accordance with the University's *Directory of Records and Retention Schedule* provided for above, written records from any appeal under the Policy and these procedures, including without limitation the report provided to a Student at the conclusion of a First Stage Appeal, will be included in the Student's student record held by the Office of the Registrar.

D. RELATED POLICY

ST3 Grade Appeals Policy



GRADE APPEAL FORM

The appeal process is designed to allow students to formally challenge academic decisions. Most appeals require a **minimum of 20 business days** to process, and often longer if the information submitted is not complete. Submit in person to Student Enrolment Services or mail to: KPU Office of the Registrar, 12666 72 Ave., Surrey, BC V3W 2M8.

Part I - Student Information		
Student ID	Last name	First name
KPU email address		Phone
Term <input type="checkbox"/> Fall <input type="checkbox"/> Spring <input type="checkbox"/> Summer	Year	Student signature

Grade Appeal Information
<p>You are required to speak with your instructor(s) about your grade before you appeal. If, after speaking with the instructor, you still believe you have grounds for a grade appeal, you must appeal within 20 business days from the date the grade was issued. You must attach a letter with your appeal including a rationale for having your work re-graded, a statement of your discussion with the instructor, and original copies of all course work (retain copies for your records – original documents will be returned when the appeal is complete).</p> <p>Your instructor must fill out the necessary information in Part II below. If additional information is required, your instructor(s) will be contacted by the Dean. A \$15 non-refundable appeal fee is required at the time of submission.</p> <p>Note: a grade appeal may raise, lower, or leave the grade unchanged and that decision will be final. Please see Policy ST.3 for full details regarding Grade Appeals. If you believe there was an error on your record (e.g. deletions or changes to the academic record), it can be investigated without an appeal. Please contact your instructor or the Office of the Registrar for assistance.</p> <p>You must include in your appeal package:</p> <ul style="list-style-type: none"> <input type="checkbox"/> Completed Grade Appeal Form <input type="checkbox"/> Letter including a rationale for having your work re-graded, including date and your signature <input type="checkbox"/> Statement of your discussion with the instructor <input type="checkbox"/> Originals of all course work <input type="checkbox"/> \$15 appeal fee

Part II – Course you wish to be re-graded (to be completed by Instructor)		
Course name and section	CRN	Date of informal resolution attempt
Comments		
Instructor name (print)	Instructor signature	

Office Use Only			
Date received:	Received by:	Adjudicator's decision: Approved <input type="checkbox"/> Denied <input type="checkbox"/>	
SES PAID STAMP		Comments	
Date sent to Dean's Office:		Adjudicators signature:	Date: