

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

Grade Appeals Policy

A. CONTEXT AND PURPOSE

This policy outlines the rights and responsibilities of Students and the responsibilities of the University concerning the appeal of a Course Grade by a Student.

B. SCOPE AND LIMITS

1. This policy applies to all Students and the Course Grades they receive at the University.
2. This policy addresses matters related to an appeal of a Course Grade by a Student. This policy does not address appeals of individual Academic Assessments. Academic Assessments are only reviewed under this policy in the context of an appeal of a Course Grade.
3. This policy does not address matters related to academic integrity, non-academic student conduct or complaints about instruction, services, employees or University policies, which are considered under other University policies.
4. This policy deals exclusively with appeals of Course Grades that Students receive for the attainment of educational objectives in a course which are not affected by a finding of a violation of academic integrity under *ST2 Student Academic Integrity Policy*. Where a Course Grade is affected by a finding of a violation of academic integrity under *ST2 Student Academic Integrity Policy*, that policy would apply to any appeal of that Course Grade by a Student.
5. Once a Student has submitted a request to graduate and the credential has been approved by the Senate of the University, Grade Appeals by that Student will not be processed.

C. STATEMENT OF POLICY PRINCIPLES

1. Students' Rights and Responsibilities

- a. Students have a responsibility to talk to their instructors if they have a question or concern about grading within a course.
- b. Students have a responsibility to fulfill course requirements as outlined in the course presentation and University calendar.
- c. Students have the right to have their Course Grades issued fairly and according to the University's policies.
- d. Students have the right to have their Grade Appeals handled according to the principles of procedural fairness.

2. The University's Responsibilities

- a. The University has a responsibility to ensure that the Course Grades Students receive are issued fairly and according to the University's policies.
- b. The University has a responsibility to ensure that Grade Appeals are handled according to the principles of procedural fairness.

3. Confidentiality

- a. Confidentiality of Information
 - i. During the course of a Grade Appeal, sensitive personal information may need to be collected, used and/or disclosed.
 - ii. The University, including University employees, will maintain confidentiality over information gathered and/or provided during the course of a Grade Appeal, except where disclosure is required in order to conduct the Grade Appeal or is otherwise permitted or required by law and/or any University policy.
- b. Breach of Confidentiality

Any person involved in a Grade Appeal who breaches confidentiality may be subject to disciplinary sanctions according to the appropriate University policy.

4. Respect for Academic Expertise

Grade Appeals must be conducted in a manner which respects the academic expertise of the instructor and academic unit within which a Course Grade originates.

5. Original Grade

During the process of a Grade Appeal, the original Course Grade received by the Student shall stand pending the conclusion of the Grade Appeal. If the Grade Appeal results in a change to the Student's Course Grade, his/her Course Grade will be changed to reflect the results of the Grade Appeal once the Grade Appeal is concluded.

D. DEFINITIONS (ABBREVIATED)*

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. **Grade Appeal:** a formal appeal of a Course Grade by a Student conducted under this policy.
4. **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.
5. **University:** Kwantlen Polytechnic University.

*A complete list of definitions applicable to this policy are available in the applicable Grade Appeals procedures. Please refer to Section F of this policy for information regarding the application of procedures to this policy.

E. RELATED POLICIES & LEGISLATION

University Act (British Columbia)

Bylaw 4, Fees

AC4 Student Evaluation and Grading

AR3 Confidentiality of Student Records and Files

FM8 Student Tuition and Fees

IM4 Confidentiality Policy/Procedures

ST2 Student Academic Integrity Policy/Procedures

F. RELATED PROCEDURES

Procedures for Grade Appeals are set out in the *ST3 Grade Appeals Procedure*. Those 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, those procedures do not apply to Grade Appeals of Course Grades received in continuing and professional studies courses.

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.