

Procedure Number:	5005p
Procedure Title:	Final Grade Reviews and Appeals
Approved by:	Academic Council
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Appeals Process/Levels

There are three levels of appeals:

1. Instructor level: an informal attempt to resolve the issue
2. Chair level: an informal appeal to the Department Chair with documentation showing the grounds of appeal
3. Academic Council appointed Grade Appeals Committee: A formal appeal based on the formal appeal procedures set out in this document

1. Purpose

- 1.1. This Procedure is designed to support the Final Grade Reviews and Appeals Policy.
- 1.2. UCW recognizes the right of students to be fairly judged in respect of their academic work and this document specifies the procedures for considering final grade reviews and appeals.
- 1.3. This document provides an informal procedure for a review of a final grade and, when that review does not resolve the concerns of the student, a formal appeal process.
- 1.4. A review or appeal must be supported by material evidence and made on one or more of the following grounds:
 - 1.4.1. A significant error in the assessment, evaluation, determination and/or calculation of the final grade or individual components of the course;
 - 1.4.2. Credible claims of instructor bias or discrimination;
 - 1.4.3. Failure by the instructor to follow the evaluation details stated in the course syllabus.

2. Informal Review Procedure

- 2.1. Within 10 (ten) calendar days after the posting of the official final grade by the Registrar, a student who disputes a final grade on one or more of the grounds set out in this Policy should request the instructor to review the official final grade via the Academic Review Request Form available on the MyUCW student portal. Within three (3) calendar days the instructor and the student should engage in a discussion with the aim of resolving the dispute.
- 2.2. A student who is not satisfied following the review by the instructor should request in writing a meeting with the Department Chair (via the Appeal to Department Chair Form available on the MyUCW student

portal) who shall conduct a review of the final grade taking into account the grounds for dispute and the response of the instructor and any efforts made to resolve the dispute. The Department Chair may conduct separate or joint meetings as necessary and shall endeavor to resolve the dispute expeditiously.

- 2.3. After reviewing the official final grade, the instructor and the Department Chair may decide to:
 - 2.3.1. Raise the grade
 - 2.3.2. Lower the grade
 - 2.3.3. Decide that the grade shall remain unchanged
- 2.4. The Department Chair will inform the student of their decision via email with a copy to the Academic Department.
- 2.5. Where the dispute remains unresolved to the satisfaction of the student after reviews by the instructor and the Department Chair the student may proceed with an Appeal.

3. Formal Review Procedure

- 3.1. Within 7 (seven) calendar days following the conclusion of the Informal Review Procedure the Student shall submit a written Notice of Appeal to the Vice President Academic.
- 3.2. The Notice of Appeal shall include the following information:
 - 3.2.1. The final grade the student received in the course
 - 3.2.2. Any paper or written examinations, assignments or other documents relevant to the appeal including the documents from the two informal appeals, submissions, forms and outcomes.
 - 3.2.3. The grounds the student relies upon in making the appeal
 - 3.2.4. The resolution sought by the student
 - 3.2.5. A processing fee of \$50 for each final grade being appealed which shall be returned to the student if the appeal is granted.
- 3.3. The Vice President Academic shall review the appeal within 3 calendar days of having received it from the student to determine whether it complies with the provisions as to content.
- 3.4. When the Vice President Academic believes that the appeal fails to comply with the allowable grounds in 1.4 of this procedure, they shall submit a report to that effect to the Appeals Committee.
- 3.5. If satisfied that the appeal complies with the allowable grounds, the Vice President Academic shall request the Chair of the Academic Council to appoint an Appeals Committee.
- 3.6. The Appeals Committee shall be appointed and shall convene in accordance with the Appeals Committee Appendix set out in these Regulations and Procedures.
- 3.7. The Appeals Committee shall convene within 7 calendar days of its appointment. If the appeal cannot be scheduled within the timeline given, approval to extend that timeline will be approved by the VPA and communicated to the appellant.
- 3.8. The Appeals Committee shall dismiss an appeal when:
 - 3.8.1. the appeal was not submitted within 7 (seven) calendar days of the date on which the review was concluded; or

- 3.8.2. after consideration of a report from the Vice President Academic, it decides that the appeal fails to comply with the provisions set out for the grounds for appeal (A significant error in the assessment, evaluation, determination and/or calculation of the final grade or individual components of the course; OR Credible claims of instructor bias or discrimination; OR Failure by the instructor to follow the evaluation details stated in the course syllabus).
- 3.9. When an appeal is not dismissed the Appeals Committee shall review the dispute concerning the final grade including consideration of all relevant documents and discussions and shall:
 - 3.9.1. Raise the grade
 - 3.9.2. Lower the grade, or
 - 3.9.3. Decide that the grade shall remain unchanged
- 3.10. A student does not attend an appeal in person unless invited by the Appeals Committee to respond in person to any issues arising during an appeal in which case a student may be accompanied by another student is present to lend moral support to the appellant but does not address the Committee.

Appendix

Appeals Committee

Appointment of Members of Appeals Committee

1. The members of the Appeals Committee shall be appointed by the Chair of the Academic Council.
2. The Committee shall comprise :
 - Two Faculty members
 - One Department Chair
 - One student representative (not from the Department with which the appeal is concerned)
3. No person who has previously participated in any review or appeal concerning the final course grade of the student who is the subject of the appeal coming before the Appeals Committee shall be appointed to the Committee.
4. Appointments to the Committee will only last until the Appeal in question has been decided.

The Chair of the Academic Council shall appoint one of the members of the Committee to be the Chair of the Committee. The student may not serve as chair of the Committee as a peer may not decide on the appropriateness of a grade of another student.

Term of Membership

The term of membership of a member of the Committee commences on the date of their appointment and terminates on completion of the appeal for which the Committee has been convened.

Quorum and Voting

A quorum of the Committee comprises all of its members. The Committee shall endeavour to reach a unanimous decision but where it is unable to do so shall reach a decision by majority vote of two thirds of its members present and voting. The Chair is a non-voting member of the Committee.

Communications

Meetings of the Committee shall be convened on campus as scheduled by the Chair. The Chair shall ensure that a record of its proceedings is made and retained. Members may participate in meetings virtually, through technology, if the Committee so determines. The Chair shall ensure that reports and notifications are delivered in a timely fashion.

The Chair shall be responsible for writing the decision of the Committee in accordance with the Regulations and Procedures and shall provide the decision and all relevant documentation to the Registrar for communication of the decision to the appellant.