

Procedure Number:	<b>5005p</b>
Procedure Title:	<b>Final Grade Review &amp; Appeal</b>
Approved by:	<b>Senate</b>
Approval date:	<b>December 15, 2017</b>
Effective date:	<b>January 2, 2018</b>
Review date:	<b>August 1, 2023</b>
Next review date:	<b>August 2025</b>

### 1. Purpose

1.1. This Procedure is designed to support Policy No. 5005, Final Grade Review & Appeal and provide a course of action for an informal review of a final grade and when that review does not resolve the concerns of the student, a formal appeal process.

### 2. Definitions

2.1. Refer to the definitions in Policy No. 5005, Final Grade Review & Appeal.

### 3. Responsibilities

3.1. Refer to responsibilities outlined in Policy No. 5005, Final Grade Review & Appeal.

### 4. Informal Review Procedure – Faculty Review

4.1. **Step 1 – To request the Faculty Member to review the Final Grade, the Student must:**

- complete and submit the Faculty Final Grade Review Request form available on the MyUCW student portal within **ten (10) calendar days** after the final day of the current academic term, as set in the [Academic Calendar](#); and
- ensure the Final Grade Review Request is:
  - o supported by relevant and material evidence; and
  - o made on one or more of the grounds as stated in Policy No. 5005, *Final Grade Review & Appeal*.

4.2. **Step 2 – Upon receipt of the completed Faculty Final Grade Review Request form, the Faculty Member will:**

- engage in a discussion with the student with the aim of resolving the grade dispute within **seven (7) calendar days** of receipt;
- if the grade review request is accepted, submit a grade change request to the Office of Academic Operations according to the steps outlined in Section 8 of this procedure; and
- if the grade review request is not accepted, inform the student of the decision and their right to appeal.

4.3. The discussion in **Step 2** is intended to:

- 4.3.1. allow the Student and Faculty Member to review the evaluation of the Work, including ensuring that all Work was submitted and graded, confirming that no marks were omitted, and confirming that additions and the Final Grade calculations were correctly made;
- 4.3.2. provide the Student with an opportunity to understand how the Final Grade was calculated;
- 4.3.3. provide the Faculty Member with an opportunity to respond to the Student's specific questions and concerns about the Final Grade and grading feedback provided by the Faculty Member;
- 4.3.4. provide the Student and the Faculty Member with an opportunity to explore possible remediation or resolution.

4.4. **Step 3 – If the grade review request is accepted by the Faculty Member, the Office of Academic**

**Operations will:**

- process grade changes according to the steps outlined in section 8 of this procedure.

## 5. Informal Review Procedure – Chair Review (Optional)

5.1. If the grade dispute has not been resolved after the review by the Faculty Member, or if the Faculty Member has not responded within the seven (7) day timeline, the Student may request a review from the Department Chair (or designate).

5.2. **Step 1 – To request the Department Chair to review the Final Grade, the Student must:**

- complete and submit the Chair Final Grade Review Request form available on the MyUCW student portal; and
- ensure the Chair Final Grade Review Request:
  - o is supported by relevant and material evidence;
  - o is made on one or more of the grounds as stated in Policy No. 5005, *Final Grade Review & Appeal*; and includes the details from the first review attempt with the faculty.

5.3. **Step 2 – the Faculty Member will:**

- provide a response to the Department Chair (or designate), including:
  - o the objectives and grading criteria that applied to the Final Grade;
  - o a rationale for the Final Grade;
  - o a description of any attempts to resolve the matter with the Student, and any possible remediation or resolution.

**5.4. Step 3 – The Department Chair (or designate):**

- will conduct a review of the Final Grade, considering the grounds for dispute, material evidence provided by the Student, the response of the Faculty Member, and any efforts made to resolve the dispute;
- may conduct separate or joint meetings as necessary; and
- will endeavour to resolve the dispute expeditiously.

**5.5. After reviewing the final grade, the Department Chair (or designate):**

- may decide to:
  - o raise the grade;
  - o lower the grade;
  - o decide that the grade will remain unchanged.
- will inform the Student, Faculty Member, and the Office of Academic Operations of their decision; and
- if required, will submit a grade change request according to the steps outlined in section 8 of this procedure.

**5.6. Step 4 – If the grade review request is accepted by the Department Chair (or designate), The Office of Academic Operations will:**

- process grade changes according to the steps outlined in section 8 of this procedure.

**6. Final Grade Formal Appeal Procedure**

6.1. Where the dispute remains unresolved after the informal reviews by the Faculty Member and the Department Chair (or designate), the Student may proceed with a Formal Appeal if the situation still meets the grounds outlined in Policy No. 5005, *Final Grade Review & Appeal*.

**6.2. Step 1 – To initiate a Formal Appeal of the Final Grade, the student (Appellant) must:**

- complete and submit a Notice of Formal Grade Appeal form to the Office of Academic Operations within **seven (7) calendar days** following the conclusion of the Informal Review procedures outlined in sections 4 and 5 of this Procedure;
- pay a processing fee of **\$50.00 CAD** for each final grade being appealed; and
- include the following information in the Notice of Formal Appeal:
  - o course code, name, and section number for the course grade that is being appealed;
  - o the name of the Faculty Member who taught the course;
  - o the Final Grade the Student received in the course;
  - o the grounds the Student relies upon in making the appeal;
  - o all material evidence to support the appeal (including but not limited to any paper or written examinations, assignments, or other relevant supporting documents including the documentation from the two informal appeals, Faculty Member and Department Chair (or designate) decisions, forms, and outcomes);

- a letter of explanation;
- the resolution sought by the Student; and
- receipt showing payment for the processing fee of **\$50.00 CAD** for each Final Grade being appealed, which will be returned to the student if the appeal is successful.

**6.3. Step 2 – Upon receipt of a completed Notice of Formal Appeal, the Office of Academic Operations will:**

- review the appeal normally within **seven (7) calendar days** of having received it from the student (Appellant) to determine whether it complies with the provisions as to the content.
- determine if the appeal meets the grounds for appeal, timeline, and appeal package requirements as outlined in Policy No. 5005, *Final Grade Review & Appeal* and this Procedure:
  - If the appeal does not meet the allowable grounds for appeal as stated in the policy, was not submitted within **seven (7) calendar days** of the date on which the review was concluded, or did not include all required information listed above, the Office of Academic Operations will respond to the student (Appellant) (with copy to Academic Appeals Committee Chair) indicating that the appeal is not accepted.
  - If the appeal meets the allowable grounds, was submitted within **seven (7) calendar days** of the date on which the review was concluded, and includes all relevant information, the Office of Academic Operations confirms the student (Appellant) has paid the **\$50.00 CAD** processing fee and requests the Registrar appoint an Appeals Panel from the Academic Appeals Committee members.

**6.4. Step 3 – To convene the Appeals Panel, the Registrar will:**

- appoint an Appeals Panel from the Academic Appeals Committee members in accordance with the Academic Appeals Committee Terms of Reference.

**6.5. Step 4 – The Appeals Panel:**

- will review the appeal of the Final Grade, including consideration of all relevant documents and discussions at the Appeal meeting;
- based on its review of the evidence, may:
  - Raise the Final Grade;
  - Lower the Final Grade;
  - Decide that the Final Grade remains unchanged.

**6.6. Step 5 – The Registrar will:**

- communicate the decision to the appellant, with a copy to the Office of Academic Operations indicating if a grade change is required; and
- if necessary, process resulting grade changes according to the steps outlined in section 8 of this procedure.

## 7. Appeal Hearings

- 7.1. The Appeals Panel will be convened in a timely manner, normally within **seven (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 Chair of the Appeal Committee and communicated to the Student (Appellant).
- 7.2. The Appeals Panel may convene in person, by teleconference, or virtually, at the discretion of the Panel Chair.
- 7.3. The Chair of the Appeals Panel may invite guests to attend the hearing and speak to the appeal.
- 7.4. If the Student (Appellant) is invited to attend the appeal hearing, the Appeals Panel will allow the Student (Appellant) to be accompanied by another person of their choosing to lend moral support to the Appellant. This person may not address the Committee directly.
- 7.5. Students who are not involved in the Formal Appeal may not request to attend the Appeal meeting.
- 7.6. The hearing of each appeal will be *in camera*. The Chair of the Appeals Panel will determine hearing procedures consistent with natural justice, procedural fairness, and these Procedures.
- 7.7. If an Appeals Panel is convened virtually, a recording will be made. The recording and all correspondence and documentary evidence relating to the appeal proceedings (*e.g.*, minutes and decisions) will be kept for a period of **five (5) years** from the date of the decision of the Appeals Panel, in accordance with the University's document retention policies.
- 7.8. Decisions made by the Appeals Panel are final and binding on the parties, with no further appeal.

## 8. Grade Changes

- 8.1. If a grade change is required after the outcome of an informal review with a Faculty Member:
  - 8.1.1. the Faculty Member will submit a Grade Change Request form to the Department Chair (or designate), with a copy to the Office of Academic Operations, for review and approval;
  - 8.1.2. the Department Chair (or designate) reviews and approves grade change requests;
  - 8.1.3. the Office of Academic Operations reviews and processes grade changes and communicates the grade change to the Registrar's Office; and
  - 8.1.4. the Registrar's Office updates the student records and edits the official transcript if a grade change occurs.
- 8.2. If a grade change is required after the outcome of an informal review with a Department Chair (or designate):

- 8.2.1. the Department Chair (or designate) will submit a Grade Change Request form to the Office of Academic Operations, for review and approval;
- 8.2.2. the Office of Academic Operations reviews and processes grade changes and communicates the grade change to the Registrar's Office; and
- 8.2.3. the Registrar's Office updates the student records and edits the official transcript if a grade change occurs.

8.3. If a grade change is required after the outcome of a Formal Appeal:

- 8.3.1. the Chair of the Appeals Panel informs the Office of Academic Operations of the decision;
- 8.3.2. the Office of Academic Operations reviews and processes grade changes and communicates the grade change to the Registrar's Office; and
- 8.3.3. the Registrar's Office updates the student records and edits the official transcript if a grade change occurs.

## 9. Related Policies

Policy Number	Policy Title
5005	Final Grade Review & Appeal
6750	Records Management
9012	Grade Scales, Calculations and Evaluation
9014	Student Rights and Responsibilities
9015	Student Records