Grade Appeal Policy

If a student receives a poor grade on an assessment, early in a course, it is important for them to meet with the instructor to discuss their progress and study habits. During this meeting, the instructor can help identify specific areas of concern and provide guidance on effective study strategies. The instructor is committed to supporting students in their learning journey and will offer resources and direction to help them improve their performance.

1. Students have the right to appeal a final course grade. If a student is dissatisfied with a grade received and can provide evidence that a higher grade is warranted, they should discuss the matter with their instructor as soon as possible, but no later than five days after receiving the grade. The instructor will review the grade and, if warranted, assign a different grade.
2. If a student is not satisfied with the outcome of their appeal to the instructor, they can submit a written appeal to the Associate Director. The grounds for the appeal include the following:
    a. A clerical error has resulted in a miscalculation of the grade.
    b. The grade awarded does not fairly reflect academic performance and/or the stated requirements for the course. Grade appeals must be made in writing within 10 business days of the student receiving the grade. If the student first asked the instructor to explain the grade, the 10 days run from the instructor's response.
3. The Associate Director will request the relevant assessments or assignments from the instructor and may enlist another qualified instructor to conduct a review or reassessment.
4. If the reassessment results in a higher grade, the Associate Director will consult with both the original instructor and the instructor who conducted the re-assessment to discuss the reasons for the new grade. If it is agreed that the higher grade is justified, it will be assigned to the student.
5. Once the reassessment is complete, the grade is final. A complaint about the fairness of the process (not the grade itself) may be made under the Dispute Resolution Policy.
6. If the two instructors' reassessments differ, the Associate Director will review both and decide the final grade. The Associate Director's decision is final.
7. The decision on the grade appeal will be provided to the student within 30 days of receipt of the written appeal request.

Contact Information

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