



CONTINUING STUDIES STUDENT GRADE APPEAL PROCEDURE

STEP 1

Consultation with the Instructor

In all cases where a student has a disagreement with a grade assigned in a course, the student shall first discuss the matter with the instructor. If there has been a clerical or administrative error, or if after the discussion the instructor changes the grade for any other reason, the instructor will notify the Continuing Studies Office. If, after 5 business days, the student has been unable to contact the instructor, the student should proceed to Step 2.

STEP 2

Appeal to the Continuing Studies Office

If there has been no error and, at the end of the discussion with the instructor, the student wishes to appeal the decision of the instructor, the student must submit a written appeal by completing the attached Grade Appeal Form and submitting it to the Continuing Studies Office (form attached). **Email appeals will not be accepted.**

Upon receipt of all appeal documentation, the appropriate Continuing Studies Program Coordinator will consult with the instructor to verify their assessment and grade, and to determine if a resolution of the disagreement can be mediated. The Continuing Studies Program Coordinator will not override an instructor's decision where the central issue of the student's appeal is a difference of opinion between the student and the instructor about the instructor's judgment, or because of comparison between the grade the student is appealing and grades the student has received from other instructors. Appeals will only be mediated under the following circumstances:

- a) The instructor has not followed the grading outline for the course;
- b) The course outline does not sufficiently set forth the grading criteria;
- c) There is clear evidence that the grading method is not consistent with others in the class.

STEP 3

Final Appeal to Executive Director, Continuing Studies

If no resolution has been affected by the Continuing Studies Program Coordinator to the satisfaction of the student, a student may appeal the initial decision of the instructor using the following procedure:

- 1) A student wishing to appeal his or her grade must make a formal written appeal to the Executive Director, Continuing Studies within thirty (30) days of the final grade being issued. The student will use the Grade Appeal Form, available from the Continuing Studies Office. It is the responsibility of the student to verify final grades on myEC.



- 2) The Executive Director, Continuing Studies may request to meet with the student and the instructor to discuss the issue.
- 3) The Executive Director, Continuing Studies may override an instructor's decision on a grade only on three grounds:
 - a) The instructor has not followed the grading outline for the course;
 - b) The course outline does not sufficiently set forth the grading criteria;
 - c) There is clear evidence that the grading method is not consistent with others in the class.
- 4) The Executive Director, Continuing Studies will not override an instructor's decision where the central issue of the student's appeal is a difference of opinion between the student and the instructor about the instructor's judgment, or because of comparison between the grade the student is appealing and grades the student has received from other instructors.

Within the University, the Executive Director, Continuing Studies decision is final and may not be further appealed.



GRADE APPEAL FORM

Student Name: _____

Course Appealing: _____

Phone or email: _____

Instructor: _____

Semester: _____

Date Submitted: _____

STEP ONE: Consultation with the Instructor

You must first make every attempt possible to resolve your complaint directly with the instructor.

STEP TWO: Appeal to the Continuing Studies Office

If you have been unable to resolve the grade disagreement directly with the instructor, the Continuing Studies Office may be able to assist in mediating a resolution. In order to do so, you must submit this completed form along with the following documentation to the Continuing Studies Office, Room 103. Email submissions will not be accepted.

- Documentation outlining the discussion(s) you have had with the instructors (ie copies of emails or a written outline of any verbal discussions) which demonstrate that you have attempted to resolve this directly with the instructor.
 Documentation attached
- A written letter to the Continuing Studies Office clearly outlining why you are dissatisfied with the grade and the reasons why.
 Documentation attached

STEP THREE: Final Appeal to Executive Director, Continuing Studies

If no resolution has been affected by the Executive Director, Continuing Studies to the satisfaction of the student, the student may appeal the grade to the Executive Director, Continuing Studies if one of the following three conditions applies:

- a) The instructor has not followed the grading outline for the course.



- b) The course outline does not sufficiently set forth the grading criteria.
- c) The application of the grading criteria is not consistent with others in the class.

Final appeals must be submitted to the Continuing Studies Office within thirty (30) days of the issuing of the course grades. It is the responsibility of students to verify grades on myEC. A final grade appeal will only be received by the Continuing Studies Office and considered by the Executive Director, Continuing Studies if the steps outlined above have been followed.

PLEASE RETURN THIS COMPLETED FORM AND ALL SUPPORTING DOCUMENTATION TO THE CONTINUING STUDIES OFFICE, IN THE STUDENT SERVICES REGISTRATION OFFICE.