

GRADE APPEAL POLICY

1. Policy

At Hanson College of Business Health and Technology (hereinafter 'Hanson'), the process of evaluation culminates in the awarding of a final grade in each course in which a student is registered. The assumption is made that the final grade was assigned through an equitable and accountable process in terms of stated course objectives. There are, however, occasions when this process is, or is perceived to be, neither fully realized nor documented.

In such a situation, a student should be allowed the opportunity to obtain a formal review of his/her final grade on pre-defined legitimate grounds through a Grade Appeal ('*Grade Review*') procedure that seeks objective third-party opinion.

The review process may be highly emotional and unsettling for both student and faculty members. A review procedure must, therefore, provide a forum wherein the integrity of the faculty-student relationship must be ensured.

Hanson's policy regarding the *confidentiality of records*, which can be found in the Student Services department, applies to the grade review procedure.

2. Grounds for Review

- 2.1. To establish equitable and objective grounds upon which to approach the review, the committee members must be able to review data that is measurable, namely:
 - 2.1.1. The stated method of evaluation (in terms of course objectives) for the course in question;
 - 2.1.2. How this method of evaluation was applied;
 - 2.1.3. Clear and concise documentation on how the grade was assigned.
- 2.2. Problems such as personality conflict or harassment must either relate directly to the bases described above or dealt with through other vehicles such as Hanson's Code of Conduct, Student Complaint Policy, or the Sexual Violence Policy, if applicable.
- 2.3. The formal grade review procedure applies to a final grade only.
- 2.4. If a student challenges a single item such as a test, report, essay, or paper during the term, the academic director/manager or designate will direct this at his/her discretion.
 - 2.4.1. This may involve designating himself/herself, a faculty member, or an outside expert to re-read the paper and grade it independently.
- 2.5. The decision reached by the Senior Academic Administrator in consultation with the content expert, is final.

3. Grade Review Appeal Procedure

3.1. Application

- 3.1.1.** Within 21 days of the posting of final grades, a student wishing to appeal a grade must state in writing to the Academic Administrator, the following information:
- The course and grade being appealed.
 - Reason(s) for appeal (these must relate directly to the acceptable grounds for review).
- 3.1.2.** The Academic Manager or designate will advise students who need assistance in documenting their request to seek it from a faculty member or a Student Services
- 3.1.3.** Immediately upon receipt of this request, the Academic Administrator will advise the student to discuss his/her concerns with the faculty member teaching the course to see if the question can be settled without the formal procedure.
- 3.1.4.** Once the student has indicated this has been done and still wishes to proceed, the Academic Administrator will confirm that the review is to be undertaken on a formal basis.
- 3.1.5.** The formal request for a review must be accompanied by a \$25 fee, which will be refunded if the review results in the grade being adjusted upwards.
- 3.1.6.** Once the request is formalized, the Academic Administrator will ensure that both students and faculty receive copies of the procedure.

3.2. Formation of the Committee

- 3.2.1.** The formal review procedure comes under the jurisdiction of the Academic Administrator who must ensure that the policy is administered equitably to student and faculty and that all appropriate parties are informed at each step.
- 3.2.2.** The review committee shall have three (3) members selected according to the following guidelines:
- One who is expert/knowledgeable in the subject area.
 - One who teaches from the program.
 - One from outside the program who has not taught the student.
- 3.2.3.** It will be the student's prerogative to name one of the above three, and the teacher/instructor's prerogative to name a second of the above three. The Academic Administrator will appoint the remaining member.
- 3.2.4.** Individuals appearing before the committee may be assisted by an appropriate spokesperson.

4. Role of the Review Participants

- 4.1.** Academic Administrator acting as Chair of the committee and facilitator:
- 4.1.1.** Acknowledges receipt of the request for review.
- 4.1.2.** Notifies the instructor/teacher of the request.
- 4.1.3.** Ensures that the student consults the instructor/teacher as the preliminary steps in the procedure.

- 4.1.4. Ensures that a committee of three is formed as described in “B” and acts as its Chair.
- 4.1.5. Schedules the meeting of the committee and clarifies the procedures.
- 4.1.6. Provides the student and the committee with the teacher/instructor’s documentation.
- 4.1.7. Schedules the committee’s interviews with the student and instructor/teacher.
- 4.1.8. Informs the committee’s written decision and formally processes the grade.
- 4.1.9. Notifies the student and instructor/teacher of the result and, if necessary, issues a new transcript to the student.
- 4.1.10. Authorizes the disposition of the fee.
- 4.1.11. The Academic Administrator having handled the review request before the formation of the committee, turns to the formal procedure to ensure the review is equitable and within the institution’s Grade Appeal policy. The committee's decision is final and binding.

4.2. The Review Committee Members

- 4.2.1. Interview student and faculty independently.
- 4.2.2. Review documentation presented by the student and faculty.
- 4.2.3. Validate documentation presented by the student and faculty.
- 4.2.4. Determine if any other appropriate party need be consulted.
- 4.2.5. Assess the appropriateness of the original grade and determine the nature of any adjustment.
- 4.2.6. Document the reason(s) for the decision and present a signed statement to the Director and make recommendations when appropriate.

5. Grade Review Decision Timeframes

- 5.1. The Academic Administrator will be responsible for writing and communicating the decision of the Grade Review Committee.
- 5.2. In documenting the committee’s decision, any constructive comments offered to the teacher/instructor will be communicated to him/her.
- 5.3. The Academic Administrator will summarize as appropriate the committee’s reasons for its decision and communicate these to the appropriate parties.
- 5.4. The decision of the Grade Review Appeal Committee shall be rendered within ten (10) business days.