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Office of Accountability:	Associate Dean (Academic), ALES
Office(s) of Administrative Responsibility	ALES Office of the Dean, Student Services
Approver:	ALES Faculty Council
Scope:	Undergraduate Student Academic Appeal Procedures – Appeal of Final Examination Marks

ALES undergraduate students can appeal final exam marks. Students should only initiate an appeal in cases where they believe that an error has been made or there are legitimate reasons why the mark is inappropriate. The procedures described in this document apply to courses offered by the Faculty of ALES. For courses offered by other Faculties, students should refer to procedures established by those Faculties.

If students have concerns about their final examination mark, they should first contact the course instructor and/or department to exhaust avenues of appeal at those levels. These steps are outlined below.

Reappraisal of Final Exam Marks

If a student feels that an error has been made in the grading of their final examination paper, they should first approach the course instructor to discuss their concerns and to try and reach an acceptable outcome. If the student is not satisfied with the response from the instructor, they may request a reappraisal (i.e., regrading) of the exam. Students should note that there is a limit on the number of reappraisal requests that can be made during each academic year. There is a fee charged per request.

Procedures and deadlines (including information about fees) for requesting a final examination reappraisal are provided in the Academic Regulations section of the University Calendar (Examinations, Notification of Results, Reappraisals). Reappraisal requests should be made to the department offering the course.

If the student is not satisfied with the outcome from the reappraisal process and wishes to pursue the appeal further, an appeal in writing may be submitted to the Associate Dean (Academic), following the procedures outlined below.

First Appeals to the Associate Dean (Academic)

First Appeal Submission Procedure and Deadlines

If the student is not satisfied with the outcome from a final exam reappraisal and wants to pursue a further appeal, the student must submit an appeal in writing to the Associate Dean (Academic). The deadlines for submitting such an appeal are as follows:

- March 1 for Fall term courses
- July 1 for Winter term (or two-term) courses
- October 1 for special sessions (Spring / Summer) courses
- Two months after posting of a deferred final examination mark

Communication

Effective delivery of appeal-related materials is governed by [GFC Policy Section 1.5.3 \(Service and Notice\)](#). Delivery is deemed to have been effected with one of the following:

- The day after an e-mail has been sent
- On the date of pick-up
- Personal receipt of hand or courier delivery
- Seven calendar days following regular or registered mailing

All written communication will normally be via email, although students have the option of communicating in person or by mail as well.. All email communication will be sent to the student's ualberta.ca e-mail account. Email communication from the student must also come from their ualberta.ca account.

Appeal Content

The written appeal statement submitted by the student should provide a clear rationale or justification for the appeal of the final exam mark. It must include the following information and documentation:

- Student name and University of Alberta identification number
- Student contact information (telephone number, mailing address and email address)
- A clear explanation of the rationale for and/or justification of the appeal of the final exam mark; for example, relevant information or details about any errors in grading, procedural errors, extenuating circumstances or failure to consider all relevant factors, bias or discrimination against the student
- Supporting documentation (where relevant)
- Signature of the student (in the case of hard copy submissions)

Questions about the appeal process and relevant Faculty and university regulations should be directed to the ALES Student Services Office, at 780-492-4933 or questions@ales.ualberta.ca.

Appeal Process and Outcome

The Associate Dean (Academic) will review the First Appeal submission and then meet with the student to discuss the appeal. The Associate Dean (Academic) will then discuss the appeal with the instructor and Department Chair. The Associate Dean (Academic) will normally provide a written decision via email approving or denying the First Appeal within 14 calendar days of receiving the First Appeal. The decision will be communicated to the student, course instructor and Department Chair.

Further Appeal

If the First Appeal is denied by the Associate Dean (Academic), a further appeal can be made to the Faculty Academic Appeals Committee (AAC). A copy of the procedures for Appeals to the Faculty AAC is available from ALES Student Services.