

Approval Date: November 29, 2022

Parent Policy: [Assessment and Grading Policy, U of A Policies and Procedures \(UAPPOL\)](#)

University of Alberta Online and Continuing Education

Grade Appeal and Reappraisal Procedures

Office of Administrative Responsibility:	Office of the Provost and Vice-President (Academic)
Approver:	Provost
Scope:	Compliance with this University procedure extends to all students registered in the University of Alberta Online and Continuing Education courses or programs. Programs within Faculties will be subject to their respective Faculty processes.

University of Alberta Online and Continuing Education has developed a set of procedures for learners who wish to appeal an academic decision relating to a final grade or final examination received in a course or who wish to have a final examination or project reappraisal. These procedures apply to all students.

University of Alberta Online and Continuing Education will not act when there are insufficient grounds for an appeal or reappraisal. The following do not constitute grounds for an appeal or reappraisal:



- a. disagreement with or disliking the instructor's marking scheme,
- b. disagreement with or coming close to the cut-off point for a higher grade, and
- c. disagreement with the instructor's judgment of the quality of submitted work.

Only the following may constitute grounds for an appeal or reappraisal:

- a. errors in calculating mark or grade,
- b. procedural errors,
- c. failure to consider all relevant factors
- d. bias or discrimination, and
- e. lack of adherence to the components as stated in the course syllabus

Students are encouraged to use the services of the [Office of the Student Ombuds](#) in resolving grievances and preparing their appeals. The route for grievances relating to grade appeals and/or reappraisals is as follows:

- a. Course Instructor
- b. Team Lead
- c. Associate Dean (Academic)

REAPPRAISALS AND/OR GRADE APPEALS

1. If a student disagrees with a mark on an assignment or an test (not final project or final exam grade), the student must consult with the instructor within fifteen (15) business days from the date the marked assignment/examination was returned. The instructor will provide the student an explanation of the mark. After reviewing the basis of the mark with the student, the instructor may affirm, raise or lower the mark. The instructor's decision is final.

REAPPRAISALS

2. If a student disagrees with an examination/project grade, the student must consult with the instructor within fifteen (15) business days of the date the final grade is posted. The student may, at this time, make a request for a reappraisal to the Team Lead or designate of the program. The student must be advised that there is a fee for the reappraisal. See [Appendix A](#) for details. No further action will be taken until the reappraisal is completed.

If there are sufficient grounds for an appeal, the Team Lead or designate will advise the student that;

- a. An appeal of the final grade appeal must be initiated by the student and made in writing within fifteen (15) business days after the decision has been received. The application must include: ground(s) for the complaint, a photocopy of the marked



work, a copy of syllabus, and a clean copy of the work. The application can be sent electronically or by mail to the Team Lead or designate.

- b. If there are insufficient grounds for appeal, the Team Lead or designate will inform the student by electronic communication to his or her University of Alberta account, within fifteen (15) business days.

*Additional Note: If the grade in question is a final grade based in whole or in part on a final exam, the student may submit a reappraisal application, otherwise the **only portion of the student's course to be reappraised is the final exam.***

If the student chooses **NOT** to have a reappraisal, the Team Lead or designate will:

- a. advise the student that the current grade will be the final and the file will be closed, or
- b. advise the student that if they are not satisfied with the outcome, they may launch a **GRADE APPEAL** as outlined below.

GRADE APPEALS

Most problems are resolved by the Team Lead or designate responsible for the course. If the student's concerns have not been resolved, the student may launch a *Grade Appeal* to the Team Lead or designate.

3. The Team Lead in consultation with the Associate Dean (Academic) shall determine if there are sufficient grounds for an appeal.
4. The grounds for an appeal of a examination/project grade, or a final grade includes one or more of the following:
 - a. errors in calculating mark or grade,
 - b. procedural errors,
 - c. failure to consider all relevant factors
 - d. bias or discrimination, and
 - e. lack of adherence to the content as stated in the course syllabus
5. A request for an appeal must be submitted in writing to the Associate Dean (Academic) and include:
 - a. A description of the nature of the appeal, including any available supporting documentation
 - b. The relief being sought, and
 - c. The steps the student has taken to resolve the issue



- 6. The request must be signed by the student and delivered to the Associate Dean (Academic) or delegate in the Associate Dean (Academic) within thirty (30) business days of receipt of a decision pursuant to the informal procedures.
- 7. On receipt of the request for an appeal, the Associate Dean (Academic) or designate, with assistance from the Team Lead or designate, shall, within fifteen (15) business days, constitute a University of Alberta Online and Continuing Academic Appeals Committee (See Appendix B for details) and forward the student’s submission to the Chair of the University of Alberta Online and Continuing Academic Appeals and to the respective instructor.
- 8. Within fifteen (15) business days of receiving materials from the Associate Dean (Academic), Team Lead or designate or the instructor, the Chair of the University of Alberta Online and Continuing Academic Appeals shall convene a meeting of the Committee.
 - a. The Chair of the University of Alberta Online and Continuing Academic Appeals will communicate in writing to the Associate Dean (Academic) or designate and the student, the decision of the University of Alberta Online and Continuing Academic Appeals on the matter. The decision of the University of Alberta Online and Continuing Academic Appeals shall be final and binding.

DEFINITIONS

Any definitions listed in the following table apply only to this document only with no implied or intended institution-wide use. [▲Top](#)

Appeal	A request to overturn a final examination/project grade, or a final grade, in a course offered by the University of Alberta Online and Continuing Education.
Business Days	Business Day for the purposes of these regulations is defined as a day on which University administrative offices are open. For the purposes of these regulations, the day preceding the Christmas holiday period shall not be considered a Working Day for appeal deadlines.
Chair	Chair of the University of Alberta Online and Continuing Education Academic Appeals Committee
Committee	University of Alberta Online and Continuing Education Academic Appeals Committee



Grade Appeal	A written appeal submitted to the Team Lead or the Associate Dean, (Academic) University of Alberta Online and Continuing Education
Grade	A number, letter or symbol indicating a student’s final level of accomplishment in a course.
Mark	A number, letter, or symbol used to indicate the students’ academic achievement in the various components within a course.
Team Lead	The person heading the program in which the course is being offered.
Reappraisal	A re-marking of a final examination/project or a final grade, arranged through the Team Lead, for which there is a charge

FORMS

[Reappraisal of Final Exam Request \(or Equivalent\) \[▲ Top\]](#)

RELATED LINKS

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[University of Alberta Online and Continuing Education Grade Appeal and Reappraisal Procedures](#)

[Office of the Student Ombuds](#)

[University of Appeal Bodies](#)

[Code of Student Behaviour](#) (Updated November 22, 2022)

ACKNOWLEDGEMENT

The Faculty of Arts Grade Appeals Procedure, and the Faculty of Science Academic Appeals Policy were particularly helpful in the revision of the University of Alberta Online and Continuing Education Grade Appeal and Reappraisal Procedures.



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This document is an appendix to its parent document. Questions regarding this document should be addressed to the Office of the Provost and Vice-President (Academic).

REAPPRAISAL PROCEDURE (Appendix A)

Since great care is taken in marking final projects (or where final assignments fulfill similar functions) or examination papers, a student should apply for reappraisal of a paper only if he or she has good reason to believe that a mistake has been made. Reappraisals are dealt with by the Team Lead in consultation with Associate Dean (Academic) or delegate.

A student wishing to apply for a reappraisal must provide a written statement of whether the intent of the appeal is to raise or lower the grade to the Team Lead or designate. The Team Lead or designate will advise the student to complete a Reappraisal of Final Examination Request form. Once the fee has been paid, the Student Services Centre will advise the respective Team Lead via email.

Programs in the University of Alberta Online and Continuing Education are offered on a variety of schedules. The submission date for reappraisals will differ for students taking continuing education programs.

University of Alberta Online and Continuing Education Students: Must apply within fifteen (15) days of the publication of the results.

Students are limited to two appraisals in each Fall and Winter term; and two appraisals altogether for Spring and Summer Session courses. There is a fee for each reappraisal. The fee will be refunded if the reappraisal is successful. **The reappraised grade is the final official grade, whether it is higher or lower than the original grade.**

It is important for the student to be aware of and consult with his or her instructor to determine the weight of the final project or the final exam grade, the "raw score" used to calculate the final grade, and how much the raw score must be raised to change the student's final grade. For example, if the final exam was worth only 30% of the final grade, then the student's final exam mark would have to increase substantially to raise the raw score. If the student requires a raw score increase of 5 (out of 100) to raise their final grade by one point, the student's reappraisal would then have to increase by 17% on the final exam.



Important Note: *If the student did **not** write a final project or a final examination, or if the final grade is made up entirely of term work (such as 100% term paper), the student is **NOT** entitled to reappraisal, but may launch a FORMAL GRADE APPEAL (refer to #3 above).*

If the grade in question is a final grade based in whole or in part on a final exam, the student may submit a reappraisal application, otherwise the **only portion of the student's course to be reappraised is the final exam.**

Once it has been determined by the Team Lead or designate in consultation with the Associate Dean (Academic) that the student has grounds for appeal on a final project or final examination, the following process will apply:

- i. To apply, the student requesting a reappraisal of a final grade will contact the Team Lead or designate. The Team Lead will advise the student that they must submit a written statement of whether the intent of the appeal is to raise or lower the grade and to complete the Reappraisal of Final Examination Request Form. The student must apply within fifteen (15) days of the publication of the results.
- ii. Once the documents have been received by the Team Lead or designate;
 - a. The Team Lead or designate will confirm receipt of all required documents on the Reappraisal of Final Exam (grade) Request form and advise the student to submit the form to the Student Service Centre in order to process the reappraisal current fee.
 - b. Once the fee has been paid, the Student Service Centre will advise the Team Lead or designate via email. No action will proceed until payment has been received.

Note: The fee will be refunded to the student if the reappraisal is successful.
- iii. Once the Student Service Centre has confirmed that the fee has been paid, the Team Lead or designate will, within fifteen (15) business days, arrange for the student's work to be reassessed or re-read by another instructor who was not involved in the grading of the examination in question.
- iv. The instructor will be asked to provide to the Team Lead or designate a copy of the assignment instructions, marking criteria, a clean copy of the student's work, and, if available, copies of comparable students' work.
- v. The assessor will, within fifteen (15) business days, review the student's work in question and submit a response in writing to the Team Lead or designate recommending that the mark remain the same or be revised higher or lower.



- vi. The Team Lead or designate will forward the results to the Associate Dean (Academic) University of Alberta Online and Continuing Education for a decision within fifteen (15) business days from receipt of the assessor report, and will notify the student.
- vii. The Team Lead or designate will complete the final section on page 2 of the Reappraisal of Final Exam Request form.
- viii. If the student has exhausted all avenues identified in the Informal procedures and they believe there has been a miscarriage of justice, they may initiate a **FORMAL APPEAL** (refer to point #3 above).

DEFINITIONS

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Assessor	Independently appointed reviewer for the grade appeal reappraisal
Business Days	Business Day for the purposes of these regulations is defined as a day on which University administrative offices are open. For the purposes of these regulations, the day preceding the Christmas holiday period shall not be considered a Working Day for appeal deadlines.
Instructor	Instructor of course that pertains to the grade appeal
Miscarriage of Justice	A failure on the part of a program to make a decision with respect to academic standing in a fair and equitable manner in the light of the procedures, standards and circumstances applicable to the student.
Team Lead	The person heading the program in which the course is being offered
Reappraisal	A re-marking of a final examination/project or a final grade, arranged through the Team Lead, for which there is a charge

RELATED LINKS

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**University of Alberta Online and Continuing Education
ACADEMIC GRADE APPEALS COMMITTEE
COMPOSITION AND TERMS OF REFERENCE (Appendix B)**

The Associate Dean (Academic) University of Alberta Online and Continuing Education or appointed designate shall establish a University of Alberta Online and Continuing Education Academic Grade Appeals Committee from time to time to hear appeals concerning final grades. Members shall normally serve on the Committee for one (1) year and are eligible for reappointment.

COMPOSITION:

The Committee will consist of three members.

1. Two (2) regular members appointed by the Associate Dean (Academic) from the senior leadership team University of Alberta Online and Continuing Education for such term as they hold their office.
2. One (1) special member, normally from University of Alberta Online and Continuing Education, appointed by the Associate Dean (Academic) University of Alberta Online and Continuing Education.

The selection criteria for the special member shall be based on the academic nature of the appeal to be heard. A new special member may be appointed for each academic appeal hearing.



TERMS OF REFERENCE:

The Committee shall hear and determine appeals against decisions affecting final grades (final project or final examination), as specified in the University of Alberta Online and Continuing Education Grade Appeals and Reappraisal Procedures.

- 3. The Committee shall have no jurisdiction to hear an appeal with respect to:
 - a. A decision to refuse admission or re-admission to the University of Alberta Online and Continuing Education;
 - b. A decision relating to the granting of credit for courses taken or to be taken outside the University of Alberta;
 - c. A decision on academic standing related to a disciplinary matter;

- 4. The grounds for an appeal shall be limited to the following:
 - a. errors in calculating mark or grade,
 - b. procedural errors,
 - c. failure to consider all relevant factors
 - d. bias or discrimination, and
 - e. lack of adherence to the content as stated in the course syllabus

- 5. The Chair of the Committee will advise the student and the Associate Dean, (Academic) University of Alberta Online and Continuing Education or designate, in writing, of the Committee’s final decision.

- 6. The Committee’s decision on the matter shall be final and binding.

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Mark	A number, letter, or symbol used to indicate the students' academic achievement in the various components within a course.
Team Lead	The person heading the program in which the course is being offered.
Reappraisal	A re-marking of a final examination/project or a final grade, arranged through the Team Lead, for which there is a charge.
Regular Member	A member of the senior leadership team, University of Alberta Online and Continuing Education, for such term as they hold their office.
Special Member	A member normally from University of Alberta Online and Continuing Education.

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