



## Grade Appeal Policy

### Purpose

Eclipse College encourages an open dialogue between students and College personnel and seeks to resolve disputes relating to assignment or final course or program grades in a timely and effective manner.

### Policy Statement

Any disputes relating to assignment or final course or program grades should be submitted and addressed as set out in this Policy to facilitate resolution or confirmation of grades in a timely and effective manner.

### Scope

This policy is intended to apply to all students who are registered as students at Eclipse College. This policy only applies to a letter or percentage grade for an assignment, completed course or program.

### Definitions

“Grade” means a letter or percentage grade.

### Process

#### *Assignment Grade*

1. If a student wishes to appeal a Grade received for a course assignment, the student should first discuss their concerns with the course instructor and provide evidence to support a higher Grade, no later than five business days after receiving the Grade.
2. All reasonable steps should be taken by the student to resolve a Grade dispute with the instructor before pursuing a formal appeal process.

3. The course instructor will review the assignment and any evidence provided by the student to ensure that no error has been made. The instructor will advise the student of their determination no later than five business days after the student's discussion with the instructor. If warranted, the instructor will assign a different Grade.
4. If the student does not receive a timely response from the instructor or wishes to pursue reconsideration of a Grade after receiving a response from the instructor, the student may submit a formal appeal request in writing to the Director, Operations, along with any evidence supporting the reasons for the appeal. A formal appeal request must be submitted no later than twelve business days after the student's receipt of the Grade. Any appeal request submitted after this deadline, will not be accepted for review and the original Grade for the assignment will stand.
5. The Director, Operations will review the assignment and evidence submitted by the student to support a higher Grade, in consultation with the course instructor. If it is determined that a higher Grade is warranted, the higher Grade will be granted to the student, will be considered final and cannot be appealed further. If it is determined that a higher Grade is not warranted, the original grade will stand and cannot be appealed further.
6. The Director, Operations will provide the student with the decision made in response to the formal appeal request no later than five business days after the formal appeal request is received from the student.

### ***Course or Program Grade***

7. If a student wishes to appeal a final Grade received for a course or program, the student should first discuss their concerns with the course instructor and provide evidence to support a higher Grade, no later than five business days after receiving the Grade.
8. All reasonable steps should be taken by the student to resolve a Grade dispute with the instructor before pursuing a formal appeal process.
9. The course instructor will review the course or program requirements, assessment criteria, the allocation of marks to assignments, exams, projects, and student participation, where applicable, and the final Grade assessment along with any evidence provided by the student to support a higher grade, to ensure that no error has been made. The instructor will advise the student of the decision made no later than five business days after the student's discussion with the instructor. If warranted, the instructor will assign a different final Grade.
10. If the student does not receive a timely response from the instructor or wishes to pursue reconsideration of a final Grade after receiving a response from the instructor, the student may submit a formal appeal request in writing to the Director, Operations, along with any evidence supporting the reasons for the appeal. A formal appeal request must be submitted no later than twelve business days after the student's receipt of the

Grade. Any appeal request submitted after this deadline will not be accepted for review and the assigned final Grade will stand.

11. The Director, Operations will review the course or program requirements, assessment criteria, the allocation of the student's marks to assignments, exams, projects, and student participation, where applicable, and the final Grade assessment along with any evidence provided by the student to support a higher Grade. The Director, Operations will complete the review in consultation with the course instructor and may conduct any necessary and appropriate inquiries or consult with other faculty or staff of the College. If it is determined that a higher Grade is warranted, the higher Grade will be granted to the student, will be considered final and cannot be appealed further. If it is determined that a higher Grade is not warranted, the original grade will stand and cannot be appealed further.

12. The Director, Operations will provide the student with the decision made in response to the formal appeal request no later than ten business days after the formal appeal request is received from the student.