

Policy History
Policy No. ST3
Approving Jurisdiction: Senate
Administrative Responsibility: Provost & Vice President Academic
Effective Date: June 26, 2023 – August 31, 2024

Grade Appeals Procedure

*This version is valid until August 31, 2024.
See Section 2 for version effective on September 1, 2024*

A. DEFINITIONS

1. **Academic Assessment:** any instrument used for measuring a Student’s attainment of specified learning outcomes—e.g., assignments, examinations, tests, essays, projects, clinical and practicum performances, research, projects/papers.
2. **Course Grade:** the final grade a Student receives in a course at the University based on the evaluation of the Student’s Academic Assessments in that course.
3. **First Stage Appeal:** the first formal appeal by a Student of a Course Grade, initiated when a Student submits a completed [Grade Appeal Form](#) to the Office of the Registrar in accordance with the Policy and these procedures.
4. **Grade Appeal:** a formal appeal of a Course Grade by a Student conducted under the Policy.
5. **Grade Appeal Form:** [A form](#) that Students are required to complete and submit to the Office of the Registrar in order to initiate a grade appeal.
6. **Policy:** ST3 *Grade Appeals* Policy.
7. **Second Stage Appeal:** an appeal by a Student to the Senate Standing Committee on Appeals of a decision made pursuant to a First Stage Appeal.
8. **Student:** an individual who is registered in credit courses at the University or has commenced studies in non-credit courses at the University and has maintained their eligibility to register.
9. **University:** Kwantlen Polytechnic University.

B. PROCEDURES

1. Information about the Grade Appeal process

- a. Prior to commencing a Grade Appeal, Students are encouraged to consult with an academic advisor in order to become better informed about the Grade Appeal process.
- b. Unless otherwise specified in the Policy and these procedures, all communication between the University and the Student appealing a Course Grade will be in writing.

2. Informal Resolution

Whenever possible and prior to initiating a Grade Appeal under the Policy and these procedures, the Student is encouraged to discuss their concern or question directly with their instructor and resolve the issue informally. The student may request assistance from their advisor for support in resolving their issue with their instructor.

3. First Stage Appeal

- a. A Student wishing to commence a Grade Appeal must obtain a [Grade Appeal Form](#) from the Student Enrolment Services website.
- b. The Grade Appeal Form requires a Student to:
 - i. provide information about the purposes, outcomes and grading criteria for the Course Grade, as applicable;
 - ii. describe which Academic Assessment(s) making up the Course Grade and which aspect(s) thereof is (are) being appealed;
 - iii. provide a rationale for the requested review of the Course Grade;
 - iv. provide details of any attempts to resolve the matter with the instructor prior to the initiation of the Grade Appeal;
 - v. submit a copy of any Academic Assessment(s) the Student is requesting be reviewed under the Grade Appeal; and
 - vi. submit the Grade Appeal Form and all of the above materials and information in a single, electronic file.
- c. A Grade Appeal that includes a request to review a group Academic Assessment may be filed by more than one Student. In such a case, each Student who is seeking a Grade Appeal must complete and submit a separate Grade Appeal Form.
 - i. For students who are involved in the group Academic Assessment but did not initiate a Grade Appeal, the Dean or designate will notify them and the students will have an opportunity to confirm if they wish to initiate a Grade Appeal.
- d. In order to initiate a Grade Appeal, a Student must submit the Grade Appeal Form and all documentation required by the Grade Appeal Form to the Office of the Registrar within twenty (20) business days after the issuance of a Course Grade.

- i. If a Student is applying to graduate at the same time as they wish to file a Grade Appeal, the Student must submit a Grade Appeal Form and all required documentation to the Office of the Registrar before applying to graduate, regardless of the twenty (20) business day deadline.
 - ii. If a Student applies to graduate and a Grade Appeal is pending, the Student's application to graduate will not be approved until the Grade Appeal has concluded.
- e. The Office of the Registrar will forward the Grade Appeal Form to the appropriate Dean's Office once all required information has been provided by the Student. If the Grade Appeal Form and all required information are not submitted to the Office of the Registrar within the deadline stated above, the Grade Appeal will not be considered.
 - i. The deadline may only be extended in extraordinary circumstances by the Registrar or designate if additional information comes to light after the deadline that may, in the Registrar's or designate's opinion, be material and have an impact on the Grade Appeal.
- f. If the Registrar or the Dean or designate requires additional information from the Student in order to process the Grade Appeal, the Student must provide that information within ten (10) business days from the date the request for additional information is made to the Student or the Grade Appeal will be considered abandoned and the original Course Grade will stand. In such a circumstance, the remaining steps in these procedures do not apply (including in respect of any Second Stage Appeal), and the Grade Appeal is terminated upon the Registrar or the Dean or designate sending written notification to the Student.
- g. If, after the Dean or designate receives all requested information regarding the Grade Appeal from the Student, the Dean or designate determines that the Student's Grade Appeal does not raise an issue reviewable under the Policy (for example, if the appeal is in respect of a Course Grade which was issued as a result of a finding of a violation of academic integrity under *ST2 Student Academic Integrity*), the Dean or designate may dismiss the Grade Appeal upon providing written reasons to the Student. In such a circumstance, the remaining steps in these procedures do not apply (including in respect of any Second Stage Appeal), and the Grade Appeal is terminated upon the Dean or designate sending such written reasons to the Student.
- h. If, after the Dean or designate receives all requested information regarding the Grade Appeal from the Student, the Dean or designate determines that the Grade Appeal raises an issue reviewable under this Policy, the Dean or designate will notify the applicable instructor.
- i. Subject to a determination of the Dean or designate under section (h) above, the instructor will be requested by the Dean or designate to:
 - i. verify whether or not an attempt was made by the Student to achieve resolution of the issue prior to the Grade Appeal being filed and whether the Academic Assessment(s) and grading criteria submitted by the Student is authentic, accurate and complete; and
 - ii. submit to the Dean or designate any instructional materials that were provided by the instructor to the Student and any other information the instructor considers relevant to the Grade Appeal.

- j. Once all of the instructor's materials related to the Grade Appeal have been received by the Dean or designate, the Dean or designate must provide the Student with copies of all additional materials provided by the instructor. At this time the Student will be requested to verify that the materials submitted by both the Student and the instructor are authentic, accurate, and complete and the Student will be asked to respond to the materials submitted by the instructor. This response may be in writing or in person. The Student must respond to the Dean or designate within ten (10) business days from the date the request for the Student's response is made to the Student or the Grade Appeal will be considered abandoned and the original Course Grade will stand. In such a circumstance, the remaining steps in these procedures do not apply (including in respect of any Second Stage Appeal), and the Grade Appeal is terminated upon the Dean or designate sending written notification to the Student.

- k. Review of the Course Grade

Once all information about the Grade Appeal is received by the Dean or designate from both the Student and the instructor and the Student has responded to the instructor's materials (within the required time periods outlined above), the Dean or designate will review the entire Grade Appeal package and:

- i. if the Dean or designate determines the Grade Appeal has no reasonable prospect of success, the Grade Appeal will be denied; or
- ii. if the Dean or designate determines there is a reasonable prospect of success:
 - 1) the Dean or designate will appoint one or more faculty members in the same or a related discipline from the University or from another institution to review the Academic Assessment(s) being appealed as soon as possible;
 - 2) if more than one reviewer is involved, the reviews must be done independently;
 - 3) the reviewer(s) will be provided with instructional materials (e.g., prompts, rubrics) and copies of the Academic Assessment(s) the Student wishes to have reviewed;
 - 4) all previous markings and grades and the Student's name (and any other identifying information) will be redacted from the work so that it is not visible to the reviewer(s);
 - 5) the reviewer(s) will assess the Academic Assessment(s) and provide a grade for the Academic Assessment(s) to the Dean or designate;
 - 6) the reviewer(s) will provide the Dean or designate with the grade for the Academic Assessment(s) as expeditiously as possible;
 - 7) where the parameters of the learning environment or the Academic Assessment(s) being reviewed cannot be accurately reviewed by the process provided for in these procedures (for example, lab and practice experience courses where individual safety is at risk), the Dean or designate will identify a reasonable review alternative; and
 - 8) based on the grade(s) provided by the reviewer(s) on the Academic Assessment(s) under review, the Dean or designate may, at his or her discretion, authorize a change to the Course Grade, which may be higher or

lower than the original Course Grade, by submitting a *Grade Reporting Form* to the Office of the Registrar.

- I. As expeditiously as possible, the Dean or designate will report in writing to the Student and the instructor the results of the Grade Appeal pursuant to the review of the Course Grade as outlined in section 3.k above. This report will include the decision made by the Dean or designate respecting the Grade Appeal, including, if applicable, notification of any change to the Course Grade that the Dean or designate has authorized, and the reasons for the Dean or designate's decision.

4. **Reconsideration of a Decision**

- a. If new information becomes available, which was not available at the time the original decision was made, that could reasonably impact the original decision, a Student may request in writing to appeals@kpu.ca that the original decision be reconsidered. The request must be submitted by the Student within six (6) months of receiving the original decision. The Dean or designate will re-review the original decision, taking into account the new information.

5. **Second Stage Appeal**

- a. Within six (6) months of receiving the original decision, a Student may appeal a decision of the Dean or designate under a First Stage Appeal in writing to appeals@kpu.ca on the basis of procedural unfairness, which means that the established procedures were not followed or were improperly applied during the Investigation and/or decision-making process.
 - i. The Chair of the Senate Standing Committee on Appeals will review each request for eligibility based on procedural unfairness to determine whether the request will go before the Appeal Hearing panel.
 - ii. If the Chair of the Senate Standing Committee on Appeals determines the appeal is eligible to go before the Appeal Hearing Panel, a panel will be convened.
 - 1) All Second Stage Appeals under the Policy and these procedures will be subject to and will proceed in accordance with published mandate of the [Senate Standing Committee on Appeals](#) and these procedures. Students seeking to file a Second Stage Appeal under the Policy and these procedures should refer to the Committee's mandate and these procedures prior to filing a Second Stage Appeal.
 - 2) Any decision of the Senate Standing Committee on Appeals in respect of a Student's Second Stage Appeal under the Policy and these procedures is final and there is no further right to appeal.

6. **Records Retention**

- a. Records created as a result of actions taken under the Policy and these procedures shall be marked as confidential, treated as confidential to the extent outlined in section 3 of

the Policy, and managed in a centralized locations as approved by the Dean's Office and the Office of the Provost.

- b. Decisions from any appeal under the Policy and these procedures will be included in the Student's record held by the Office of the Registrar.

C. RELATED POLICIES

IM8 Privacy

ST3 Grade Appeals

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Policy No. ST3
Approving Jurisdiction: Senate
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Grade Appeals Procedure

A. DEFINITIONS

1. **Academic Assessment:** any instrument used for measuring a Student’s attainment of specified learning outcomes—e.g., assignments, examinations, tests, essays, projects, clinical and practicum performances, research, projects/papers.
2. **Course Grade:** the final grade a Student receives in a course at the University based on the evaluation of the Student’s Academic Assessments in that course.
3. **Disciplinary Faculty** A Faculty (see the definition of "Faculty" in Procedure GV9) that contains instructional units and offers academic programs leading to credentials. This can be contrasted with the Faculty of Graduate Studies and the Faculty of Educational Support and Development, which do not directly offer credentials.
4. **First Stage Appeal:** the first formal appeal by a Student of a Course Grade, initiated when a Student submits a completed [Grade Appeal Form](#) to the Office of the Registrar in accordance with the Policy and these procedures.
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 - i. For students who are involved in the group Academic Assessment but did not initiate a Grade Appeal, the Dean or designate of the Disciplinary Faculty will notify them and the students will have an opportunity to confirm if they wish to initiate a Grade Appeal.

- d. In order to initiate a Grade Appeal, a Student must submit the Grade Appeal Form and all documentation required by the Grade Appeal Form to the Office of the Registrar within twenty (20) business days after the issuance of a Course Grade.
 - i. If a Student is applying to graduate at the same time as they wish to file a Grade Appeal, the Student must submit a Grade Appeal Form and all required documentation to the Office of the Registrar before applying to graduate, regardless of the twenty (20) business day deadline.
 - ii. If a Student applies to graduate and a Grade Appeal is pending, the Student's application to graduate will not be approved until the Grade Appeal has concluded.
- e. The Office of the Registrar will forward the Grade Appeal Form to the appropriate Disciplinary Faculty Dean's Office once all required information has been provided by the Student. If the Grade Appeal Form and all required information are not submitted to the Office of the Registrar within the deadline stated above, the Grade Appeal will not be considered.
 - i. The deadline may only be extended in extraordinary circumstances by the Registrar or designate if additional information comes to light after the deadline that may, in the Registrar's or designate's opinion, be material and have an impact on the Grade Appeal.
- f. If the Registrar or the Dean or designate of the Disciplinary Faculty requires additional information from the Student in order to process the Grade Appeal, the Student must provide that information within ten (10) business days from the date the request for additional information is made to the Student or the Grade Appeal will be considered abandoned and the original Course Grade will stand. In such a circumstance, the remaining steps in these procedures do not apply (including in respect of any Second Stage Appeal), and the Grade Appeal is terminated upon the Registrar or the Dean or designate of the Disciplinary Faculty sending written notification to the Student.
- g. If, after the Dean or designate of the Disciplinary Faculty receives all requested information regarding the Grade Appeal from the Student, the Dean or designate of the Disciplinary Faculty determines that the Student's Grade Appeal does not raise an issue reviewable under the Policy (for example, if the appeal is in respect of a Course Grade which was issued as a result of a finding of a violation of academic integrity under *ST2 Student Academic Integrity*), the Dean or designate of the Disciplinary Faculty may dismiss the Grade Appeal upon providing written reasons to the Student. In such a circumstance, the remaining steps in these procedures do not apply (including in respect of any Second Stage Appeal), and the Grade Appeal is terminated upon the Dean or designate of the Disciplinary Faculty sending such written reasons to the Student.
- h. If, after the Dean or designate of the Disciplinary Faculty receives all requested information regarding the Grade Appeal from the Student, the Dean or designate of the Disciplinary Faculty determines that the Grade Appeal raises an issue reviewable under this Policy, the Dean or designate of the Disciplinary Faculty will notify the applicable instructor.
- i. Subject to a determination of the Dean or designate of the Disciplinary Faculty under section (h) above, the instructor will be requested by the Dean or designate of the Disciplinary Faculty to:

- i. verify whether or not an attempt was made by the Student to achieve resolution of the issue prior to the Grade Appeal being filed and whether the Academic Assessment(s) and grading criteria submitted by the Student is authentic, accurate and complete; and
 - ii. submit to the Dean or designate of the Disciplinary Faculty any instructional materials that were provided by the instructor to the Student and any other information the instructor considers relevant to the Grade Appeal.
- j. Once all of the instructor's materials related to the Grade Appeal have been received by the Dean or designate of the Disciplinary Faculty, the Dean or designate of the Disciplinary Faculty must provide the Student with copies of all additional materials provided by the instructor. At this time the Student will be requested to verify that the materials submitted by both the Student and the instructor are authentic, accurate, and complete and the Student will be asked to respond to the materials submitted by the instructor. This response may be in writing or in person. The Student must respond to the Dean or designate of the Disciplinary Faculty within ten (10) business days from the date the request for the Student's response is made to the Student or the Grade Appeal will be considered abandoned and the original Course Grade will stand. In such a circumstance, the remaining steps in these procedures do not apply (including in respect of any Second Stage Appeal), and the Grade Appeal is terminated upon the Dean or designate of the Disciplinary Faculty sending written notification to the Student.
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Once all information about the Grade Appeal is received by the Dean or designate of the Disciplinary Faculty from both the Student and the instructor and the Student has responded to the instructor's materials (within the required time periods outlined above), the Dean or designate of the Disciplinary Faculty will review the entire Grade Appeal package and:

- i. if the Dean or designate of the Disciplinary Faculty determines the Grade Appeal has no reasonable prospect of success, the Grade Appeal will be denied; or
 - ii. if the Dean or designate of the Disciplinary Faculty determines there is a reasonable prospect of success:
 - 1) the Dean or designate of the Disciplinary Faculty will appoint one or more faculty members in the same or a related discipline from the University or from another institution to review the Academic Assessment(s) being appealed as soon as possible;
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 - 6) the reviewer(s) will provide the Dean or designate of the Disciplinary Faculty with the grade for the Academic Assessment(s) as expeditiously as possible;
 - 7) where the parameters of the learning environment or the Academic Assessment(s) being reviewed cannot be accurately reviewed by the process provided for in these procedures (for example, lab and practice experience courses where individual safety is at risk), the Dean or designate of the Disciplinary Faculty will identify a reasonable review alternative; and
 - 8) based on the grade(s) provided by the reviewer(s) on the Academic Assessment(s) under review, the Dean or designate of the Disciplinary Faculty may, at his or her discretion, authorize a change to the Course Grade, which may be higher or lower than the original Course Grade, by submitting a Grade Reporting Form to the Office of the Registrar.
- i. As expeditiously as possible, the Dean or designate of the Disciplinary Faculty will report in writing to the Student and the instructor the results of the Grade Appeal pursuant to the review of the Course Grade as outlined in section 3.k above. This report will include the decision made by the Dean or designate of the Disciplinary Faculty respecting the Grade Appeal, including, if applicable, notification of any change to the Course Grade that the Dean or designate of the Disciplinary Faculty has authorized, and the reasons for the their decision.

4. Reconsideration of a Decision

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- c. Decisions from any appeal under the Policy and these procedures will be included in the Student's record held by the Office of the Registrar.

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