



Unhappy with your Grades?

The Do's & Don'ts

CONCERN

DON'T

DO

RATIONALE

RESOURCES

I am unhappy about the grade I received on my assignment.

Send your instructor repeated emails asking them to increase/ bump your grade.

Monitor your grades throughout the term and communicate with your instructors as soon as concerns about your performance come up. Read the course syllabus first, and then reach out to your instructor for clarification.

Grades are earned and not given; to successfully pass a course, you must be able to demonstrate what you have learned. Pleading to the instructor to bump up your grade is unfair to other students who have worked hard to earn their grade.

Talk to an [Academic Advisor](#) to discuss your course plan and the grades needed to graduate.

Explore what [KPU's Learning Centres](#) have to offer.

Attend your instructor's office hours (listed in the course syllabus) to discuss your progress in the course, address any questions or concerns, and obtain valuable feedback on your work.

I received a final grade that I don't agree with.

Plead with your instructor and/or share your life circumstances to justify a grade bump.

Pressure your instructor to change your final grade.

Send your instructor emails repeatedly asking to change your final grade.

Request a meeting with your instructor to discuss how your final grade was calculated. Take any feedback they provide you to improve your academic performance going forward.

Final grades are a reflection of the work that you have put in over the course of the term. It is understandable to be upset if you received a lower grade than expected, but a demand for grade change just because you are unhappy with it is unreasonable and unfair to other students.

If, after consulting with your instructor, you still believe you were graded unfairly, you may submit a [Grade Appeal](#). (Refer to [Policy ST3](#)).

Meet with an Academic Advisor to discuss [Academic Standing](#) and/or the Grade Appeal process.

Meet with a [KPU Learning Strategist](#) to explore ways to improve your academic performance.

My instructor accused me of plagiarism and submitted an academic integrity breach report.

Plead with your instructor to forgive you this one time, and provide reassurances that it won't happen again.

Share your life circumstances with the instructor to justify the academic integrity breach.

If you feel that the academic integrity breach report was not justified, you should gather supporting evidence and be prepared to make your case to the Dean/ Dean's Designate.

Academic integrity breaches are taken seriously at KPU. It is the student's responsibility to fully understand how to cite, complete their own work, and be transparent about any outside sources used in their work.

Review the [Student Academic Integrity](#) policy and visit the [Academic Integrity web page](#).

Take the Introduction to [Academic Integrity tutorial](#).

Meet with a KPU Student Ambassador to understand what academic integrity means. Email ai.ambassadors@kpu.ca



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I am struggling with my mental health and it is impacting my academic performance.

Request your instructor to bump your grade or pass you on an exam because you are struggling with mental health issues.

Inform your instructor regarding any mental health issues that you may be struggling with as soon as possible (rather than the day of the test or the day an assignment is due), and that you are actively seeking support to address these issues.

Instructors are not equipped with the expertise to support you with your mental health or provide you with counselling. However, you are encouraged to alert your instructors of any health issues that you may be experiencing as this gives them the opportunity to connect you with appropriate support services.

Speak to a Professional Counsellor through [KPU Counselling](#) or [TELUSHealth Student Support](#) (free of charge).

Call the [Fraser Health Crisis Line](#) for immediate, free, and confidential emotional support. Call 1-877-820 7444.

If you are diagnosed with a mental health condition that requires special academic accommodations, connect with [KPU's Accessibility Services](#).

Consult with an Academic Advisor about withdrawal under extenuating circumstances. (Refer to [Policy ST13](#)).

I am financially stressed out and need to work extra hours to cover my expenses. Due to this, I am unable to attend all my classes and submit my assignments on time.

Repeatedly request that the instructor grant you extensions on assignments and/or exams.
Plead with the instructor to help you out and pass you on the course as you cannot afford to repeat it.

Evaluate your commitments and prioritize them based on urgency and importance. Consider talking to a Learning Strategist to find ways to manage your workload effectively.

Remember, if overworking may lead you to fail a course then it may not be worth it given the financial pressure of having to repeat a course.

Requesting the instructor to make exceptions for you because of your financial situation is unfair to other students who are managing their academic responsibilities without such extensions. It is important to learn to manage your time effectively as this is a crucial skill for both academic and professional success.

Book an appointment with a [Learning Strategist](#) to get tips on time management.

Consider reducing your course load and/or taking a [Scheduled Break](#) if you are an international student (consult with an [International Student Advisor](#) first before dropping/ withdrawing from any course).

Check out the [resources and supports](#) available to KPU students to overcome food insecurity.

Connect with [Student Awards & Financial Assistance \(SAFA\)](#).