



Unhappy with your Grades?

The Dos & 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 in relation to the stated course learning outcomes. It is inappropriate to expect instructors to lower or adjust academic standards.

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 and consider enrolling in the [Academic Boost Camp](#).

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 learning outcomes you have demonstrated through your coursework and assessments. It is inappropriate to expect instructors to lower or adjust academic standards.

If, after consulting with your instructor, you still believe you have grounds for a grade appeal, 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 website](#), including the [Tips for Learning with Integrity](#) page.

Take the [Academic Integrity tutorial](#).

Meet with a Student Ambassador to better understand academic integrity at KPU and the available resources. Email ai.ambassadors@kpu.ca



Unhappy with your Grades?

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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 you can and let them know if you are open to being connected to services to help you address your mental health.

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.

Making hard choices about priorities is part of being an adult learner. It is not the instructor's role or responsibility to accommodate your schedule or priorities. 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.

Check out the Learning Centre Workshops: [Time Management Strategies](#) and [Learning Strategies for Working Students](#).

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 \(SAFA\)](#).