

GRADE REASSESSMENT

Grade re-assessment is the process of reviewing the calculation of grades, or the methods and criteria used to establish final grades for a student in a course or misapplication of an academic regulation. The outcome of a grade re-assessment may be a grade increase, a grade decrease, or no change to the grade. The detection of errors or omissions in the calculation of final grades will result in the assignment of a revised grade. Students normally initiate grade re-assessments, but instructors may initiate this process. However, instructors must **not** use the grade re-assessment process to:

- grant extensions for submission of work beyond course grade submission deadline
- change the student's continuation of study status
- improve the student's program or specialization average
- submit late grades

Calculation Errors or Omissions

Students who believe there have been errors or omissions in the calculation of their final grade for a course may request a grade reassessment.

Procedure

1. Students who believe there have been errors or omissions in the calculation of their final grade for a course should discuss their concern with the instructor in writing (via email) as soon as possible and no later than the 10th class day of the subsequent semester. The request must pertain to work completed during the semester. Students must also submit relevant assignments or tests that have been returned to them.
2. If the grade reassessment request is not addressed and/or under review after five working days, the student may submit the request in writing to the Chair/Director of the department offering the course. The chair shall forward the student's request to the instructor and the instructor shall respond to the chair within five working days. The instructor has the responsibility of ensuring that the calculation and totalling of marks is accurate. The instructor must reply to the chair, in writing, giving assurance that the review is complete.
3. Where there is a change in the grade, the chair signs the "Grade Reassessment" form and forwards it to Enrolment Services, Office of Registrarial Services. The Office of Registrarial Services will advise the student in writing of the change of grade. If there is no change to the grade, it is the instructor's responsibility to inform the student in writing.

Methods or Criteria Used in Establishing Final Grades

A student may request a grade reassessment on the basis of the Methods or Criteria used in establishing the final grades in a course. Methods or Criteria is defined as the application of the assessment expectations, the assessment mechanisms and the grading standards as provided in the course outline, assignment sheets, and any associated grading rubrics used in the course. The assessment of work must always be based on the criteria that are established in those documents. If the student believes that the methods and criteria provided by the instructor do not comply with the grading procedures established by Senate, the grade reassessment request may fall more appropriately under the procedures for Misapplication of an Academic Regulation (see below).

Students unsure of which grade reassessment process to follow, should seek advice from the Chair/Director, their program counselling office or Student Judicial Services in the University Secretariat.

Students who have evidence the Methods or Criteria, as established by the course outline, assignment sheets, or any associated rubrics for the course, have been applied by the instructor in an unreasonable, biased, or inconsistent fashion, may request the Chair/Director initiate a grade reassessment. The Chair/Director shall review the grading of any assignment under question. Options in the course of the review include:

- a. leaving the grade unchanged,
- b. increase the grade, or
- c. lower the grade.

Procedures for conduct of the grade reassessment

1. Students who have evidence the methods or criteria have been applied by the instructor in an unreasonable, biased or inconsistent fashion should discuss their concern with the instructor in writing (via email) as soon as possible and no later than the 10th class day of the subsequent semester.
2. If the concern is not addressed and/or under review within five working days, the student may submit the request in writing to the Chair/Director. The request should be submitted as soon as possible. The request must state the reasons for the request, demonstrate clear bias, unreasonableness, or inconsistency and include supplemental documentation (copy of the assignment(s) in question, email correspondence if relevant, etc.)
3. The Chair/Director reviews the course outline, assignment sheets and associated rubrics and requests the instructor to document the methods and criteria employed in grading the assignment in question and respond to the student's concerns in writing to the Chair.
4. The Chair/Director reviews the matter with the instructor and the student independently and determines whether there is sufficient evidence to reasonably support a finding that the methods or criteria have been applied by the instructor in an unreasonable, biased or inconsistent fashion and, if so, whether a mutually agreeable solution can be achieved. If the request from the student does not meet this standard, the Chair/Director informs the student that the request is denied. The student has the right to appeal the decision of the Chair/Director to the Senate Committee on Student Petitions.
5. If resolved in Step 4, the Chair/Director informs the student and faculty member of the grade change in writing via email and submits an Undergraduate Grade Change form to the Office of Registrarial Services (ORS).
6. If a resolution cannot be obtained through Step 4 and the Chair/Director agrees the student request meets the standard set out in section 4 above, the Chair/Director initiates an independent assessment of the assignment by choosing a neutral assessor from the faculty members of their department/school or a faculty member from another department/school with sufficient expertise to assess the assignment under review.
7. The Chair/Director provides the neutral assessor with a clean/ungraded copy of the assignment, the course outline, assignment sheets and associated grading rubrics.
8. Based on the material provided by the student, the faculty member, and any independent assessor, the Chair/Director shall determine whether or not the methods and criteria employed were appropriate and will also determine whether or not the student's grade will change.

9. The Chair/Director communicates the decision to both the student and the Faculty member in writing via email and if there is a change to the final grade, the Chair/Director submits an Undergraduate Grade Change form to the Office of Registrarial Services.
10. The student has a right to appeal the decision of the Chair/Director to the Senate Committee on Student Petitions.

Misapplication of an Academic Regulation or Procedure

A student may make a request for a grade reassessment of their final grade in a course if they believe that there has been a misapplication of an academic regulation or procedure in the course. "Misapplication" refers to situations where an instructor has not followed the grading procedures established by Senate. Academic regulations and procedures pertaining to grades can be found in the subsection of the "Grades" section entitled "Grading Procedures".

Procedures

1. Students who believe that the misapplication of an academic regulation or procedure has affected or will affect the final grade in the course should discuss their concern with the instructor in writing (via email) as soon as possible and no later than the 10th class day of the subsequent semester.
2. If the concern is not resolved within 5 working days, the student may submit a complaint in writing to the Chair/Director of the department offering the course.
The complaint should state the reasons for the request and include available supplemental documentation (copy of the assignment(s) in question, copy of information posted to the course website, email correspondence if relevant, etc.)
3. If the Chair/Director has reason to believe that the instructor has not adhered to the grading procedures established by Senate or other academic regulations of Senate, the Chair/Director should consult with the faculty member and the Associate Dean (Academic) for the college.
4. The Chair/Director and Associate Dean (Academic) determine the remedy, based on consultation. This type of grade reassessment may require additional consultation with the Dean and/or the Office of the Associate Vice-President (Academic) to determine an appropriate remedy.
5. The Chair/Director notifies the student bringing the request, and any other affected students, in writing (via email). If the remedy affects the entire class, the information is also posted to the course website and a communication plan may be required.
6. Ultimately, the Provost and Vice President (Academic) may have to take the necessary action to ensure compliance with the academic regulations of Senate.
7. The remedy established by the Dean and in consultation with the administrators identified above is not subject to review by the Senate Committee on Student Petitions.