

ACADEMIC GRADE APPEAL PROCEDURE

This procedure is governed by its parent policy. Questions regarding this procedure are to be directed to the identified Procedure Administrator.

Functional Category:	Academic
Parent Policy:	Student Judicial Affairs Policy
Approval Date:	May 18, 2021
Effective Date:	May 18, 2021
Procedure Owner:	Vice President, Academic
Procedure Administrator:	Senior Manager, Resolution, Wellness and Accessibility

Overview:

It is of paramount importance that the integrity and accuracy of NorQuest College's (college) assessments of learner outcomes be maintained at the highest level possible. To this end, the college employs faculty whose professional training prepares them to make informed judgments regarding student performance. It also provides a grade appeal process that offers students a reasonable opportunity to appeal results of particular academic assessments.

In pursuing appeals and rendering judgments, participants are reminded of the college's fundamental commitment to fairness, trustworthiness, honesty, respect, and responsibility in all academic matters.

Authority to establish this procedure is derived from the [NorQuest College Board of Governors Policy No. 5](#), which delegates authority to the President and CEO to establish policies and procedures for the college's management and operation.

Procedures:

Grade appeals are for identifying and rectifying errors in assessment and will be addressed using the adjudication principles stated in the Student Judicial Affairs Policy and the actions specified below.

Appeal of a Grade on an Assignment

1. If a student has reason to believe that an error was made in assessing a particular course component, such as an assignment, test, or examination, the student should request a meeting with the instructor within five (5) working days of the assignment being returned, or the mark being posted, to discuss the disagreement. The student may be accompanied by an attendant at any meeting(s).
2. If the matter remains unresolved, the student may appeal directly to the Academic Chair, who may meet with the instructor and student together or separately, review relevant documents, and/or request an independent review by an unaffiliated instructor. The decision made by the Academic Chair is final.
3. The Office of Student Judicial Affairs is available to advise students and faculty on the preparation of the appeal package and methodology of evaluation.

Appeal of a Final Grade in a Course

Final grade appeals must be supported by evidence based upon at least one of the following three grounds:

- the final calculation was not based upon all of the work submitted as indicated in the course syllabus;
 - the final grade was miscalculated; or
 - there was an error in assessment.
1. If a student has reason to believe that a final grade in a course has been arrived at incorrectly or in error (refer to the grounds for appeal above), the student should first request a meeting with the instructor to discuss the disagreement. This request must be made within five (5) working days of the final mark being posted on MyQuest. The student may bring unaltered original copies of graded course work and may request to consult any graded work that has not been returned. The student may be accompanied by an attendant at any meeting(s).
 2. If the matter is resolved to the satisfaction of both parties, and the outcome results in a change of grade, the instructor shall initiate a grade change.
 3. If the matter remains unresolved, the student may appeal directly to the Academic Chair, who may meet with the instructor and student together or separately, review relevant documents, and/or request an independent review by an unaffiliated instructor. The decision of the Academic Chair is final.
 4. The Office of Student Judicial Affairs is available to advise students and faculty on the preparation of the appeal package and methodology of evaluation.
 5. Before and during a grade appeal the assigned grade will stand.

Recommended Timelines for Academic Grade Appeal Procedures

WHO	WHAT	WHEN
Instructor/Student	Meet to discuss assignment or final grade and seek informal resolution	Requested within 5 working days of return of assignment or mark being posted If no response is received from the Instructor, within 5 working days, from request please contact the Academic Chair or the OSJA.
Academic Chair/Student	Appeal unresolved disagreement over grade	Within 5 working days of receiving instructor's decision.
Academic Chair	Report final decision to parties and close case	Within 5 working days of receiving the appeal.

Definitions:
Related NorQuest College Information:
Related External Information:
Next Review Date:
Revision History:

Attendant: an individual (e.g., an Association representative, counselor, colleague, or family member) selected by the complainant or respondent to consult with, accompany, or assist, at any meeting or hearing related to the incident. The attendant(s) may observe but may not participate in any proceedings without the permission of a designated college official.

Course: a series of prescribed learning outcomes and the learning activities to achieve those outcomes organized within a specific subject area.

Instructor: any college member who provides credit or non-credit instruction for any course.

Reasonable: moderate and fair in the circumstances.

Student: (for the purposes of this procedure): Any individual who is or has been registered in any program or enrolled in any course(s) within the past twelve months or for any future terms whether credit or non-credit at NorQuest College. Another term for student is Learner.

Unaffiliated: status of an adjudicator who has not had a prior involvement or is not in a potential conflict of interest in hearing the case.

- Academic Calendar
- [Academic Misconduct Procedure](#)
- [Non-Academic Misconduct Procedure](#)
- [Student Judicial Affairs Policy](#)
- [Freedom of Information and Protection of Privacy Act](#)

December 2025

November 2012: (replaces (in part) Standard Practice 2.18: Student Appeals – Academic)
 August 2013: update for document links and branding
 December 2013: update for procedure administrator and links
 November 2014: update for document links
 December 2015: revised
 August 2019: Compliance Office template & reorganization update
 May 2021: Revised and updated