

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	Dean, Academic Strategy and Integration

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.

Procedure

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. Student Resolution and Integrity Office 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. Student Resolution and Integrity Office 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 SRIO.
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

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.

Related information

NorQuest College

- Academic Calendar
- [Academic Misconduct Procedure](#)
- [Non-Academic Misconduct Procedure](#)
- [Student Judicial Affairs Policy](#)

External

- [Freedom of Information and Protection of Privacy Act](#)

Next review date

December 2025

Revision history

Date	Version Number	Action
November 2012	V1	(replaces (in part) Standard Practice 2.18: Student Appeals – Academic)
August 2013	V2	Update for document links and branding
December 2013	V3	Update for procedure administrator and links
November 2014	V4	Update for document links
December 2015	V5	Revised
August 2019	V6 (published as V5-C)	Compliance Office template & reorganization update
May 2021	V7	Revised and updated
January 2024	V8	Information, Risk & Compliance template & reorganization update