

DISPUTE RESOLUTION / GRADE APPEAL

April 1, 2022

Name of Policy

Date amended

LAST REVISION DATE: June 01, 2020

REVIEW REQUIREMENTS: Every two (2) years

APPROVED BY: President

Policy Purpose & Summary

The *Policy on Dispute Resolution and Grade Appeals* makes transparent the process for appealing student grades, which will be addressed in a fair, equitable, and consistent manner.

This policy applies to all enrolled students, all individuals employed by the College, and any other individuals acting as representatives, or holding a titular position of the College.

Procedures for Student Dispute:

1. In the event of a dispute between the College and a student, the student should first attempt to address the concern with the individual most directly involved. If the student is not satisfied with the outcome at this level, the student should put his/her concern in writing and deliver it to a senior staff member.
2. If needed, a meeting may be requested by the student or the senior staff member within five days to discuss the written decision and determine if the dispute can be resolved or to clarify information. The result of this meeting will be documented with a copy given to the student the day after the meeting.
3. The Director will either render a decision or request more information within 5 days of the meeting.
4. If a request for information is made by the Director, a decision will be rendered within 10 days of the initial meeting with the student and Director.
5. If the student wishes to appeal the decision of the Director, both the student and the Director will submit written statements, within five days to the President who will review all documents and meet with the student and Director within ten days.
6. A final decision will be made by the President within 5 days of the meeting.



POLICY #005

7. This process is reflective of the communication process in the workplace setting. An opportunity to rectify any issues should be given at the campus level.

Grade Appeal:

This policy outlines the governing procedures for student appeals of individual marks and final grades. If appealing a final grade, a student may focus on one or more individual assignments or assessments that he or she feels was not properly assessed. Students have the right to appeal final grades when:

1. They believe the stated evaluation criteria for the course have not been properly or consistently applied;
2. The evaluation criteria were unclear or were not specified;
3. The grade was assigned on a basis other than evaluation of the student's required coursework or the final grade was miscalculated.

All parties to an appeal have the right to a timely, fair and equitable process for resolving concerns over grades. A concern with a grade should be resolved informally with the instructor where possible, and otherwise at the earliest possible step in the Grade Appeal Policy. A mark or final grade may be raised, lowered or remain the same as the result of the appeal.

Procedures for Grade Appeal:

1. The student must first be given the opportunity to resolve a concern regarding the marking/grading of any course work or assessment returned by the instructor or any posted final grade through an informal resolution process with the Instructor.
2. A student may also appeal the grades for the previous four week period with the Instructor(s) when the interim transcripts are generated. Grades are compared firstly to the attendance/marking sheet to eliminate input error. If successful, the instructor will change the mark/final grade on the attendance/marking sheet in order to properly calculate the final grade.
3. If the student is dissatisfied with the results of the informal resolution, the student may begin with a written statement to the Campus Director regarding the nature of the appeal, a summary of events that resulted in the appeal as well as the reasons why the mark/grade should be changed.



POLICY #005

4. As part of the Director's investigation, he/she may have a Lead Instructor for the course/program review all submitted course work and assessments in order to provide a fair and impartial decision.
5. If the student achieves a higher grade on re-assessment, the higher grade will be assigned to the student. If the student achieves a lower grade on re-assessment, the original grade will be retained.
6. The grade will be considered final and cannot be appealed.
7. The decisions on the grade appeal will be provided to students within 30 school days of Glenn College's receipt of the written appeal.