

Policy History
Policy No. ST3
Approving Jurisdiction: Senate
Administrative Responsibility: Provost & Vice President Academic
Effective Date: June 26, 2023

Grade Appeals Policy

A. CONTEXT AND PURPOSE

This policy outlines the rights and responsibilities of Students and the responsibilities of the University concerning the appeal of a Course Grade by a Student at Kwantlen Polytechnic University (KPU).

B. SCOPE AND LIMITS

1. This policy applies to all Students and the Course Grades they receive at the University in accordance with any one of KPU's grading systems outlined in AC4 *Student Evaluation and Grading*. Procedures for addressing the appeal of a Course Grade for a student who is registered in continuing and professional studies course(s) will be published on the appropriate department website.
2. This policy addresses matters related to an appeal of a Course Grade by a Student (except for assessments administered by the SkilledTradesBC). This policy does not address appeals of individual Academic Assessments. Academic Assessments are only reviewed under this policy in the context of an appeal of a Course Grade.
3. This policy does not address matters related to academic integrity (ST2), non-academic student conduct (ST7) or complaints about an employee, an educational or service experience at KPU (AD2), which are considered under other University policies.
4. This policy deals exclusively with appeals of Course Grades that Students receive for the attainment of learning outcomes in a course which are not affected by a finding of a breach of academic integrity under ST2 *Student Academic Integrity* Policy. Where a Course Grade is affected by a finding of a breach of academic integrity under ST2 *Student Academic Integrity* Policy, that policy would apply to any appeal of that Course Grade by a Student.
5. Once a Student has submitted a request to graduate and the credential has been approved by the Senate of the University, Grade Appeals by that Student will not be processed.

C. STATEMENT OF POLICY PRINCIPLES

1. Students' Rights and Responsibilities

- a. Students have the right to have their Course Grades issued fairly and according to the University's policies.
- b. Students have the right to have their Grade Appeals handled according to the principles of procedural fairness.
- c. Students have the right to talk to their instructors if they have a question or concern about grading within a course.
- d. Students have a responsibility to fulfill course requirements as outlined in the course syllabus and University calendar.

2. The University's Responsibilities

- a. The University has a responsibility to ensure that the Course Grades Students receive are issued fairly and according to the University's policies.
- b. The University has a responsibility to ensure that Grade Appeals are handled according to the principles of procedural fairness.

3. Confidentiality

a. Confidentiality of Information

- i. During the course of a Grade Appeal, sensitive personal information may need to be collected, used and/or disclosed only as necessary to complete the Grade Appeal.
- ii. The University, including University employees, will maintain confidentiality over information gathered, or provided during the course of a Grade Appeal, except where disclosure is required in order to conduct the Grade Appeal or is otherwise permitted or required by law or if provided for under any University policy.

b. Breach of Confidentiality

Any person involved in a Grade Appeal who breaches confidentiality may be subject to disciplinary sanctions according to the appropriate University policy.

4. Respect for Academic Expertise

Grade Appeals must be conducted in a manner which respects the academic expertise of the instructor and academic unit within which a Course Grade originates.

5. Original Grade

During the process of a Grade Appeal, the original Course Grade received by the Student shall stand pending the conclusion of the Grade Appeal. If the Grade Appeal results in a change to the Student's Course Grade, their Course Grade will be changed to reflect the results of the Grade Appeal once the Grade Appeal is concluded.

D. DEFINITIONS

Refer to Section A of *ST3 Grade Appeals* for a list of definitions in support of this Policy.

E. RELATED POLICIES & LEGISLATION

University Act (British Columbia)

Bylaw 4, Fees

AC4 Student Evaluation and Grading

AR3 Confidentiality of Student Records and Files

FM8 Student Tuition and Fees

IM4 Confidentiality

IM8 Privacy

ST2 Student Academic Integrity

F. RELATED PROCEDURES

ST3 Grade Appeals Procedure