CAPILANO UNIVERSITY	PROCEDURE			
Procedure No.	Officer Responsible			
S2018-01-01	**Vice-President Academic and Provost**			
Procedure Name				
Final Grade Appeal				
Policy This Procedure is Under			Category	Next Review
S2018-01 Final Grade Appeal			**Academic**	**October 2031**
Date Issued	Date Revised	Date in effect	Related Policies	
September 1, 2018	**October 6, 2026**	**October 6, 2026**	**S2018-01 Final Grade Appeal Policy** **S2017-05 Academic Integrity Policy and Procedure** **B.109 Student Appeals Policy**	

1. PURPOSE

1.1 These procedures are intended to guide all processes related to S-2018-01 Final Grade Appeal Policy (the "Policy"). These procedures are based on the premise that students have the right to a fair and equitable process when making a Final Grade appeal.

2. DEFINITIONS

2.1 The definitions found in the Policy are used in these procedures.

3. INFORMAL FINAL GRADE APPEAL STAGE

3.1 A student who plans to submit a formal Final Grade appeal is requested to have a conversation with their instructor in accordance with the informal stage set out below.

3.2 A student may have a conversation with their instructor to discuss how the grade was determined, including confirmation that the assessment was submitted, and to discuss whether there is any opportunity for remediation.

3.3 A conversation during this stage is intended to:

a) allow the student and instructor to review the evaluation of the assessment, ensure that all assessments were submitted and graded, and confirm that no marks were omitted and that additions and the grade calculations were correctly made;

b) assist the student in understanding how the grade was calculated;

c) respond to the student's specific questions about grading feedback provided by the instructor; and,

d) allow for the student and instructor to explore opportunities for remediation or resolution.

3.4 If the student is not satisfied with the outcome of the conversation with the instructor, the student may discuss the situation with the coordinator or program chair to explore whether there is any opportunity for resolution. The coordinator or program chair will inform the instructor of the outcome(s) of the discussion with the student.

3.5 If the matter is not resolved to the satisfaction of the student after the conversation with the instructor and/or the coordinator or program chair, the student may proceed to the formal stage.

4. FORMAL FINAL GRADE APPEAL STAGE

4.1 To begin the formal stage the student must send a completed Final Grade Appeal Application form, with a cover letter and the supporting Material Evidence (the appeal package) to the Registrar's Office, including any graded assessments the student has and is asking to have reassessed. Appeal packages should be submitted no later than ten (10) business days after the end of term. (End of term is December 31 for Fall term, April 30 for Spring term, and August 31 for Summer term.) Emailed appeal packages should be sent to finalgradeappeals@capilanou.ca from the student's university-provided email account. The Associate Vice-President, Enrollment Management & Registrar (or designate) will forward the Final Grade appeal cover letter and any supporting Material Evidence to the appropriate dean.

4.2 A student may seek advice from and/or choose to be accompanied to Final Grade appeal meetings by a support person; for example, a representative from the Capilano Students' Union's Student Rights Office; however, the support person may not speak at these meetings.

Preliminary Review

4.3 Within ten (10) business days of receipt of the Final Grade appeal cover Letter and the supporting Material Evidence, the Dean will:

a) review the file and, where appropriate, conduct a meeting with the student, the instructor, and/or both the student and the instructor;

b) deliver to the student the result of the preliminary review, which will be one of the following:

i) The Final Grade appeal will not proceed because there is a more appropriate alternate process. In this case, the Dean will direct the student to the alternate process, and/or the applicable policy and procedure as appropriate;

ii) the Final Grade appeal will not proceed because the appeal request is not based on one of the acceptable criteria; or,

iii) a Final Grade appeal is the appropriate process; and,

c) where a Final Grade appeal is appropriate, inform the student if additional Material Evidence is required.

4.4 The Dean will notify the student of the result of the preliminary review through the student's university email account.

Final Grade Appeal Process and Timelines

4.5 If the student wishes to proceed after the Dean has determined that the Final Grade appeal process is appropriate, the student will, within five (5) business days:

a) notify the Dean by email of their intent to proceed with the Final Grade appeal and

b) deliver any additional Material Evidence required by the Dean to the Dean's Office.

4.6 Within ten (10) business days after receiving the additional Material Evidence, the Dean will:

a) collect from the instructor all Material Evidence relevant to the assessment(s) being reassessed including any additional information the Dean requires to make a decision on the Final Grade Appeal; this may include assignment outlines, examinations, examination keys, grading rubrics, and the syllabus, including the weighting of the components;

b) where possible, have the instructor inspect the Material Evidence to determine whether it is identical to the material originally submitted for grading; and,

c) contact the chair or coordinator and ask them to select two instructors as assessors to independently reassess and grade the Material Evidence submitted by the student while taking into account any material provided by the instructor. In this step, the chair or coordinator will confirm the expertise and impartiality of the assessors so that the Material Evidence can be assessed in good faith.

4.7 Within ten (10) business days of the receipt of the Material Evidence from the Dean, the assessors will independently deliver the reassessed work to the Dean.

4.8 Within ten (10) business days of the receipt of the reassessed work from the assessors, the Dean will review the two grades and make a determination based on the following principles:

a) if the assessors reassess the assessment within one letter grade step (e.g. C+ and B-), the Dean will choose the higher grade; or

b) if the assessors reassess the assessment not within one letter grade step (e.g. A- and B-), the chair or coordinator, in consultation with the Dean, will make the final determination by reassessing the assessment.

4.9 The Dean will notify the chair or coordinator, the student, and the instructor of the results of the appeal.

4.10 The chair or coordinator will complete a Change of Grade Notification Form for the new grade and send it to the Registrar's Office.

4.11 During the formal appeal stage, the Dean may extend a deadline by notifying the student and instructor by email and provide a revised timeline and an explanation of the reasons for the extension.

4.12 If new information becomes available, which was not available at the time the original decision was made by the Dean, that could reasonably impact the original decision, a student may submit a request in writing asking that the original decision be reconsidered. The student must submit this request within three (3) months of receiving the original decision. The Dean or designate will re-review the original decision, taking into account the new information.

5. APPEALS USING THE STUDENT APPEALS PROCESS

5.1 A decision made during the formal Final Grade appeal above, including the preliminary review or the Final Grade appeal, is appealable through the processes set out in B.109 Student Appeals Policy and related procedures.

6. RECORD KEEPING

6.1 Formal Final Grade Appeal files will be confidentially maintained by the Dean's Office and in accordance with B.700 Privacy and Access to Information Policy and B.605 Records Management Policy. Records relating to the appeals of Final Grades will be kept for a period of seven (7) years following the completion of all actions pertaining to a particular Final Grade appeal and then will be confidentially destroyed.

6.2 Upon the completion of the Final Grade appeal process, the student may collect any Material Evidence that they submitted from the Dean's Office. The Dean will return any material submitted by the instructor to the instructor.

7. ADMINISTRATIVE RESPONSIBILITY FOR THIS PROCEDURE

7.1 The Associate Vice-President, Enrollment Management & Registrar is responsible for managing and administering this procedure.