

December 2005

UNIVERSITY OF CALGARY CONTINUING EDUCATION (UCCE)
Procedures for
APPEALS AND REAPPRAISALS OF GRADES

As a general rule it is the responsibility of the student to discuss firstly with the instructor, and secondly with the Program Director, any dispute concerning academic decisions. (See "Reappraisal of Grades and Academic Appeals" section in the University of Calgary Calendar for further information.)

APPEALS

Appeals, which are not resolved at the Instructor or Program Director level, should be directed to the Director of Continuing Education, his designate or the Chair of the Appeals Committee within 15 days of issuance of the Program Director's ruling and will normally be dealt with by UCCE within one month of their receipt. An appeal is not a review of the substance of a student's work. If an appeal involves a dispute about a term or final grade, the procedure for reappraisals of grades as specified in the following section must initially have been followed or the appeal will not be heard.

The principles governing the hearing of appeals by the Continuing Education Committee on Appeals are: (1) the application of fairness to all parties in procedures and decisions, (2) that sound academic decisions should not be overturned on the basis of non-academic technicalities and (3) that academic decisions should be made as close as possible to the level on which the academic competence resides. Fairness includes, but is not limited to, such practices as all parties to the appeal having the opportunity to be heard, all parties to the appeal being made aware of the evidence considered by the committee and no individuals sitting in judgement on an appeal at a higher level who has already been a party to the decision at a lower level. It is recognized that unfairness can arise either from the misapplication of otherwise fair regulations or the strict application of regulations that are in themselves unfair.

What to include with your letter of appeal:

Note: Your letter of appeal should clearly state the decision, which is being appealed, your grounds for appeal, and the remedies being sought.

1. Name.
2. Current address.
3. Student ID number.
4. Current phone number where you can be reached during the day.
5. Attach any supporting documentation that you wish the Chair to consider.

At her/his discretion and depending upon her/his assessment of the case, the Director (or designee) may either:

1. Refer the matter directly to the Chairperson of the Committee on Appeals, or
2. Attempt to resolve the problem in a manner, which s/he deems appropriate, provided that if the appellant is not satisfied with the proposed resolution s/he may request that the matter be then formally referred to the Committee on Appeals.

TIME LIMITS

Appeals shall be considered in the above manner against instructors/academic staffs' decisions or against rulings made by the Director's Office. To be considered, any appeal must be received by the Director within the time limit stipulated in the current University Calendar. The Faculty will normally respond to an appeal within one month of its initiation.

APPEALS COMMITTEE

The Continuing Education Committee on Appeals shall be comprised of three people identified as follows:

1. Chairperson shall be the Registrar or Director's designate of Continuing Education.
2. An individual or alternate elected by UCCE to the Committee from within UCCE
3. One student selected by the Chairperson from among those concurrently registered in Continuing Education courses. When feasible, the student member is to be selected from among those taking courses in the same general field or program from which the appeal arises.

Replacements will be named for members of specific appeals committees who are unable to hear particular appeals or who are successfully challenged because of conflict of interest. Instructors and students shall normally be selected and serve from time to time as appeals arise. A committee quorum shall consist of three members, including the Chairperson.

JURISDICTION

The committee shall have authority to rule on any appeals related to academic matters normally under the jurisdiction of Continuing Education and which are referred to it by the Director. Such matters include, for example, requirement to withdraw, disputes pertaining to grades in courses within the administrative jurisdiction of UCCE and eligibility for any certificate offered by UCCE. (Appeals with respect to a specific course are the concern of faculty offering the course. Consequently, appeals relating to Spring, Summer or Off-Campus degree credit courses should be directed to the faculty responsible for the particular courses involved.) Before any appeal regarding a course grade is referred to the Committee, the appellant must have sought resolution via the reappraisal of grades procedure (see pages 1-2).

PROCEDURAL GUIDELINES FOR THE COMMITTEE

1. The Chairperson shall decide whether or not the letter of appeal provides grounds on which the Committee on Appeals can hear the case. If the Chairperson decides that appropriate grounds have not been stated, s/he will so notify the appellant in writing and the case will not be heard by the Committee on Appeals.
2. The committee shall be provided with the fully documented appeal submitted by the appellant. It will itself determine and seek all additional information and documentation, which it considers necessary for the achievement of a satisfactory and fair resolution of the case. This will normally include statements from those responsible for the decision under appeal. Both parties to an appeal shall be informed in advance of the time and place of the hearing and of the composition of the specific hearing committee. Either party may challenge the committee's membership. If the Committee Chairperson (or designee) decides that the composition of the specific hearing committee would preclude a fair hearing, the composition will be changed and the parties notified.
3. An appellant has the right to challenge, for cause, any member of the hearing committee. The validity of the challenge shall be judged by the Chairperson. If the Chairperson is challenged, such challenge shall be judged by the remainder of the committee. If the committee is equally divided in its opinion on the validity of the challenge, such challenge

shall not be upheld. Such cause may include current teacher/student relationships, evidence of bias, or any other factor likely to prejudice a fair hearing. The appellant has to inform the Chairperson or his/her desire to challenge a member of the committee at least three days prior to the scheduled date of the appeal hearing.

4. The committee shall provide an opportunity for the appellant and the person responsible for the decision under appeal (or her/his designee) to appear before it to present evidence, to ask questions of the other party (through the Chairperson) and to present a summary of his/her case at the conclusion of the hearing. The committee may also seek interviews with others capable of providing helpful information.

If the appellant does not appear, the committee will proceed on the basis of his/her written submission.

The committee may, if special circumstances exist, allow the appellant and/or the person responsible for the decision under appeal to be accompanied by another individual to assist with the presentation of information. The decision to do so will be made by the Chairperson on petition in advance of the meeting.

In the case of a group appeal, the committee at its discretion will normally provide the opportunity for a single spokesperson for the group to appear before it but may interview others at the hearing at its discretion.

To protect the confidentiality of student records, committee meetings shall not normally be open. The presence of observers shall be at the Chairperson's discretion following receipt of specific requests, in advance of the meeting, relating to a particular appeal case.

5. A verbatim recording of the proceedings will not normally be made unless the committee considers this essential to assist it in its task.
6. Only members shall be present when the committee considers its final decision.
7. Through its Chairperson, the committee shall report its decision to the appellant and the Director in writing without undue delay. Its report should include a concise statement of the factors leading to the decision.
8. If in a particular case the committee wishes to suggest that useful action might be taken to improve UCCE regulations or procedures or to avoid the recurrence of certain problem situations, appropriate recommendations or comments should be transmitted to the Director in a separate memorandum.
9. Bearing in mind the possibility of further appeal at the GFC level, the Committee Chairperson should retain adequate notes on the case in order to be able to respond to subsequent queries.

REAPPRAISAL OF GRADES

Definitions

A reappraisal is a review of grading of term work or final grades and may be done either by the instructor who originally gave the grade or by another instructor. The purpose of a reappraisal is to determine if the original grade can be justified, not to determine if another grade is possible. Therefore the reappraiser may receive the assignment or examination with the grade of any comments attached.

An assignment includes any work or examination, other than a final examination, which counts toward the final grade.

Scope of Reappraisal

Requests for reappraisal of term work of final examinations done in connection with courses offered in the Spring Session, The Summer Session, or the Off-Campus Credit program should be made in accordance with the procedures established by the Registrar's Office and by the department/faculty offering the particular credit course in question. In this connection students are advised to consult the general section of the University calendar under "Reappraisal of Grades and Academic Appeals" and the appropriate faculty section of the calendar for information regarding procedures for reappraisal of grades and appeals.

Reappraisal of Term Work

A student seeking reappraisal of a piece of graded term work (term paper, essay, etc.) should discuss the work with the instructor within 15 days of the piece of work having been returned to the class. If satisfaction is not achieved the student should consult the relevant Program Director. If the matter cannot be resolved in consultation with the program Director, the student should immediately submit a written request for reappraisal to the Director of Continuing Education who will arrange for a reassessment of the piece of work within the next 15 days. A grade may be lowered, raised, or left the same as a result of a reappraisal. The student will be provided with written notification of the result of the reappraisal.

Reappraisal of Final Grades

A student may apply for reappraisal of a final grade only if s/he has good reason to believe a mistake has been made. Such reappraisals are dealt with by the Director or designate in consultation with members of staff. Reappraisal of final grades shall involve only reassessment of the final examination, if any, together with a check on the computation of all the component marks, which make up the final grade. Written application for reappraisal of a final grade must be submitted to the office of the Director within thirty days of the date on which UCCE mailed the grade to the student. Normally Continuing Education will respond to a request for reappraisal within 30 days of its initiation. A grade may be lowered, raised, or left the same as a result of a reappraisal. The student will be informed in writing of the results of the reappraisal.