

HSD Procedures for Review of Assigned Grades Undergraduate and Graduate Students

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1. Any student wishing clarification about, or who is dissatisfied with an assigned grade, either for a whole course or a portion of it, shall first discuss the matter with the instructor who will review the work in question. It is the student's responsibility to first notify the instructor in writing. This notification should take place normally within 14 days of the grades being available for the portion of the course that is in question. If the instructor agrees to change a grade before the final course grades have been submitted no further action is required. If the instructor agrees to change a grade after the course grades have been submitted the instructor will complete a change of grade form to be approved by the Director and Dean.

2. If the review by the instructor confirms the original grade, and if the student is still dissatisfied, then the student can appeal to the Director of the School¹ in writing, stating clearly the grounds on which the student believes the grade should be reviewed. If the Director is the instructor of the course for which the grade is questioned, then a designate of the unit will be appointed by the Dean's office to handle the appeal.

3. In a review of a grade, if the Director or designate believes the grounds to be reasonable, the Director shall initiate a review of the grade using the procedures under item 4 below. If the Director does not agree with the need for a review of the grade:

3.1 An undergraduate student has the right to formally request a review of grade through Undergraduate Records and Graduation Services, as set out in the Calendar <http://web.uvic.ca/calendar>.

3.2 A graduate student has a right to formally request a review of the grade through the Faculty of Graduate Studies. <http://web.uvic.ca/calendar>. (This is a formal request for a grade review to be conducted by the school.)

4. In a review of a grade the following procedures shall be used:

4.1 The student requesting the grade review shall be informed by the Director that in accordance with university policy the grade determined by the review will be recorded as the official grade regardless of whether it is the same as, higher than or lower than the original grade. For the grade review to proceed, the student must confirm by email to the Dean their understanding of this university policy.

4.2 The Director will appoint a second instructor (preferably an experienced faculty member who has recently taught the course or one closely related to it) to review the grade assigned.

4.3 The original instructor shall provide:

- (a) a course outline,
- (b) a description of the assignment(s) in question, if not included in the course outline,
- (c) an explicit statement on how grades were determined and what assessment techniques were used in the course,
- (d) explicit criteria, scoring keys, or a marking guide for evaluating the components of the grade, and
- (e) if available, a representative sample of graded papers from the course.

¹ School refers to the 6 schools and 1 program in HSD: The Schools of Child and Youth Care, Health Information Science, Public Administration, Public Health and Social Policy, Nursing, Social Work and the Indigenous Governance Program.

4.4 The reviewer should read clean, unmarked copies of all work submitted for the grade in question. Students do not have the option to rewrite, edit, or in any other way change their papers prior to the review process.

4.5 The reviewer shall be provided with the items detailed in 4.3 and 4.4. The reviewer is expected to come to a final mark without knowledge of the original mark and without consultation with the original marker.

4.6 Where possible, the reviewer and the student should not be identified (i.e., name, student number) to minimize risk of bias. The reviewer shall then submit to the Director (or the person appointed to handle the appeal in 4.2 above) an independent evaluation of the grade.

5. If the evaluation is different from that of the initial instructor, then the Director may consult (if necessary) with both instructors and/or seek further opinion before deciding the final grade to be awarded. This revised grade shall be recorded as the official grade regardless of whether it is lower, the same, or higher than the original grade.

6. Appeal processes beyond the level of the school:

6.1 If an undergraduate student is still dissatisfied with the final grade, the student may request a review of the grade through the Office of the Dean of the Faculty of Human and Social Development. The Dean's review will attend to fair implementation of academic policies and procedures. The Dean will not consider an appeal where the sole question in a student's appeal is a matter of academic judgment (academic merit of the assigned work). The outcome of the review by the Dean of the Faculty may include: a confirmation of existing grade or a change of grade. The grade determined by means of a review shall be recorded as the final official grade, irrespective of whether it is identical to, higher, or lower.

6.2 A graduate student who is still dissatisfied with the final grade as assigned by a school has the right to formally request a further review of the grade through the Office of the Dean of Graduate Studies, where the matter is not solely one of academic judgement.

6.3 The final level of appeal for graduate and undergraduate grades is the Senate Committee on Appeals (see Senate Committee on Appeals Procedural Guidelines – Office of the University Secretary) where the matter is not solely one of academic judgement.

<http://www.uvic.ca/universitysecretary/assets/docs/scommittees/AppealsTORDecember2013.pdf>

Materials submitted for an HSD Dean's Level Review

- A statement of rationale for the appeal (i.e. on what basis do you the student believe there has been unfair implementation of academic policies and procedures at the school level)
- A complete timeline including a sequence of events and a list of key documents
- Any supporting documentation relevant to the appeal (e.g. course syllabus/requirements, course evaluation components/feedback, emails & correspondence between the instructor and student)
- A copy of the final decision that you are appealing
- A statement of the outcome that you are seeking

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