



Grade Appeal Policy

This policy has been created to outline the process of student grade appeals, which must be addressed in a fair, equitable, and efficient manner. It is the policy of the College to formalize the process as outlined below.

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

Procedures:

PROCESS FOR ADDRESSING ASSESSMENT DISPUTES

1. If a student is dissatisfied with a grade that has been received in an assessment, the student is required to discuss the issue with their instructor and Program Coordinator within three (3) business days of receiving the grade in question.
2. Upon receiving the assessment dispute, the instructor is required to re-visit the assessment. The instructor will consult with the Program Coordinator.
3. The instructor must inform the student of their decision in writing and if applicable, assign a new grade within ten (10) business days. If the student is not satisfied with the instructor's review, they should ask the Program Coordinator to review the assessment.
4. If the student is still not satisfied, they should initiate the Dispute Resolution process by filling in a Dispute Form and sending it to the Campus Director as a formal request.
5. The instructor and Program Coordinator should ensure that the Senior Education Administrator is copied in all communications.

STUDENT GRADE APPEAL PROCESS

1. If a student is not satisfied with the decision of their instructor and Program Coordinator, the student must communicate their dissatisfaction through the Dispute Resolution Policy **at step 3** in writing by using the [Dispute Form](#). The student must submit the document to the Campus Director along with the original graded assignment within seven (7) business days of receiving the decision of the instructor and Program Coordinator.

2. Once the Campus Director receives the Dispute Form, they must forward the appeal to the Senior Education Administrator for review, and if applicable, the Senior Education Administrator must arrange for a different, qualified instructor to review the assignment and if applicable, assign a new grade within ten (10) business days of the Grade Appeal Dispute Form being received.
3. The new grade cannot be appealed.
4. The student must be notified of their final assignment grade within fifteen (15) business days of the student submitting the Grade Appeal Dispute Form and necessary documentation must be placed in the student's file.