

COFAC STUDENT SUBSTANTIVE APPEAL GUIDELINES AND PROCEDURES (November 2018)

When a student disagrees with a grade, the student has a right to appeal. This document outlines the student appeal process in COFAC for substantive appeals which concern errors in judgement related to the evaluation of a student's performance on an assignment or in a course.

(1) Write an email to the instructor. When a student is dissatisfied with a grade, the student should begin by writing to the instructor. **(1A)** This email could request a meeting with the instructor. Sometimes problems regarding miscalculation of points or other misunderstandings can be resolved in a conversation. **(1B)** Or this email could be a written appeal to the instructor expressing specific concerns. The instructor must respond to a student's written appeal within 10 business days (in writing) regarding their decision. The written appeal could also be used if the student is dissatisfied with the verbal explanation provided by the student/instructor meeting.

(2) Write an email to the Department Chair (or Program Director). If the student is dissatisfied with the instructor's written response, the student may write a letter to the Department Chair (or Program Director in the case of graduate courses) attaching a copy of the instructor's written response. The Chair/Program Director will review the appeal and gather facts relevant to the case. The Chair/Program Director may ask to meet with the student if further clarification is needed. The Chair/Program Director will inform the student in writing within 15 business days regarding the decision. [If the Chair/Program Director is the instructor, the student should skip this step and appeal directly to the Associate Dean.]

(3) Write an email to the Associate Dean. If the student is dissatisfied with the Chair's/Program Director's written response, the student may write a letter of appeal to the Associate Dean. Copies of prior responses from the instructor and Chair/Program Director must be attached. The Associate Dean will review the appeal and gather facts relevant to the case. The Associate Dean may ask to meet with the student, instructor, and Chair if further information is required. The Associate Dean will inform the student in writing within 15 business days of the decision regarding the appeal. The Associate Dean's decision is final for substantive appeals.

APPEALS MUST BE SUBMITTED WITHIN ONE YEAR