University Student Grade Appeal Policy

Policy Number: [Insert Number]

Effective Date: [Insert Date]

Approved by: IUE Academic Board

1. Purpose

This policy provides a fair and transparent process for students to appeal a grade awarded to an assessment or evaluation within a course or the final end-of-semester grade for a course when there is evidence of exceptional circumstances, administrative error, or unfair treatment. This policy is in line with policy ACAD004 Student Progression and Completion Policy as stated in the Innovative University of Enga Academic Statutes and Policies version 1.0 (February 10, 2023).

2. Scope

This policy applies to all students enrolled in academic programs at IUE and wish to appeal an awarded grade that meets the appeal criteria of evidence of exceptional circumstances, administrative error, or unfair treatment.

3. Grounds for Appeal

An appeal may only be considered on the following grounds

- Administrative error (e.g., incorrect calculation of final grade).
- Procedural irregularity (e.g., assessment procedures not followed).
- Bias or unfair treatment by the faculty member of record or the assessor(s).

4. Exclusions

Appeals will not be considered

- solely on the basis of dissatisfaction with a grade.
- if the student failed to attend assessments without valid reason.
- without sufficient documentation or explanation.

5. Appeal Process

5.1 Informal Resolution (Optional)

Before submitting a formal appeal, the student must show written evidence that the student sought to

- discuss the grade with the course faculty member of record.
- seek clarification on assessment criteria and grading.

5.2 Formal Appeal Submission

If unresolved, the student must submit a formal appeal to the dean of the college that delivers the course within 2 working days of the official release of results (or as per the official appeal schedule as communicated by the Office of the Registrar). The appeal must include

- completed Grade Appeal Form including a detailed written statement explaining the grounds for appeal.
- copy of result notification (ex., Moodle Gradebook screenshot).
- relevant supporting documents.

5.3 Review Process

- The dean of the college that delivers the course will acknowledge receipt within 3 working days.
- The dean may request further information or conduct interviews.
- A decision will be made within 15 working days of receiving all necessary documentation.

5.4 Outcome

The Committee may

- uphold the original grade.
- recommend a reassessment or supplementary exam.
- recommend grade adjustment if justified.

The decision will be communicated in writing to the student. All decisions are final, subject to review only on procedural grounds.

6. Responsibilities

- Students must provide complete and accurate information in the appeal following all timelines and schedules using the required forms and modes of communication.
- Faculty must cooperate with the dean and provide necessary documentation in a timely manner.
- The dean must ensure a fair and timely review.

7. Confidentiality

All information relating to the appeal will be handled confidentially in accordance with university data protection and privacy policies.

8. Record Keeping

All appeal documentation and outcomes will be retained by the Office of the Registrar for a minimum of 5 years.