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Office of Accountability:	Associate Dean (Academic), ALES
Office(s) of Administrative Responsibility	ALES Office of the Dean, Student Services
Approver:	ALES Faculty Council
Scope:	Undergraduate Student Academic Appeal Procedures – Appeal of Course Grades

ALES undergraduate students can appeal course grades. Students should only appeal in cases where they believe that an error has been made or there are legitimate reasons why the grade is inappropriate. The procedures described in this document apply to courses offered by the Faculty of ALES. For courses offered by other Faculties, students should refer to procedures established by those Faculties.

If students have concerns about their course grade, they should first contact the course instructor and/or department to exhaust avenues of appeal at those levels. These steps are outlined below.

If the student is not satisfied with the responses from the instructor and department, they may then submit a written appeal to the Faculty. The Associate Dean (Academic), or designate, is authorized to hear this appeal. Procedures for this appeal are provided below.

Meeting with the Instructor

Students wishing to appeal a course grade should first request a meeting with the instructor of the course. The deadlines for making this request are as follows:

- February 1 for Fall term courses
- June 1 for Winter term (or two-term) courses
- September 1 for special sessions (Spring / Summer) courses
- One month after posting of a deferred final examination mark

The student should explain to the instructor the grounds for the appeal and provide any relevant documentation or evidence. The instructor should provide a clear response in writing to the student explaining the action that will be taken or the reasons for upholding the original course grade.

Meeting with the Department Chair

If the student is not satisfied with the response from the instructor and wants to pursue the appeal further, they must submit a written statement to the Chair of the Department in which the course is offered. This statement must include the following information/documentation:

- Student name and University of Alberta identification number
- Student contact information (telephone number, mailing address and email address)
- Relevant information or details about any errors in grading, procedural errors, extenuating circumstances or failure to consider all relevant factors, bias or discrimination against the student
- Supporting documentation (where relevant)
- Signature of the student (in the case of hard copy submissions)

The Department Chair will meet with the student to discuss the appeal, and will then consult with the instructor. The Department Chair will notify the student in writing of the decision.

First Appeals to the Associate Dean (Academic)

First Appeal Submission Procedure and Deadlines

If the student is not satisfied with the response from the Department Chair concerning the course grade and wants to pursue a further appeal, the student must submit an appeal in writing to the Associate Dean (Academic). The deadlines for submitting such an appeal are as follows:

- March 1 for Fall term courses
- July 1 for Winter term (or two-term) courses
- October 1 for special sessions (Spring / Summer) courses
- Two months after posting of a deferred final examination mark

Communication

Effective delivery of appeal-related materials is governed by [GFC Policy Section 1.5.3 \(Service and Notice\)](#). Delivery is deemed to have been effected with one of the following:

- The day after an e-mail has been sent
- On the date of pick-up
- Personal receipt of hand or courier delivery
- Seven calendar days following regular or registered mailing

All written communication will normally be via email, although students have the option of communicating in person or by mail as well. All email communication will be sent to the student's ualberta.ca e-mail account. Email communication from the student must also come from their ualberta.ca account.

Appeal Content

The written appeal document submitted by the student should provide a clear rationale or justification for the appeal of the course grade. It must include the following information and documentation:

- Student name and University of Alberta identification number
- Student contact information (telephone number, mailing address and email address)
- Relevant information or details about any errors in grading, procedural errors, extenuating circumstances or failure to consider all relevant factors, bias or discrimination against the student
- Supporting documentation (where relevant)

- Signature of the student (in the case of hard copy submissions)

Questions about the appeal process and relevant Faculty and university regulations should be directed to the ALES Student Services Office, at 780-492-4933 or questions@ales.ualberta.ca.

Appeal Process and Outcome

The Associate Dean (Academic) will review the First Appeal submission and then meet with the student to discuss the appeal. The Associate Dean (Academic) will then discuss the appeal with the instructor and Department Chair. The Associate Dean (Academic) will normally provide a written decision via email approving or denying the First Appeal within 14 calendar days of receiving the First Appeal. The decision will be communicated to the student, course instructor and Department Chair.

Further Appeal

If the First Appeal is denied by the Associate Dean (Academic), a further appeal can be made to the Faculty Academic Appeals Committee (AAC). A copy of the procedures for Appeals to the Faculty AAC is available from ALES Student Services.