



STUDENT FINAL GRADE DISPUTE RESOLUTION #4-03

Approved:	April 11, 1997	by: Education Council
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Revised:	January, 2002	by: Education Council
Effective:	January, 2002	
Date to be Reviewed:	2007	

POLICY

North Island College will maintain a student dispute resolution procedure regarding the assignment of final grades.

PURPOSE

The purpose of the Student Final Grade Dispute Resolution Policy is to provide a mechanism for resolving student disputes regarding the assignment of final grades. North Island College requires all students to engage in an informal process to resolve the dispute before proceeding to a formal appeal.

GUIDELINES

In the case of a grade appeal based on a specific assignment, only the disputed assignment or exam for a course will be considered.

North Island College faculty and administration involved at each step in the process will document meeting times, participants and outcomes from such meetings. This documentation will follow the student throughout this informal review.

Steps for Informal Resolution

The student may seek advice and assistance to help with this process. The student must initiate the informal process no later than one month after North Island College mails student grade notifications.

1. The student will seek informal resolution of the dispute by first discussing the matter with the instructor(s). The instructor will consider the student's concerns and outline their understanding of the situation. Both parties are encouraged and expected to clarify their perspectives. This process resolves most student concerns in the initial meeting. Those involved are encouraged to pursue this dialogue to reach a successful resolution.
2. If the concern is not resolved with the faculty at this point, or, in the absence of the faculty, the student must request the Department Chair to informally resolve the dispute. If the faculty is the Chair, the student proceeds directly to Step 3. The Department Chair will meet with both parties to clarify issues and attempt to resolve the dispute. If all parties agree, the Department Chair may undertake an independent review of the disputed work by an appropriate expert in a related field. The purpose of this optional review is to educate and inform the student and therefore those involved will not lower the disputed grade.
3. If the dispute is still not resolved at Department Chair level, the student will then involve the appropriate Instructional Dean, Associate Dean, College Centres or Campus Principal. The Dean, Associate Dean or Campus Principal will meet with both parties to clarify issues and attempt to resolve the dispute.

If all steps for informal resolution of the appeal fail, then the student may choose to launch a formal appeal as outlined in North Island College Student Appeal Policy #4-12.

Formal Appeal Procedures

Guided by North Island College Student Appeal Policy #4-12.

In cases where the complaint is based on the grading of a disputed assignment, the Dean Educational Support and Student Services will request an independent review of the disputed work by an appropriate faculty member teaching in a related field employed in another institution. The Dean, Student Services/Registrar will award the student the grade assigned by this independent reviewer.