



## Grade Appeal Policy

**Hitek Computer School**

Name of Institution

**ID-03556**

Institution Number

**Grade Appeal**

Name of Policy

**Jan 01, 2019**

Effective Date

**January 12, 2022**

Revision Date

### ACADEMIC REGULATIONS

A student may appeal the grade received in a course if there are grounds to believe that:

- Evaluation criteria for the assignment or exam were changed from those articulated;
- Evaluation standards are substantially unreasonable or different from those applied to other students; or,
- Evaluation was determined on some basis other than performance.

### APPEALS PROCESS

The process by which a student may appeal a grade received in a course at Hitek Computer School is as follows:

Hitek Computer School is committed to the success of our students. All efforts are made to ensure evaluation criteria are clearly explained and that students receive feedback from their instructor as to their grades. Before launching a formal appeal, a student should make every effort to resolve the issue informally with the instructor(s) involved.

Following an informal process, should a student still disagree with his or her final grade, he or she may request a formal review.

#### STEP 1

The student must request that the instructor review the assigned grade with the student before a formal appeal is launched. This request must be received by the instructor, in writing, within five business days of the student's grade being posted to his



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or her online Statement of Grades. The instructor must discuss the matter with the student and confirm his/her decision to the student, in writing, within five business days subsequent to receiving the request for an informal review. Should the matter take longer than five business days, the instructor is to notify the student of an extension, in writing, and specify a date by which this review step will be completed.

### **STEP 2**

In the event that the matter is not resolved informally with the instructor, the student may request a review by the Hitek Computer School Secretary. This request must be received by the Hitek Computer School Secretary in writing, within five business days of the student's receipt of the instructor's written decision, per Step 1.

The Hitek Computer School Secretary must discuss the issue with the student and instructor(s) in an attempt to reach resolution. The decision of the Hitek Computer School Secretary shall normally be given in writing to the student not later than 10 business days subsequent to receiving the request for an informal review. Should the matter take longer than 10 business days, the Hitek Computer School Secretary is to advise the student, in writing, that an extension is required. Should the Hitek Computer School Secretary determine that the grade should not be changed, an explanation and rationale for the decision are to be provided to the student.

### **STEP 3**

In the event that the matter is not resolved with the Hitek Computer School Secretary the student may then request a formal review by the School Director. The student must notify the School's Office of his/her intent and submit the grade appeal request within five business days of the Hitek Computer School Secretary's written decision with a copy to the School's Office. At this point, any changes to the student's academic records will be suspended, pending resolution of a formal grade appeal.

The formal Grade Appeal request must state clearly:

- the student's name and PEN number;
- the course, course dates, and grade received;
- the basis for the appeal;



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- the rationale for the student's belief that a better final grade is warranted;
- the steps that have been taken to resolve the issue per Steps 1 and 2.

All relevant information and documentation should be attached. Pleas on compassionate grounds should not form part of the statement.

The Director must discuss the issue with the student and the instructor. The Director will:

- raise the grade, lower the grade, or leave the grade unchanged. The decision of the Director is final, however, an explanation and rationale for the decision is to be provided to the student.