



# UNIVERSITY OF BENIN, BENIN CITY.

## GRADE APPEAL POLICY

The goal of this grade appeal policy is to establish a clear, fair process by which students can contest a course grade that they believe has been awarded in a manner inconsistent with university policies or that has resulted from calculation errors on the part of the instructor. The appeal process starts within 20 days after a student receives the final course grade.

### Informal Procedure

If a student believes the final course grade awarded by the instructor has resulted from an error in calculation or recording of the grade or reflects an unwarranted deviation from grading procedures and course outlines set out at the beginning of the course, the student should discuss the matter with the instructor and if unsatisfied, with the head of department in the department in which the course was offered.

### Formal Procedure

If a student believes that an improper final course grade has been assigned and is dissatisfied with the outcome of an informal procedure, a formal appeal may be filed on the following grounds:

1. Error in Calculation or Recording of a Grade.
2. Arbitrary and Capricious Evaluation: Significant and unwarranted deviation from grading procedures and course outlines set at the beginning of the course (ordinarily during the first week of the course) or a grade assigned arbitrarily and capriciously on the basis of whim, impulse or caprice. The student may not claim arbitrariness and capriciousness if he/she disagrees with the subjective professional evaluation of the instructor.

The following steps must be followed:

The student submits a written statement to the instructor explaining his/her request to review the grading procedure.

Possible outcomes from step 1:

- A. Faculty member finds in the student's favour -- a grade change will be processed at the Faculty's examination office.
- B. Faculty member determines original grade is appropriate -- the student will be notified in writing by the faculty member within 10 working days. (Reasonable and necessary extensions of time may be granted by the reviewing officer at any point in the process.)

If the outcome is 2B and the student is not satisfied with that decision, the student may prepare a written complaint which contains supporting evidence and indicates the desired solution. This complaint must be submitted to the dean of the faculty in which the course is offered and the faculty member within 20 regular semester class days from the dated response of the faculty member.

Within 10 working days, the dean shall hear the evidence by each side and may collect further evidence. Both sides must be given access to such evidence and given the opportunity to rebut it. The dean shall attempt to achieve a negotiated settlement and will notify in writing the student and the faculty member of his/her findings and decision within 10 working days of the meeting.

If the student is not satisfied with the dean's decision, he/she may appeal the student may file a written application at the Exams and Records Department for the script(s) to be remarked after payment of a fee of N 1,000 (one thousand naira) per course. The application is forwarded to the Vice-Chancellor who minutes to the dean for action. Thereafter, an Internal Working Committee is set up to re-mark a photocopy of the script(s). The outcome is then communicated to the Vice-Chancellor.

Where the student's claim is justified, the student is restituted and appropriate sanctions meted on the culprit (if a case of victimisation has been clearly established).

Where the student's position is not substantiated by the report of the Committee, the script(s) is (are) sent to three different universities for re-evaluation. If a case of victimisation is not established by the other assessors, a written apology is sent to the head and staff of the student's department to formally close the case and a letter of no case submission is sent to the student.