

**GRADE APPEALS****Policy Number:**
AP-GE 03**Policy group:**
Grading and Examinations**Effective:**
01/11/2024

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PURPOSE

Students are required to maintain satisfactory academic records and meet the obligations of the courses in which they are enrolled. Students may choose to appeal a grade for an individual assignment, or a final grade for a course they have completed as part of their overall academic program at UGHE. This policy details the process of appealing a grade.

SCOPE

This policy applies to all students on any academic program at UGHE.

PROCEDURE

Students may appeal an individual assignment grade or the final grade of a course. They may appeal if:

1. They are able to demonstrate that the grade assigned was a result of prejudice, error, or other improper conditions that render the grade inappropriate.
2. They wish to challenge a reduction of the grade due to alleged academic dishonesty.
3. They feel that a grade given is as a result of procedural errors, grading discrepancies, or evidence of unfair evaluation, on which a student may base his/her grade appeal.

Appeal of an assignment or exam grade

If the student wishes to appeal an individual assignment grade, they must first contact, in writing, the course director or lead instructor of that course to request a grade change for the assignment.

The course director will review the case, and depending on the circumstances of the appeal, they may take the case to other course faculty or the Program Director. The decision of the course director is final.

Appeal of a final course grade

Final grades of courses are published on UGHE's student information system, Populi, once they have been approved by the UGHE Academic Commission. Until approval by the UGHE Academic Commission, a course grade is not considered final.

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If, once the course grades have been approved by the UGHE Academic Commission, the student wishes to appeal a final grade for a course, they must write a letter addressed to the Program Director of their academic program or the equivalent Division Director/Head of Department. This appeal should be written and sent within one week (7 calendar days) after the course grade has been published. The appeal will be reviewed by the Program or Division Academic Council, and the Program Director / Division Director will communicate the outcome of the decision to the student within 14 calendar days of the appeal being made.

If, following the decision from the Program or Division Academic Council the student wishes to appeal further, they must write a letter addressed to the Deputy Vice Chancellor, Research and Academic Affairs. This letter must clearly state the basis of the appeal and any evidence or facts that support the appeal.

The Deputy Vice Chancellor, Research and Academic Affairs (DVC-AR) will review the appeal and will decide whether a hearing is necessary. If the case warrants further discussion, based on the DVC-AR's interpretation of the appeal and after discussion with the relevant Program or Division Academic Council, they will submit the appeal to the UGHE Academic Commission. The Academic Commission will review the appeal, make a recommendation and the DVC-AR will communicate the final decision to the student.

If the student wishes to appeal the decision of the Academic Commission, they must write a letter to the Vice Chancellor of UGHE. The Vice Chancellor will review the appeal and submit the appeal for decision at the UGHE Senate. The Senate's decision on the appeal is final.

At all stages of an appeal, the Office of the Registrar must be informed. The Registrar will file all documentation of appeals, including appeal letters, committee meeting minutes and decision letters. The Office of the Registrar may be asked to provide details of the grade approval process, other grades the appealing student has obtained, or other information relevant from their Office, as part of the appeals investigation.

At all stages of an appeal, no guarantee is made that the appeal will be granted.



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In circumstances where all the University's internal procedures have been exhausted and where the student is still dissatisfied, s/he should refer the case to the Office of the Ombudsman of Rwanda, as recommended by the Higher Education Council of Rwanda. If the student is dissatisfied with the recommendations of the Office of the Ombudsman, they are advised to proceed to the court of law to seek a final and executory decision.

RESPONSIBILITY

All UGHE students enrolled onto any academic program have the right to appeal their final grade for a course. It is the responsibility of the student to appeal their grade.

The relevant Academic Program or Division Directors and Academic Councils, as well as the DVC-AR and members of the Academic Commission, are responsible for reviewing the appeal and any evidence, and communicating a decision to the student.

The Office of the Registrar is responsible for maintaining comprehensive records of grade appeals, including written appeals, supporting documentation, and any relevant communication.

All parties involved in the appeals process must upload and ensure the confidentiality of all materials related to the grade appeals process.

REVISION/REPLACING

This policy shall be subject to review in **five** years (01/11/2029).

EFFECTIVE DATE OF THE IMPLEMENTATION OF THE POLICY

This policy shall come into effect on the date of its approval by the Academic Commission of the University of Global Health Equity.



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Approved by:

Date: 07/11/2024

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