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BUV Policy on student requests for explanation of grades

Introduction

Following the release of grades and commentary to students after the marking period, there are occasions where requests for grading explanations are made. The following policy details the processes involved in how this is managed.

A. Request for Explanation of Grading

1. Student requests an explanation of the grade of an assignment or examination paper.
2. If an assignment, student is requested to read the feedback on Turnitin to see if that answers their concerns.
3. If questions are not answered by the Turnitin feedback or the paper is an exam script, student meets (in a minuted meeting) with the relevant ML & PL to have the grading/grading level explained to them and what they can do to improve their grade in future. Prior to this meeting, the ML must carefully check the addition and allocation of all grades in exams, and that all assignment rubric grades have been correctly assigned. Any concerns must be passed to the DCAO and HQ&AD before the meeting takes place.
4. If there are any remaining valid concerns (i.e. other than the student questioning academic judgement) then the student is transferred to point 4 in process B or C as appropriate.

B. Request for Regrading Process – If the grade of concern has not passed through an SU board

1. Students requests a review, regrade or explanation of an assignment or examination paper.
2. If an assignment student is requested to read the feedback on Turnitin to see if that answers their concerns.
3. If concerns are not answered by the Turnitin feedback, or the paper is an exam script, student meets (in a minuted meeting) with the relevant ML & PL to have the grading/grading level explained to them and what they can do to improve their grade in future.
4. If there are any remaining valid concerns (i.e., other than the student questioning academic judgement) then a third marker is appointed by the DCAO (or HQ&AD in the absence of the DCAO) to regrade the paper. The third marker must have access to the original student submission assignment or exam script, meeting minutes of the student/ML meeting, assignment feedback, assessment question paper, answer paper/rubric. If an assignment, the third marker must have access to all student submissions of the cohort; if an examination script, the third marker must have access to all examination scripts of the cohort.
5. In all cases, the third grader must complete a moderation form proposing (in detail) any changes to the grade or a short justification explaining the mark as agreed.
 - a. If an assignment, a new paragraph of student feedback should be created and made available to the student via Turnitin. This should be appended to the original feedback created by the first marker
 - b. If an exam, an excel marking sheet should be created for the remarking process. This should identify the grades attained by the student on a per-question basis, alongside feedback where necessary to explain the grade awarded.
6. The moderation form and student feedback must be approved by the HQ&AD (or DCAO in the absence of the HQ&AD).
7. Exams office advised of any changes to grade needed and provided with all documentation.
8. Exams office to advise the student of the revised grade and advise the student to review the new feedback available on Turnitin, or read the created marking sheet.
9. If a further (minuted) meeting is requested by the student, the third marker and programme leader should both attend and use the newly created feedback documents to help explain the changes (if any) made to the student's paper.

C. Request for Regrading Process – If the grade of concern has passed through an SU board

1. Students requests a review, regrade or explanation of an assignment or examination paper.
2. If an assignment student is requested to read the feedback on Turnitin to see if that answers their concerns.
3. If concerns are not answered by the Turnitin feedback or the paper is an exam script student meets (in a minuted meeting) with the relevant ML & PL to have the grading/grading level explained to them and what they can do to improve their grade in future.
4. If there are any remaining **valid concerns** (e.g., there is a fault in the question paper or incorrect addition of grades etc. but not that the student is questioning academic judgement) then BUV take ownership of the process of getting the grade changed at Staffordshire University.
5. To support the student, a third marker is appointed by the DCAO (or HQ&AD in the absence of the DCAO) to regrade the paper. The third marker must have access to the original student submission assignment or exam script, meeting minutes of the student/ML meeting, assignment feedback, assessment question paper, answer paper/rubric. If an assignment, the third marker must have access to all student submissions of the cohort; if an examination script, the third marker must have access to all examination scripts of the cohort.
6. In all cases, the third grader must complete a moderation form proposing (in detail) any changes to the grade or a short justification explaining the mark as agreed.
 - a. If an assignment, a new paragraph of student feedback should be created and made available to the student via Turnitin. This should be appended to the original feedback created by the first marker
 - b. If an exam, an excel marking sheet should be created for the remarking process. This should identify the grades attained by the student on a per-question basis, alongside feedback where necessary to explain the grade awarded.
7. The moderation form and student feedback/marketing sheet must be approved by the HQ&AD (or DCAO in the absence of the HQ&AD).
8. The file is passed to the academic compliance office to support the student's case
 - a. If there are any **no valid concerns** (e.g. there are no faults in the question paper or incorrect addition of grades etc. but e.g. the student is questioning academic judgement) then then the student is advised to appeal to Staffordshire University and supported by the academic compliance office.
 - b. If there are adjustments to grades required, then the academic compliance office will work with the Exams Office to request a grade adjustment from SU. Once confirmation of the new grade is received from SU, the Exams Office will notify the student of revised grade(s) ,and advise the student to review the new feedback available on Turnitin, or read the created marking sheet.

9. If a further (minuted) meeting is requested by the student, the third marker and programme leader should both attend and use the newly created feedback documents to help explain the changes (if any) made to the student's paper.