

Procedures for providing explanations for grades and appeals in connection with exams

You can ask for an explanation for the grade awarded and you can appeal against the grade or formal errors in connection with exams.

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Explanation

You are *entitled to an explanation* for the grade awarded. The explanation should include information about the general principles on which the evaluation is based and about the evaluation of your performance. It is therefore recommended that you request an explanation for the grade awarded before you decide whether to file an appeal.

Who do you contact?

A request for an explanation must be addressed to the teacher responsible for the course. If the teacher is not available, the request should be addressed to the department responsible for the course. Information about which department is responsible for the course can be found in the Study Handbook.

When can you request an explanation?

A request for an explanation must be made within one week of the grade being announced, no later, however, than three weeks (15 working days) of the grade being announced. **NOTE:** In the case of oral exams or evaluations of practical skills, an explanation must be requested immediately after you have been informed of the grade.

When can you expect an answer?

The explanation will normally be given within two weeks of your request being made. The examiner can choose whether to give the explanation orally or in writing. As stated above, please note that the explanation for the grade should include information about the general principles on which the evaluation is based and about the evaluation of your performance.

Appeals against grades

If you wish to appeal against a grade, you must use the form below:

http://www.umb.no/statisk/sit/skjemaer/norske/eksamen_sensur/klage%20p%C3%A5%20karakter.pdf

The form must be sent to UMB's Document Service, P.O. Box 5003, NO-1432 Ås. For the appeal to be considered, all the fields in the form must be filled in, and the appeal must be signed. If you have received an explanation for the grade, please fill in these fields as well.

What is the deadline for appealing?

An appeal must be submitted within three weeks (15 working days) of the grade being announced. If you have asked for an explanation for the grade, the deadline for appealing is reckoned from the time you receive the explanation.

Who considers the appeal and how long does it take to process the appeal?

The Department of Academic Affairs registers the appeal in the National Student Database (FS) and sends it to the department responsible for the course, which in turn sends the appeal to two new examiners. An assessment following an appeal must be decided without undue delay. If the

appeal has not been considered within a month of the expiry of the deadline for appealing, the department shall send you a provisional reply in which the reason why the appeal cannot be considered earlier is explained. If possible, it should also be indicated when the appeal is expected to be considered.

The outcome of the appeal

After a re-assessment has been carried out, the grade can remain unchanged, or be higher or lower than the original grade. **The grade awarded as a result of the new assessment cannot be appealed.**

NOTE:

- In courses based on continuous assessments, the right to appeal applies when the final grade for the course has been announced, and it is only possible to appeal against the final grade for the course.
- You cannot appeal against grades for oral exams, assessments of practical training or grades awarded on the basis of multiple choice tests.
- For group work where only some of the group members appeal against the grade, a positive outcome of the new assessment shall benefit the whole group. A negative outcome shall only apply to the person or persons who appealed.
- If the final grade is based on both a written and an oral exam and the appeal against the grade for the written part of the exam is upheld, a new oral exam will be held to determine the final grade.

Appeals against formal errors

If you wish to appeal against formal errors in connection with examinations, you must do so in writing, **not by e-mail**, and you must send the appeal to **UMB's Appeals Board, P.O. Box 5003, NO-1432 Ås**. The appeal must be signed for it to be considered.

What is the deadline for appealing?

An appeal must be submitted within three weeks (15 working days) of you becoming aware of the circumstances that form the basis for the appeal.

The outcome of the appeal

If the appeal is upheld, the original grading decision may in some cases be annulled. If the error can be corrected by re-assessing the submitted work, a new assessment is carried out. If not, a new examination will be held with new examiners. The exam grade awarded in the new assessment is awarded irrespective of previous results and can be appealed against in accordance with the guidelines for appealing against grades awarded. If the Appeals Board finds that formal errors have been committed and it is reasonable to assume that they may have affected the performance or assessment of the performance of others in addition to the appellant, it may be decided that a new assessment or new examination or test shall be held.

Statistics

The outcome of appeals against grades submitted in the years 2008, 2009 and 2010 is shown below. The table shows that an appeal against a grade can result in a changed grade, both with a positive and negative result. Most appeals result in an unchanged grade.

Year	Number of	How many	How many	How many
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	appeals considered	appeals resulted in a higher grade?	appeals resulted in a lower grade?	appeals resulted in an unchanged grade?
2008	217	65	16	136
2009	267	77	20	170
2010	260	59	23	178