

**Review of Grades and Reassessment
User Procedures Manual**

(for Students)



January 2020

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Introduction

The Online Review of Grades and Reassessment system provides functionality for appeals of final grades for students and administrative users. Through this system in the University web portal, students can apply for review of grades and/or reassessment while Department and Registry users can view and make decisions on the applications submitted.

The system offers the following functions for students:

- Fill out an online application form for review of grades or reassessment
- Make online payment for an application
- Receive notification email after successfully submitting an application
- Receive notification email after a decision is made on the application

System Requirement

The system is a web-based application and can be accessed with any web browser.

Applying for Review of Grades/Reassessment (for Students)

1. Access the system on Banner Student Web

The screenshot shows the Banner Student Web interface. At the top, there is a navigation bar with 'Student & Financial Aid' and a search box. Below this is a banner image of Lingnan University with the text 'Lingnan University 嶺南大學 Banner System'. A menu bar contains 'Personal Information', 'Student Services', 'Faculty Services', 'Employee', 'Registry Administration', and 'Invigilation'. A dropdown menu is open under 'Student Services', listing options: 'Registration', 'Student Records & Examinations', 'Application for Testimonial', 'Application for Temporary Certificates of Graduation', 'View Student Bank Account Information', 'Review of Grades / Reassessment', and 'eFees Note for Student'. An arrow points to the 'Review of Grades / Reassessment' option. At the bottom of the menu, it says 'RELEASE: 8.1' and 'powered by SUNGARD HIGHER EDUCATION'.

Click on “Review of Grades/Reassessment” under “Student Services” to access the programme after logging in to the LU portal and clicking “Banner Services”.

2. Choose the course to appeal

The screenshot shows the 'Review of Grades / Reassessment' application form. At the top, it says 'Lingnan University 嶺南大學 Banner System'. Below this is a navigation bar with 'Personal Information' and 'Student Services'. The main heading is 'Review of Grades / Reassessment'. Under 'Student Information', it shows: 'Name of Applicant: Tai Man CHAN', 'Year of Study: Second Year', 'Student No.: 9999999', and 'Study Programme: BBA (Honors)'. Below this is a section for 'Courses taken in the Summer Term of 2018 - 2019'. It includes instructions: 'Please click "RG" if you wish to apply for a review of grade, "RS" if you wish to apply for a reassessment.* A deposit of \$200 is required for each application for review of grades or reassessment. Please note that appeals may result in upgrading or downgrading of assessment results.' A table lists the course details:

CRN	Subject	Course	Section	Course Title	Final Grade	Status	
18	CLD	9017	1	Ecology: The Science of Environmental Issues	F	RG - Processing	RG RS

An arrow points to the 'RG' and 'RS' buttons in the table. Below the table, there is a section for 'Personal Information Collection Statement' with five numbered points. At the bottom, it says 'RELEASE: 8.1' and '© 2019 Ellucian Company L.P. and its affiliates.' There are two scroll bars at the bottom of the page, one at 100% and one at 75%.

Submit an application by choosing “RG” (review of grades) or “RS” (reassessment).

3. View course information

(a) After a course is chosen, the page with student and course information appears.

(b) Students are encouraged to have a meeting with the course instructor to seek clarification of how the grade was calculated. In case a face-to-face meeting is impossible, students can communicate with the instructor by other means, such as email or telephone. Students are required to indicate whether they have met/communicated with the course instructor to seek clarification when submitting an application for review of grades or reassessment.

Review of Grades

Application for Review of Grades

Please read the following notes before submitting the application:

- As all course grades are assigned according to criterion referencing, a student is entitled to know the basis on which the grade has been assigned.
- A student unsure of how a course grade has been calculated is **encouraged to seek an explanation** from the course instructor. It is the course instructor's obligation to provide this information, which may include an explanation of the criteria used in marking individual assessment tasks and/or a confirmation of the scores and weightings on which the course grade is based. In case a face-to-face meeting is impossible, the instructor and the student can communicate by other means, such as email or telephone. During the process, the student is not allowed to lobby for a change of grade.
- When the student approaches the instructor for an explanation, he/she may be required to provide the work in question if this has been returned to him/her.
- Appeals must be made within **two weeks** from the release of preliminary examination results. No late applications will be accepted.
- The applicant is required to pay a deposit for each application. **The application cannot proceed unless the deposit is paid.**
- After a formal appeal for a review of grades is submitted, **no personal lobbying** by the student is permitted. Failure to comply with this requirement will result in the appeal being **rejected**.
- Appeals may result in **upgrading or downgrading** of assessment results, and the deposit will be refunded if the appeal results in a change of grade.
- Results of appeal will be determined within 7 working days from the day when the application is completed.

Please check your application details carefully.

Name:	Tai Man CHAN	Student No.:	9999999
Year of Study:	Second Year	Programme:	BBA (Hons) Translation
Course Code:	CLD9017	Course Title:	Ecology: The Science of Environmental Issues
Section:	1	Subject Teacher:	MC GINLEY Mark
Original grade:	F		

You are encouraged to have a meeting with the course instructor to seek clarification of how the grade was calculated. In case a face-to-face meeting is impossible, you can communicate with the instructor by other means, such as email or telephone. Have you met/communicated with the course instructor to seek clarification?
 Yes / No

You are required to explain briefly why you believe the original calculation is incorrect in the space provided below.* (Max. 1000 characters)

* - indicates a required field.
Please click "Confirm" to submit your application and proceed to credit card payment **OR** "Back" if you would like to make any changes.
You may use VISA or MasterCard for the payment of the deposit. Other credit cards (e.g. American Express, Diners, UnionPay, JCB etc.) are not accepted by the payment system.

Reassessment

Application for Reassessment

Please read the following notes before submitting the application:

- As all course grades are assigned according to criterion referencing, a student is entitled to know the basis on which the grade has been assigned.
- A student unsure of how a course grade has been calculated is **encouraged to seek an explanation** from the course instructor. It is the course instructor's obligation to provide this information, which may include an explanation of the criteria used in marking individual assessment tasks and/or a confirmation of the scores and weightings on which the course grade is based. In case a face-to-face meeting is impossible, the instructor and the student can communicate by other means, such as email or telephone. During the process, the student is not allowed to lobby for a change of grade.
- When the student approaches the instructor for an explanation, he/she may be required to provide the work in question if this has been returned to him/her.
- Appeals must be made within **two weeks** from the release of preliminary examination results. No late applications will be accepted.
- The applicant is required to pay a deposit for each application. **The application cannot proceed unless the deposit is paid.**
- After a formal appeal for a reassessment is submitted, **no personal lobbying** by the student is permitted. Failure to comply with this requirement will result in the appeal being **rejected**.
- Another teacher will be assigned to undertake the reassessment as far as practicable. Your identity will not be revealed to the teacher responsible for the reassessment.
- Appeals may result in **upgrading or downgrading** of assessment results, and the deposit will be refunded if the appeal results in a change of grade.
- Results of appeal will be determined within 7 working days from the day when the application is completed.

Please check your application details carefully.

Name:	Tai Man CHAN	Student No.:	9999999
Year of Study:	Second Year	Programme:	BBA (Hons)
Course Code:	CLD9017	Course Title:	Ecology: The Science of Environmental Issues
Section:	1	Subject Teacher:	MC GINLEY Mark
Original grade:	F		

You are encouraged to have a meeting with the course instructor to seek clarification of how the grade was calculated. In case a face-to-face meeting is impossible, you can communicate with the instructor by other means, such as email or telephone. Have you met/communicated with the course instructor to seek clarification?
 Yes / No

An appeal for reassessment can be made on **written** assessments only. You are required to specify which written assessment task(s) is(are) to be reassessed, and explain briefly why you believe the original grade is unfair with reference to the **relevant rubric or marking scheme**, in the space provided below (Information about your personal identity should **not** be given)* (Max. 1000 characters)

* - indicates a required field.
Please click "Confirm" to submit your application and proceed to credit card payment **OR** "Back" if you would like to make any changes.
You may use VISA or MasterCard for the payment of the deposit. Other credit cards (e.g. American Express, Diners, UnionPay, JCB etc.) are not accepted by the payment system.

(c) For review of grades, a student is required to explain briefly why he/she believes the original calculation is incorrect in the space provided.

Application for Review of Grades

Please read the following notes before submitting the application:

- As all course grades are assigned according to criterion referencing, a student is entitled to know the basis on which the grade has been assigned.
- A student unsure of how a course grade has been calculated is **encouraged to seek an explanation** from the course instructor. It is the course instructor's obligation to provide this information, which may include an explanation of the criteria used in marking individual assessment tasks and/or a confirmation of the scores and weightings on which the course grade is based. In case a face-to-face meeting is impossible, the instructor and the student can communicate by other means, such as email or telephone. During the process, the student is not allowed to lobby for a change of grade.
- When the student approaches the instructor for an explanation, he/she may be required to provide the work in question if this has been returned to him/her.
- Appeals must be made within **two weeks** from the release of preliminary examination results. No late applications will be accepted.
- The applicant is required to pay a deposit for each application. **The application cannot proceed unless the deposit is paid.**
- After a formal appeal for a review of grades is submitted, **no personal lobbying** by the student is permitted. Failure to comply with this requirement will result in the appeal being **rejected**.
- Appeals may result in **upgrading or downgrading** of assessment results, and the deposit will be refunded if the appeal results in a change of grade.
- Results of appeal will be determined within 7 working days from the day when the application is completed.

Please check your application details carefully.

Name:	Tai Man CHAN	Student No.:	9999999
Year of Study:	Second Year	Programme:	BA (Hons) Translation
Course Code:	CLD9017	Course Title:	Ecology: The Science of Environmental Issues
Section:	1	Subject Teacher:	MC GINLEY Mark
Original grade:	F		

You are encouraged to have a meeting with the course instructor to seek clarification of how the grade was calculated. In case a face-to-face meeting is impossible, you can communicate with the instructor by other means, such as email or telephone. Have you met/communicated with the course instructor to seek clarification?
 Yes / No

You are required to explain briefly why you believe the original calculation is incorrect in the space provided below.* (Max. 1000 characters)

* - indicates a required field.
 Please click "Confirm" to submit your application and proceed to credit card payment **OR** "Back" if you would like to make any changes.
 You may use VISA or MasterCard for the payment of the deposit. Other credit cards (e.g. American Express, Diners, UnionPay, JCB etc.) are not accepted by the payment system.

(d) An appeal for reassessment can be made on **written** assessments only. For reassessment, a student is required to specify which written assessment task(s) is(are) to be reassessed, and explain briefly why he/she believes the original grade is unfair with reference to the relevant rubric or marking scheme, in the space provided.

Application for Reassessment

Please read the following notes before submitting the application:

- As all course grades are assigned according to criterion referencing, a student is entitled to know the basis on which the grade has been assigned.
- A student unsure of how a course grade has been calculated is **encouraged to seek an explanation** from the course instructor. It is the course instructor's obligation to provide this information, which may include an explanation of the criteria used in marking individual assessment tasks and/or a confirmation of the scores and weightings on which the course grade is based. In case a face-to-face meeting is impossible, the instructor and the student can communicate by other means, such as email or telephone. During the process, the student is not allowed to lobby for a change of grade.
- When the student approaches the instructor for an explanation, he/she may be required to provide the work in question if this has been returned to him/her.
- Appeals must be made within **two weeks** from the release of preliminary examination results. No late applications will be accepted.
- The applicant is required to pay a deposit for each application. **The application cannot proceed unless the deposit is paid.**
- After a formal appeal for a reassessment is submitted, **no personal lobbying** by the student is permitted. Failure to comply with this requirement will result in the appeal being **rejected**.
- Another teacher will be assigned to undertake the reassessment as far as practicable. Your identity will not be revealed to the teacher responsible for the reassessment.
- Appeals may result in **upgrading or downgrading** of assessment results, and the deposit will be refunded if the appeal results in a change of grade.
- Results of appeal will be determined within 7 working days from the day when the application is completed.

Please check your application details carefully.

Name:	Tai Man CHAN	Student No.:	9999999
Year of Study:	Second Year	Programme:	BBA (Hons)
Course Code:	CLD9017	Course Title:	Ecology: The Science of Environmental Issues
Section:	1	Subject Teacher:	MC GINLEY Mark
Original grade:	F		

You are encouraged to have a meeting with the course instructor to seek clarification of how the grade was calculated. In case a face-to-face meeting is impossible, you can communicate with the instructor by other means, such as email or telephone. Have you met/communicated with the course instructor to seek clarification?
 Yes / No

An appeal for reassessment can be made on **written** assessments only. You are required to specify which written assessment task(s) is(are) to be reassessed, and explain briefly why you believe the original grade is unfair with reference to the **relevant rubric or marking scheme**, in the space provided below (information about your personal identity should **not** be given).* (Max. 1000 characters)

* - indicates a required field.
 Please click "Confirm" to submit your application and proceed to credit card payment **OR** "Back" if you would like to make any changes.
 You may use VISA or MasterCard for the payment of the deposit. Other credit cards (e.g. American Express, Diners, UnionPay, JCB etc.) are not accepted by the payment system.

(e) Students should **not** give any information about his/her identity (e.g. name, student ID etc.) or any information that is irrelevant to the course concerned (e.g. the student's GPA, academic standing, honours classification etc.). **No personal lobbying by the student is permitted. Failure to comply with this requirement will result in the appeal being rejected.**

4. Pay application fee through online payment system

The screenshot shows the JETCO Payment Gateway interface. At the top, it displays the BEA logo and the text "JETCO Payment Gateway The Secure Way to Pay". Below this, a message states: "You are connected to a Secure Payment Page operated by Joint Electronic Teller Services Ltd. Your payment instruction will be securely transmitted to the bank for authorisation." The page is divided into two main sections: "Transaction Details" and "Credit Card Information".

Transaction Details:

Merchant Name:	Lingnan University
Amount:	200.00
Currency:	HKD
Invoice Number:	SRGT0000093100520

Credit Card Information:

Please enter your credit card information below and press "Proceed" for payment.

Credit Card Number: - - -

Expiry Date: Month - Year -

CVV2 (VISA) / CVC2 (MasterCard):

Buttons:

Footer: If you have any question regarding the transaction, please contact the merchant directly. Use of this service is subject to the following Terms of Service and Privacy Policy.

Pay the application fee by filling in and submitting the credit card information.

How to get CVV2 (Visa) / CVC2 (MasterCard)

The 3-digit code is located on the back of your card, inside the signature area. Typically the signature panel will have a series of numbers, but only the last three digits make up the CVV2 (Visa) / CVC2 (MasterCard).



5. Confirmation of application

A confirmation page will appear after an application is submitted successfully. You will also receive an acknowledgement email in your Lingnan University email account.

Lingnan University Information System (PPRD)

Personal Information Student Services

Acknowledgement

Your application for review of grades has been submitted. A separate email will be sent to your email account for your reference.

Application No.: 00372
Payment Reference: SRGT00000095100524
Applicaition Fee: HK\$200
Date of Application: 14-JAN-2020 02:30 p.m.
Name of Applicant: CHAN Tai Man
Student No.: 9999999
Course code: CCC8002 **Course Title:** The Making of Hong Kong

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Sample notification email:

Subject: Confirmation of Application for Review of Grades

Dear CHAN Tai Man,

Your application for review of grades was submitted on 24-May-2010 at 9:11 AM. Please keep a copy of this acknowledgement for future reference. You are kindly reminded that after a formal appeal is submitted, no personal lobbying by the student is permitted. Failure to comply with this requirement will result in the appeal case being disqualified.

Application no.: 00372
Payment Reference: SRGT00000095100524
Name of Applicant: CHAN Tai Man
Course Code: CHI2107 Course Title: Introduction to Literature
Deposit: HK\$200

You will receive email notification of the result within 7 working days from today. If you fail to receive the notification by then, please contact the Registry at 2616-8750 or registry@ln.edu.hk.

Regards,
Registry

After a decision is made on your application, you will receive another email notification which informs you about your appeal result.