Review of Grades and Reassessment User Procedures Manual

(for Students)



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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.

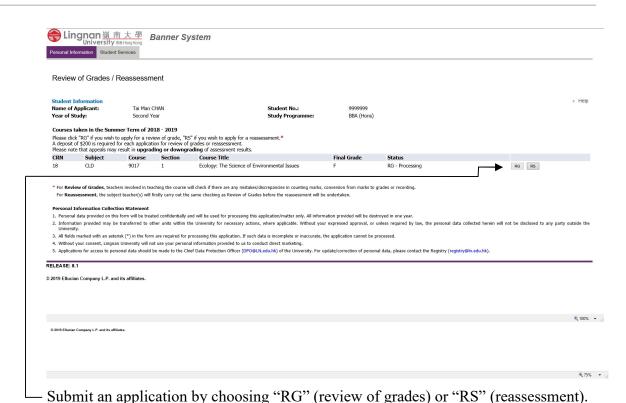
Applying for Review of Grades/Reassessment (for Students)

1. Access the system on Banner Student Web



-Click on "Review of Grades/Ressessment" under "Student Services" to access the programme after logging in to the LU portal and clicking "Banner Services".

2. Choose the course to appeal



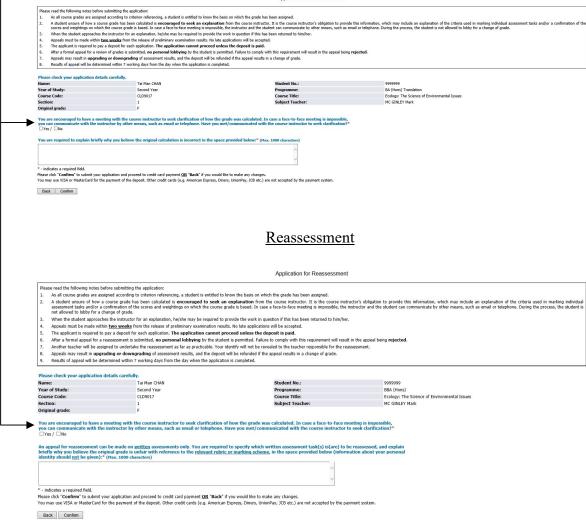
Lingnan University

January 2020

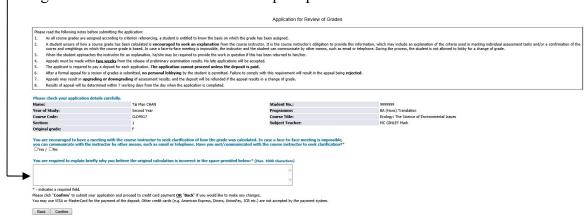
3. View course information

- (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.

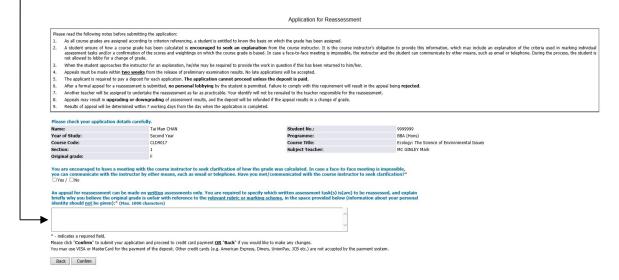
Review of Grades Application for Review of Grades the grade has been assigned.



(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.

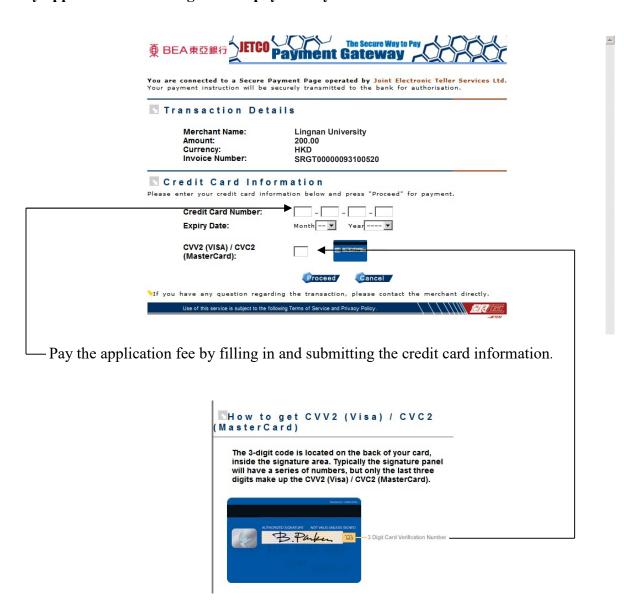


(d) An appeal for reassessment can be made on **written** assessments only. For reassessment, a student is required to specify which written assessment task(s) is(are) to be reassessed, and explain briefly why he/she believes the original grade is unfair with reference to the relevant rubric or marking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



(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



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.

00372 Application No.:

SRGT00000095100524 Payment Reference:

Application Fee: HK\$200

Date of Application: 14-JAN-2020 02:30 p.m.

Name of Applicant: CHAN Tai Man Student No.: 9999999

Course code: Course Title: The Making of Hong Kong CCC8002

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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@In.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.