



The Hong Kong University of Science and Technology  
Academic Registry

CONFIDENTIAL

UG & PG

Form EX-5

To be returned to the Academic Registry **within three weeks** from the last day of grade reporting period

Grade Alteration Request Form

To: Academic Registry [ Room 1381, via Lift 17-18 (Attn: Examinations) ]

Please update the grade(s) for the student(s) listed below :

<u>Course</u> <u>Code</u>	<u>Course</u> <u>Section</u>	<u>Academic</u> <u>Term</u>	<u>Student Name</u>	<u>Student ID</u>	<u>Grade Change</u>		<u>Reason for Grade Change</u> <i>(Please refer to the footnotes below)</i>
					<u>From</u>	<u>To</u>	

Department	Name of Department Head (in block letters)	Signature of Department Head	Date
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Notes:

- The Academic Regulation on Grade Review states that : Students who consider that a mistake has been made in the process of calculating or determining a grade for a course may apply for a review of the grade. They should first discuss the matter with the course instructor as soon as the course grades are released. Where a clerical or administrative error has been made, the department/unit responsible for the course will report the revised grade to ARR, Academic Registry.  
If the student's concern remains unresolved after this informal discussion, the student may submit a request for a grade review to the Head of the course-offering department/unit in writing within two weeks from the day on which grades are released:  
i) Stating the grounds for the request for review; ii) Describing the relevant facts; iii) Providing supporting evidence.  
If a review is granted, the Head will arrange for the review within three weeks after the release of the grade. Requests for review of course grades should normally be resolved at the department/unit level. Students who wish to appeal against the decision of the department/unit must do so in writing to the Dean of the School within two weeks of receiving the decision stating the grounds for the appeal.  
Upon receipt of the written appeal, the Dean will determine whether or not a further review of the grade should be granted and how the review will be conducted. The Dean's decision is final.
- The University's assessment guidelines (<http://qa.ust.hk/aos/department.html>) state: Faculty, Heads and Deans should exercise caution when considering changing a grade where no clerical error has been identified: there must be clear grounds for changing a grade where no error has occurred. It is strongly recommended that a detailed record is retained for ALL requests for grade review/appeal, indicating reasons for decisions, whether or not the grade ultimately was changed, to safeguard the integrity of the process and to avoid accusations of unfairness and a lack of transparency.
- Where the Reason for Grade Change is clerical/administrative error, please indicate below the actions taken/to be taken to prevent a recurrence.