

POLICY ON QUERIES AND COMPLAINTS ABOUT ASSIGNMENT GRADING

COMP-202B, Winter 2009, All Sections

Requests regarding the grading of an assignment fall in two broad types, and should be sent to the appropriate person depending on their type:

- Students should send queries regarding the grading of their assignment submissions to the TAs who graded their submissions. Queries are requests asking for more information about the reasons why a question was graded in a certain way, or why marks were deducted in a given case.

"I lost x marks on question y of assignment z, and I would like have more explanations about why this happened" is an example of how students can formulate queries.

- Students should send complaints regarding the grading of their assignment submissions to the TA in charge of handling this type of query, also referred to as the *head TA*. For the Winter 2009 semester, the head TA is:

– Jordan Frank (jordan.frank@cs.mcgill.ca).

The head TA will also be holding office hours dedicated to answering assignment grading complaints. For the Winter 2009 semester, the head TA will hold office hours for this purpose at the following time and place:

– Tuesday, 16:00 – 17:00, Trottier Building (ENGTR) 3106

These office hours will be held weekly starting on Tuesday, February 3, 2009.

During the office hours mentioned above, the head TA has full discretion to refuse to answer students who consult him for issues other than grading complaints, or to give priority to students who consult him regarding grading complaints.

Like all other TAs, the head TA will hold regular office hours during which students can consult him on other course-related matters. During his regular office hours, the head TA has full discretion to refuse to answer students who consult him regarding grading complaints, or to give priority to students who consult him regarding issues other than grading complaints.

Complaints are requests that ask that the grading of one or more portions of an assignment be reviewed because of a perceived mistake in the application of the grading scheme for that assignment. Complaints must include arguments why the review should take place.

"I lost x marks on question y of assignment z, and I don't think that's fair for reasons a, b, and c; I would therefore like to have that question regraded or to get my marks back" is an example of how students can formulate complaints.

TAs (and instructors) will have the discretion of doing any of the following when they receive a request that should not be addressed to them because of its nature:

1. Answer it.
2. Ignore it.

3. Reply to the student who sent the request asking him / her to send his / her request to the appropriate person.
4. Forward it to the appropriate person themselves.
5. Take any other action they consider appropriate for the situation.

Finally, please be polite in formulating both your queries and your complaints. TAs (and instructors) will have the discretion to ignore or reject requests that they judge to be worded in an overly impolite or aggressive manner.

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