



RESULTS AND APPEALS FAQs

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1. I THINK MY MARK IS WRONG, WHAT CAN I DO?

Firstly, talk to your tutor, or if they are unavailable to the programme or module leader to enquire about your feedback. It is important to find out why you received the mark in the first place. You can't question academic judgement (if you believe you deserved a higher mark and the marker was wrong), so you can't ask for your work to be 'remarked' or for the mark to be changed.

2. I HAVE A REASON FOR MY MARK TO BE WRONG, CAN I APPEAL?

Yes, you can appeal providing you have evidence supporting one or more of the 3 appeal grounds:

- You possess new, substantive information supported by evidence you did not have before or did not know about, and/or
- There was a failure of due process on the part of university, and/or



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- You have evidence that your performance was adversely affected by a crisis (family, or ill health) and that is why the mark is lower than your usual achievements.

For more information on Academic Appeals process see information below.

3. I WOULD LIKE TO DISCUSS SUMMER RESITS WITH SOMEONE, WHO SHOULD I CONTACT?

The best person to answer any questions on the practicalities of resits over summer is your personal academic tutor. Senior (pastoral) tutors are also a great source of knowledge and help. If they are unavailable, speak to your student office, as they may be able to provide you with some guidance.

4. I AM BORDERLINE WITH MY FINAL CLASSIFICATION AND CLOSE TO THE HIGHER CLASS, WHAT CAN I DO?

If you are borderline and within 2% of the higher classification the chances are that the University has already looked into a possibility of 'bumping' it up. University of Southampton uses an algorithm and weighting in calculating final average classification. It is a complicated process that involves looking at your second and third years marks, checking if at least 50% of those marks are in higher classification (after applying weighting of 0:1:2). For full details see University Calendar, under section IV, point 9.2 and 9.6:

<http://www.calendar.soton.ac.uk/sectionIV/progression-regs.html>.

If you believe that your degree classification was miscalculated, the first step is to meet with your tutor to find out how your classification was calculated and which modules were taken into account.

If you then have evidence that the classification was miscalculated, or have otherwise other evidence that may support an appeal, you can appeal the relevant module marks by following the Academic Appeals procedure (see below). The Advice Centre can support you in the Appeals process.

5. I WANT TO APPEAL MY RESULTS, WHAT SHOULD I DO?

Firstly, you need to make sure you have a "ratified" result by an Exam Board (or formal decision of another panel). You then have 10 working days (or 5 working days in case of resit exams in August/September), to lodge your appeal.

You must first identify your grounds to appeal. There are 3 ground under which you can appeal and you will find them on the University Calendar, Section IV [Regulations Governing Academic Appeals by Students](#), point 4.0.



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Next you need to complete a Notice to Appeal form, located on the same University Calendar, section IV in Appendix A, attach relevant evidence and submit it to your student office CQA team.

6. CAN SUSU ADVICE CENTRE SUPPORT ME WITH APPEALING?

Yes, we can!

If you would like help with the process, please follow the steps below:

- Contact the Advice Centre by calling 02380 592085 to book an appointment to discuss your appeal.
- Before your Advice Centre appointment, please complete a draft copy of your Notice to Appeal (Stage1) form and forward it to advice@susu.org together with a draft of your statement. Forwarding your draft means an Adviser can feedback on the form and statement at your meeting.
- Once you received advice from us, send the Notice to Appeal to our faculty's CQA team, who will contact you with a time and date for your Preliminary Appeal Discussion (Stage 1 appeal) meeting.
- If you would like one of our Advisers to accompany you to the Preliminary Discussion meeting, please contact the SUSU Advice Centre immediately, so that we can arrange this. Please include the date of your Preliminary Discussion meeting if you have been given one.

IMPORTANT!

You must still submit your Notice to Appeal form within University appeal deadlines. Do not await feedback from Advice Centre if it means missing the deadline.

Top tip!

It is important to prepare for your appeal meeting. Writing a statement is the best way to do that. You will find a helpful guide on our website [here](#).

7. I NEED HELP COMPLETING NOTICE TO APPEAL FORM.

First read the Guidance notes at the end of the Notice to Appeal form. If you still struggle, contact the Advice Centre and we can provide you with an example of a completed form. If you still need help, contact the Advice Centre for appointment, or come to our drop-in on Wednesdays between 1pm and 4:30pm.



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8. I HAVE EVIDENCE THAT MY PERFORMANCE WAS AFFECTED, BUT I DID NOT APPLY FOR SPECIAL CONSIDERATIONS AT THE TIME, WHAT CAN I DO?

University's Special Considerations Policy must be used when you think your performance is affected during exams, assessments or revision. If you did not apply for Special Considerations at the time and you wish to use the evidence in your appeal, you must provide a 'valid reason' for non-disclosure. Saying that you did not know about Special Considerations is not a valid reason, as the information is widely available. Similarly, thinking that you 'would be ok' in the exam, or thinking the illness or problem will not have too much impact on the result is not a valid reason for not applying for Special Considerations.

9. WHAT EVIDENCE DO I NEED FOR MY APPEAL?

It depends on the ground and your situation. Relevant evidence includes: medical reports, Police report, Exam invigilator incident report, emails, letters and other third party correspondence.

10. CAN I ASK FOR MY MARKS TO BE CHANGED?

In most cases no, even if you have evidence of serious illness during the exam, marks you achieved will not be changed. You may be able to get a chance of uncapped referral (usual referrals are capped at 40% for undergraduate students), or repeat of the year as if for the first time, if your appeal is successful.

An exception to that would be if you have evidence that the mark was miscalculated (appeal ground 4.2 "significant failure of due process due to computational or other error of fact in the result published").

11. WHAT HAPPENS AT THE PRELIMINARY DISCUSSION (APPEAL STAGE 1 MEETING)?

Preliminary discussion is an opportunity for you to outline why you are appealing and state your desired outcome. It is a chance for the appeal reviewer to get clarity on your situation and assess your evidence before they make recommendations about your appeal. That is why preparation is a key. Write a statement, which you can use as a script for your meeting to ensure you cover all key points. You will not find out the outcome of the meeting on the day, but usually within 5 working days of the meeting.

FURTHER GUIDANCE

For further guidance contact the SUSU Advice Centre.

- Tel 02380 592 085
- email advice@susu.org



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You can also visit us in Building 40, Highfield campus. Our opening hours are Monday–Friday 09.00–17.00.

Disclaimer: While care has been taken to ensure that information contained in the Advice Centre publications is true and correct at the time of writing, changes in circumstances after the time of publication may impact on the accuracy of this information. The Advice Centre and SUSU cannot accept responsibility for any actions taken as a result of advice given in this publication.

Date: October 2018.