



To lecturers and examiners

Solbjerg Plads 3
2000 Frederiksberg

Tlf.: 3815 3815
Fax: 3815 2015
www.cbs.dk

Student inquiries regarding marks

15 August 2013

TWH

The Dean's Office, Education has been informed that a number of departments have asked the programme secretariats to inform the students that the examiners cannot be contacted in connection with the announcement of marks. Instead, the students are informed that they are entitled to lodge a formal complaint with Legal Services, if they need a reason for a given mark.

Thomas Werner Hansen
Senior Adviser
Dir. tel.: +45 3815 2677
twh.edu@cbs.dk

Written student complaints also show that the examiners have denied to give the students a reason for the given mark and have referred them to lodging a complaint. Examiners often refer to the fact that they are not paid to respond to student inquiries regarding marks.

We would therefore like to direct your attention to the applicable norm agreement, which states that it is a part of the assessment to give an oral statement for the given mark. Article 2.5.1 of the norm agreement thus stipulates:

2.5.1. Reassessment and appeals

- The student is entitled to ask his/her examiner to give an oral statement for the given mark, as it is a part of the original assessment norm.

It appears from the student complaint guidelines that the student must contact his/her examiner for a reason for the given mark prior to lodging a complaint. It is also a requirement that the student states on the written complaint whether he/she has attempted to contact his/her examiner. Obviously, this discrepancy causes a great deal of frustration and puzzlement with the students, as they are being rejected when they are just following the rules.

We therefore kindly urge all examiners to comply with the provisions of the agreement in the future.

We emphasise that examiners are only obligated to give an *oral* statement. The students are thus not *entitled* to a written statement, but the examiner can write a statement via email, if he/she prefers to do so.

In addition to that, there are no specific requirements to such feedback, and it is thus possible to arrange for general feedback to the entire class by for instance giving a feedback lesson or announce "office opening hours" to students. In this way, the student can register for a "session" in advance and it will be possible for the examiner to prepare his/her feedback.

2

Sincerely,

Jan Molin