



Examination Question Appeals Policy
For Medical Students

Section: 4
Policy number: 4.4
Responsible Office: Student Affairs and Admissions
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POLICY STATEMENT

In Years 1 and 2 of the curriculum, students who have received a score on a written examination consistent with an “Unsatisfactory” grade will have the opportunity to submit a written challenge for a limited number of questions that the student thinks were scored incorrectly.

REASON for POLICY

Examination questions are sometimes scored incorrectly, either as a result of problems inherent in the question or in the scoring of the question. In instances where a student has received an unsatisfactory score on a single examination in a course and the student thinks that some questions have been scored incorrectly, thereby depriving them of an overall passing satisfactory block score, the student shall be provided the opportunity to appeal a limited number of questions through a written challenge.

SCOPE of POLICY

This policy applies to:

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|--|---|
| <input checked="" type="checkbox"/> Deans, Directors, and Department Heads | <input checked="" type="checkbox"/> Faculty |
| <input checked="" type="checkbox"/> Managers and supervisors | <input checked="" type="checkbox"/> Staff |
| <input checked="" type="checkbox"/> Students | |
| Others: | |

WEB SITE REFERENCES

Policy Office: <http://www.med.und.edu/policies/index.cfm>
Responsible Office: <http://www.med.und.edu/student-affairs-admissions/>

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DEFINITIONS	
Case-Based Examination (CBE)	The examination taken during assessment week in Blocks I-VIII in Years 1 and 2 of the medical curriculum that contains multiple clinical vignettes from which essay questions are derived. These are constructed response questions.
Clinical Skills Examination (CSE)	The examination taken during assessment week in Blocks I-VIII in Years 1 and 2 of the medical curriculum in which students must display mastery of clinical skills taught during the block.
Multiple Choice Question Examination (MCQ)	The examination taken during assessment week in Blocks I-VIII in Years 1 and 2 of the medical curriculum that contains selected response questions with several possible answers from which the correct one must be selected.
Special Studies Week	The week following Assessment week in Blocks I-VIII (the 10 th week of the Block in Years 1 and 2)

RELATED INFORMATION	
Student Grievance Policy	http://www.med.und.edu/policies/files/docs/grievance-policy.pdf

CONTACTS

General questions about this policy can be answered by your department's administrative office. Specific questions should be directed to the following:

Subject	Contact	Telephone/FAX	Office/Dept
Policy clarification	Student Affairs	777.4221/777.4942	
Policy format	Dean's Office	777.2514/777.3527	judy.solberg@med.und.edu

PRINCIPLES

- I) In Years 1 and 2 of the curriculum, students who have received a score on a written examination consistent with an overall "Unsatisfactory" block grade will have the opportunity to submit a written challenge for a limited number of questions that the student thinks were scored incorrectly.
- II) It is acknowledged that some questions prepared for written examinations might contain flaws or be scored incorrectly. Given the potential severity of the consequences for failing a block, students are provided with the opportunity to appeal questions that they believe contain errors, have more than one correct answer, or might have been scored improperly.
- III) Examination question appeals are subject to the following conditions:
 - A) Students who have earned a "Satisfactory" or "Honors" grade derive no real benefit from appealing questions, as they are not at risk of failure. Therefore they will not be permitted to challenge questions.

- B) Students who demonstrate a markedly substandard performance on an examination are unlikely to identify a sufficient number of questions that they can appeal to raise their score to a “Satisfactory” grade. These students will not be permitted to challenge questions.
- C) Students who receive an unsatisfactory score on only one of the following end of block examinations: multiple choice question, case based, or clinical skills examination must proceed to re-examination during special studies week. Appeals are not permitted.
- D) Only those students with: 1) unsatisfactory scores in any combination of two or more assessment areas that include the: multiple choice end of block exam, case-based end of block exam, clinical skills end of block exam, and patient centered learning assessment or; 2) an unsatisfactory score on re-examination are permitted to file question appeals.
- E) Students who might potentially benefit from the appeal process are students whose score might be raised from an overall block “Unsatisfactory” grade to a “Satisfactory” grade, and therefore will be the only students allowed to challenge a limited number of questions.
- F) Characteristics of the appeal process should include the following:
 - 1) Take place immediately following the release of examination grades.
 - 2) Be completed within a short time frame (less than 5 business days).
 - 3) Allow students to review their examinations to identify questions for appeal.
 - 4) Require the student to justify their challenge using available reputable resources including lectures.
 - 5) Refer challenges to faculty who are content experts on the subject in question.

PROCEDURES

- I) Appeal of written examination question(s) year 1 and 2
 - A) All students have the opportunity to review their multiple choice, case and clinical skills examinations in Education Resources starting Friday afternoon of special students week. Students with a block failure may review their exams starting Friday of assessment week.
 - B) This review is an individual student process. Students must not discuss exam content with each other.
 - C) A maximum of five (5) MCQ items or five (5) points on the Case Exam or five (5) points on the Clinical Skills Exam. If more than 5 MCQ questions or more than 5 points on the Case Exam are appealed, only the first 5 submissions will be evaluated. In the event that students fail two exams, a student will only be allowed to appeal a total of 5 points (i.e. 3 MCQ questions + 2 Case Exam points = 5 total).

- D) All students may review their examinations, but only students with a block failure (an unsatisfactory grade on two examination components or an unsatisfactory grade in re-examination) may submit appeals. Students in good academic standing are not allowed to appeal questions.
- E) Following the review of examination(s), questions and/or appeals to individual items or answers can be submitted in writing (typed on separate pages) in a single Microsoft Word document and e-mailed to Dr. Borg, the Director of Assessment as an attachment. (kurt.borg@med.und.edu). Upon receipt, Dr. Borg will open the file and reply by stating that your document has been received and opened successfully.
- 1) Students who fail two exams: All appeals for consideration must be submitted by 1:00 p.m. on the Monday following Assessment Week.
 - 2) Students who fail a re-examination: All appeals for consideration must be submitted by 1:00 p.m. on the Monday following Special Studies Week.
- F) The written documentation for an appeal should include the following:
- 1) Specific reference to the item in question (i.e. MCQ Item #34; Task 3, etc.).
 - 2) A detailed narrative explaining why you feel your answer is correct.
 - 3) Appropriate, documented support from lecture, textbook or any other resources that were available to the student in preparation before the examination.
- G) Please note that student must NOT at any time remove any examination from Education Resources. You may not copy or in any other way reproduce exam items and remove them from Education Resources. Therefore, as students construct their written work, your ability to reference the exam item itself will be of necessity confined to rooms and times designated by Education Resources.
- H) The clinical skills examinations are digital captures on video. In the event of a score below 80%, the video is automatically reviewed by another clinical faculty member prior to reporting the score to the student. The purpose of this process is to be as fair as possible to the student by having the scoring reviewed by a faculty member in a closed environment, using the scoring checklist and access to the video (stop/rewind). The result of that review is the reported score for the exam.
- I) The Director of Assessment will seek the necessary assistance from faculty and physicians to make appropriate determinations on all appeals. Following a decision on the appeal, a written response will be sent to the student and, when appropriate, will indicate any grade changes that have been made.
- II) Non appeal in year 3 and 4 written examination
- A) There is no provision for appealing individual examination questions in Years 3 and 4. The grade the student receives on the examination is considered a final grade.

III) Academic Grievance

- A) Students wishing to appeal a final grade on an examination or in a course are directed to the School of Medicine and Health Sciences Student Grievance Policy.

RESPONSIBILITIES	
Director of Assessment	Collect written appeals from students. Seek necessary assistance from faculty and physicians to make appropriate determinations on appeals. Report outcomes of appeals to students.
Student	Must follow each step in the "Procedures" section of this document in preparing written appeals.

FORMS	
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REVISION RECORD

06.28.17 –Minor Edits