

F.A.Q.s

Frequently Asked Questions

Just

ASK! about
Exam Results

February 2018

The Academic Success Coaches from AnSEO - The Student Engagement Office together with the Office of the Registrar and Exams Office have compiled the answers to the most frequently asked questions by students last year.

If you can't find an answer to your particular question, you can email: academicsuccesscoach@cit.ie or exams@cit.ie or SUEducation@cit.ie quoting your Student ID Number and giving specific details of your query.

The FAQ questions and answers have been categorised into three sections.

1. Understanding
My Results

2. Repeating

3. Appeals /
Review of
Module Mark

Please note: This document is intended as a guide to help you better understand your exam results. It is for information purposes only. Further information can be obtained from www.mycit.ie/examinations. It is your responsibility to abide by the deadlines outlined and contact your academic department to discuss specific queries in relation to your exam results. This information provided was correct at time of publication.



Understanding My Results

1. Understanding My Results

Q1: What mark do I need to achieve in order to pass a module?

A: The standard pass mark for a module is 40. On passing a module, the Institute records your achievement and awards you the number of credits assigned to the module. A mark of less than 40 indicates that you have failed the module.

Q 2: I've one or more modules with a mark less than 35. What happens now?

A: You will have to register to be re-assessed in ALL modules you have failed. Generally you have the option (subject to compliance with module reassessment requirements) of being reassessed in the Autumn. Normally reassessment means submitting course work or doing a repeat exam or a combination of both. You must register by Monday, July 3rd, 2018 - please see your emails for further information.

Q3: I have failed one or more modules though all the marks of the failed modules lie in the range 35 to 39. What happens now?

You may be eligible to compensate these failed modules and progress to the next year of your programme. On completion of your semester 2 modules, an exam board will consider your overall performance during the year. Normally you will be able to compensate failed modules and progress if:

- ALL your module marks from both Semester 1 and 2 are 35 or greater.
- Looking at both Semester 1 and 2 results, you have no more than 20 ECTS (typically 4 five credit modules) between the two semesters with marks in the range 35-39.
- You have passed ALL of the remaining modules.

Q 4: WH is written on my transcript and I can't see my results, what does this mean?

A: If WH is written in your transcript, It means that there is a query about some aspect of assessment submitted and you will need to contact your Head of Department to clarify what the issue may be.

Q 5: There's an NP beside one of my module results. What does it mean?

A: NP (Not Present) means you did not submit for any of your assessments in this particular module. This counts as an attempt. Generally you have the option (subject to compliance with module reassessment requirements) of being reassessed in the Autumn. Normally reassessment means submitting course work or doing a repeat exam or a combination of both. You must register by Monday, July 3rd, 2018 - please see your emails for further information.

Repeating

Q 6: How do I register to repeat?

A: Look out for an email in late June following the release of end of year results which will explain the process for registering to allow you to be reassessed. Normally reassessment means submitting course work or doing a repeat exam or a combination of both. You should visit the module descriptor website <https://courses.cit.ie/>, find your module and check the section "Reassessment Requirement". That section explains how the repeat assessment will be conducted. If you're unsure, you should contact your Head of Department. The tuition fee is €120 regardless of the number of modules to be repeated.



Q 7: I got 50% in one of my exams and I'm not happy with the result. I'd like to repeat the exam – is that possible?

A: As you have met the requirements for this module, you do not have the option to repeat it.

Q 8: I failed a module that was assessed through continuous assessment only. What should I do about repeating?

A: You should visit the module descriptor website <https://courses.cit.ie>, find your module and check the section "Reassessment Requirement". That section explains how the repeat assessment will be conducted. If you're unsure, you should contact your Head of Department.

Appeals / Review of Module Mark

Q 9: I think there's been a mistake in calculating my final grade. What should I do?

A: Firstly, you can view the assessment component marks by clicking on the module CRN number when viewing your results online. Having viewed your component marks, if you still wish to proceed with the review please take the following steps:

- You should apply to view your exam script, which can be done online: <http://www.mycit.ie/examinations/viewing-examination-scripts>. **The deadline for this application is Wednesday, February 7th, 2018 at 4pm.**
- If you want to view your continuous assessment work, you must contact your Head of Department.
- On viewing your work, if you find evidence of an error in calculation or recording of marks, you will then need to have your grade reviewed under the **“Review of Module Mark” review, which must be lodged within 5 working days of viewing your script/continuous assessment.** The form for requesting a review is available **only** at the Examinations Office, Melbourn Building and cannot be downloaded online. In the form, you must identify and specify the error you believe has occurred. If you believe the error was in calculating or recording your grade or a component was inadvertently left out, there is no fee. For more information please read the following academic policy (see page 5, 10.3) on <http://www.cit.ie/contentfiles/academic-policies/Policy%20Governing%20Assessment%20Appeals%20v1.1.pdf>

Q 10: I think my lecturer marked my paper or assessments too hard. I want to request a review. What should I do?

A: Firstly, you can view the assessment component marks by clicking on the module CRN number when viewing your results online. Having viewed your component marks, if you still wish to to proceed with the review, please take the following steps:

- You should apply to view your exam script, which can be done online: <http://www.mycit.ie/examinations/viewing-examination-scripts>. **The deadline for this application is Wednesday, February 7th, 2018 at 4pm.**
- If you want to view your continuous assessment work, you must contact your Head of Department.

3. Appeals /
Review of
Module Mark

- On viewing your work, if you find evidence of an error in evaluation of assessment material or performance that you want re-assessed, you will then need to apply for a review under the “**Review of Module Mark**”, which must be lodged within 5 working days of viewing your script/continuous assessment. The form for lodging this review is available at the Examinations Office only, Melbourn Building and cannot be downloaded online. In the form, you must identify where and why you believe extra marks should have been awarded. If you believe the error was in evaluating your material/performance, the fee is €80, which will be refunded in full if there is an increase in your mark. The fee is payable by debit/credit card over the phone on 021 4335389 or by calling to the Registrar's Office in person. Please note if you are calling in person you can use your student card for payment. For more information please read the following academic policy (See page 5, 10.3) on <http://www.cit.ie/contentfiles/academic-policies/Policy%20Governing%20Assessment%20Appeals%20v1.1.pdf>

Q 11: I'm on holidays at the moment but I want to check my exam paper, as I think I might need to request a Review of Module Mark. What should I do?

A: You will need to return to CIT to view your work, however the first step is to apply to view your exam script, which can be done online: <http://www.mycit.ie/examinations/viewing-examination-scripts>. **The deadline for this application is Wednesday, February 7th, 2018 at 4pm**, and you will receive notification from the Exams Office when your script is available for viewing.

If you want to view your continuous assessment work, you must contact your Head of Department. On viewing your work, you can then make the decision if you have grounds to appeal.

Q 12: I had an accident right before my exams which I felt affected my performance in the exams. I have medical certs as evidence. What should I do?

A: You should have spoken to the lecturer at the time and submitted a medical cert.

You should download the “**Extenuating Circumstances Appeal Form**” online and submit it to the Registrar's Office: registrar@cit.ie **no later than 4.30 pm on Wednesday, February 7th, 2018**. The fee for this appeal is €80, payable by debit/credit card over the phone on 021 4335389 or by calling to the Registrar's Office in person. Please note if you are calling in person you can use your student card for payment. All claims relating to extenuating circumstances must be supported by appropriate evidence and documentation. This evidence must be independent and must include all important details such as the nature and dates of the circumstances in question. If your appeal is successful you will get your money back.

Q 13: I want to appeal my results – I couldn't submit my lab reports mid-semester due to having the 'flu. What should I do?

A: You should have spoken to the lecturer at the time and submitted a medical cert and arranged to submit your lab reports as soon as possible. You now need to contact your lecturer or Head of Department and request advice on when to re-submit. If allowed to re-submit in August 2018, you will need to register for your reassessment so that your mark can be recorded.

Q 14: I want to appeal my results – there was someone operating a jackhammer right outside the exam hall and I couldn't concentrate properly. What should I do?

A: You should download the "Procedural or Administrative Appeals Form" online and submit it to the Registrar's Office: registrar@cit.ie **no later than 4.30pm on Wednesday, 7th February, 2018**. The fee for this appeal is €80, payable by debit/credit card over the phone on 021 4335389 or by calling to the Registrar's Office in person. If you are calling in person you can use your student card for payment. If your appeal is successful you will get your money back.



Still Unsure? Speak to an Academic Success Coach

Speak with an Academic Success Coach about your results and next steps email: academicsuccesscoach@cit.ie quoting your **student number** and specific details of your query.



**AnSEO
STUDENT ENGAGEMENT OFFICE**



Just Ask! is a project of AnSEO - The Student Engagement Office in collaboration with the Exams Office, Office of the Registrar & VP for Academic Affairs, CIT