

# FAQ.s

Frequently Asked Questions

Just

ASK! about Exam Results

June 2019

The Academic Success Coaches from AnSEO - The Student Engagement Office together with the Registrar's Office 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](mailto:academicsuccesscoach@cit.ie) or [exams@cit.ie](mailto:exams@cit.ie) or [SUEducation@cit.ie](mailto: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](http://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

**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.

## 1. Understanding My Results

**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. Reassessment requirements can be viewed at <https://courses.cit.ie/> You must register before midnight on Monday, July 1st, 2019 - please see your emails for further information.

**Q 3: I've failed a module but there's a capital "C" next to my grade for that module? What does it mean?**

**A:** "C" means that you have passed by compensation and do not need to repeat this module.

**Q4: 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?**

**A:** On completion of your semester 2 modules, an exam board considered your overall performance during the year. If you are eligible to compensate on the failed module(s) a "C" appears next to your mark and you can progress to the next year of your programme. This will happen automatically. Normally you will be able to compensate failed modules and progress only if:

- ALL your module marks from both Semester 1 and 2 are 35 or greater;
- and
- 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;
- and
- You have passed and satisfied additional criteria in ALL of the remaining modules;
- and
- The surplus of the marks in the passed modules being presented in the current sitting is at least double the deficiency in the failed module.

**Q 5: I got 25% in one module and passed all my other exams. Can I compensate?**

**A:** Unfortunately in this case, compensation is not an option for you, as your grade in the failed module is lower than 35% . Firstly, you will need to register to be reassessed in your failed module in Autumn. You will receive an email in the days following release of results with information on registering to repeat.

If, in the expectation of qualifying for a "Progress With Credits Outstanding" result, you decide not to re-sit in Autumn, you must still register for the Autumn sitting so that a "Progress With Credits Outstanding" result can be processed at the Autumn Exam Board.

If, having presented for the repeat exam/assessment in the failed module, you fail it again in the Autumn, you may "Progress With Credits Outstanding" for this module into the next stage of your programme. However, you must pass the failed module during that academic year before you can progress any further.

**Q 6: 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 7: One of my modules is NP. What does this 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 before midnight on Monday, July 1st, 2019 - please see your emails for further information.

# Repeating

## 2. Repeating

### Q 8: How do I register to repeat?

A: You will receive an email in June which will explain how to register 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 deadline for registering is midnight Monday July 1st. Entries to repeat exams will incur a flat fee of €120 (regardless of the number of modules being attempted). Entries received after midnight on Monday, 1st July and up to midnight on Monday, 8th July will incur a total fee of €200 (€120 plus €80 late fee), regardless of the number of modules to be considered.**

### Q 9: I got 50% in one of my modules and I'm not happy with the result. I'd like to repeat the module – is that possible?

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

### Q 10: I have failed one module and the module descriptor says that the reassessment requirement is "Repeat the Module". What does this mean?

A: This means that you can only repeat by attending all classes in the next academic year. If this is the only module you need to repeat, you should not enrol and pay the repeat fee to sit this exam in August but should consult your Head of Department re registration on this module for the coming academic year.

### Q 11: 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. You should check your myCIT email account to see if you received an email with advice from your module lecturer and/or from your Department Secretary or Head of Department.

### Q 12: I have failed 2+ modules. What are my options?

A: Firstly you should register to repeat all examinations in the Autumn and where possible, arrange for extra tuition or study support in these areas. The deadline for registering is midnight Monday July 2nd. Entries to repeat exams will incur a flat fee of €120 (regardless of the number of modules being attempted). **Entries received after midnight on Monday, 1st July and up to midnight on Monday, 8th July will incur a total fee of €200 (€120 plus €80 late fee), regardless of the number of modules to be considered.**

**Q 13: What will happen if I fail my Autumn repeat exam(s)/assessment(s). What are my options?**

**A:** If you fail one of these repeats, the option of “Progress With Credits Outstanding” for that module into the next stage of your programme may be open to you. If you fail two or more of these repeats, the option of repeating these modules will be open to you before progressing to the next stage of your programme. You will find out your results of your Autumn repeat exams in mid September. For more information contact your Head of Department.

**Q 14: I have failed a module (36%) but I haven't received the results of my work placement module yet. What should I do?**

**A:** In this case, you are advised to register to be reassessed in the failed module in August to ensure that you have the best possibility of progressing to the next stage of your programme. While you may qualify for a “pass by compensation” based on your placement results, being awarded this is dependent on the result of your work placement module. If you choose not to re-sit your failed module, there is no guarantee of a “pass by compensation” being granted and you risk not progressing to the next stage of your programme. **You will receive a separate email about your options, if you don't receive this email please contact the Exams Office by emailing [exams@cit.ie](mailto:exams@cit.ie)**

**Q 15: I have failed a module (23%) but I haven't received the results of my work placement module yet. What should I do?**

**A:** In this case, you must register for to be reassessed in the failed module in August, regardless of the result of your work placement module. You will receive an email in the days following release of results with information on registering to repeat. Entries to repeat exams received before midnight on **Monday, 1st July 2019** will incur a flat fee of €120 (regardless of the number of modules being attempted).

**Entries received after midnight on Monday, 2nd July and up to midnight on Monday, 9th July will incur a total fee of €200 (€120 plus €80 late fee), regardless of the number of modules considered.**

**Q 16: I want to defer my repeats, how do I do this?**

**A:** You should make contact with your lecturer for the particular module(s) you wish to defer outlining your reason for deferral supported by verifiable evidence (e.g. Doctor's Certificate). Also include your Head of Department in this email, as they will make the final decision.

## Appeals/Request for Review of Module Mark

**Q 17. What modules are eligible for Appeals / Request for Review of Module Mark?**

**A.** Only those modules taken in Semester 2 can be considered for Appeal / Request for Review of Module Mark, **you must begin this application before 4pm on Wednesday, 26th June, 2019.**

3.

Appeals/  
Request for  
Review of  
Module Mark

**Q 18: 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, 26th June, 2019 at 4pm.**
- If you want to view your continuous assessment material, you must contact your Head of Department, Module Lecturer and cc your Department Secretary as soon as possible.
- 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 19: 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 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, 26th June, 2019 at 4pm.**
- If you want to view your continuous assessment work, you must contact your Head of Department, Module Lecturer and cc your Department Secretary.
- On viewing your work, if you find evidence of an error in calculation or recording of marks, you may request 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 on [www.cit.ie/contentfiles/academic-policies/Policy%20Governing%20Assessment%20Appeals%20v1.1.pdf](http://www.cit.ie/contentfiles/academic-policies/Policy%20Governing%20Assessment%20Appeals%20v1.1.pdf) (see page 5, 10.3)

**Q 20: 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 must return to CIT to view your work, however the first step is to apply online to make an appointment to view your exam script at: <http://www.mycit.ie/examinations/viewing-examination-scripts>. **The deadline for this application is Wednesday, June 26th, 2019 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 material, you must email your Head of Department, Module Lecturer and cc your Department Secretary, as soon as possible before **Wednesday, June 26th, 2019 at 4pm**. On viewing your work, you can then make the decision whether or not you have grounds to request a Review of Module Mark.

**Q 21: 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 proceed with the review, please take the following steps:

Apply online to make an appointment to view your exam script at:

<http://www.mycit.ie/examinations/viewing-examination-scripts>.

**The deadline for this application is Wednesday, June 26th, 2019 at 4pm.** If you want to view your continuous assessment material, you must contact your Head of Department, Module Lecturer and cc your Department Secretary in the email.

On viewing your work, if you find evidence of an error in evaluation of assessment material or performance that you want re-assessed, you may request 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 only at the Examinations Office, 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 a change 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 that if you are calling in person you can use your student card for payment. Cash payments are not accepted. For more information please read the following academic policy (See page 5, 10.3) on:

[www.cit.ie/contentfiles/academic-policies/Policy%20Governing%20Assessment%20Appeals%20v1.1.pdf](http://www.cit.ie/contentfiles/academic-policies/Policy%20Governing%20Assessment%20Appeals%20v1.1.pdf)

**Q 22: 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:** It is essential that all issues that affect assessment performance are notified to your department as soon as possible. Where you have failed to do this prior to an exam you should still submit an Individual Extenuating Circumstances form to your department. If you wish for your assessment mark to be reconsidered in light of this you should download the **Assessment Appeal - Extenuating Circumstances Form** online and submit it to the Registrar's Office: registrar@cit.ie **no later than 4.00 pm on Wednesday, June 26th, 2019.**

All claims relating to extenuating circumstances must be supported by appropriate evidence, supporting documentation and outline clearly why it wasn't possible for you to lodge the documentation at the time. This evidence must be independent and must include all important details such as the nature and dates of the circumstances in question. These appeals are considered by an Assessment Appeals Board who may also seek input from the examining department where appropriate. If your appeal is successful you will get your money back. Extenuating circumstances can only be considered for the semester in which they occurred. 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. Cash payments are not accepted.

**Q 23: I want to appeal my results – I couldn't submit my lab reports mid-semester due to being ill. What should I do?**

**A:** You should have contacted the lecturer at the time and submitted a medical cert, an Individual Extenuating Circumstances form 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 Autumn 2019, you should register for your reassessment so that your mark can be recorded.

**Q 24: I want to appeal my results – there was significant and sustained disruption during my exam and I couldn't concentrate properly. What should I do?**

**A:** If the disruption to the exam was significant and sustained you can download the **"Procedural or Administrative Appeals Form"** online and submit it to the Registrar's Office: registrar@cit.ie **no later than 4.00pm on Wednesday, 26th June, 2019**. Such appeals are considered by the Assessment Appeals Board who will seek independent verification of the circumstances. Appeals will only be upheld if it can be demonstrated that the circumstances had a large negative affect on your performance and that no other steps were taken to account for the disruption in the assessment of the material. 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. If you are calling to the Registrar's Office you can use your student card for payment. Cash payments are not accepted. If your appeal is successful you will get a refund.

## Repeating?

Free academic tuition and classes available in Maths & Statistics, Physics, Programming, Mechanics/Thermofluids, Accounting, Networking Fundamentals and Economics in the **ALC Summer Programme**.

Visit: <https://studentengagement.cit.ie/alc/timetable>



## Still Unsure? Speak to an Academic Success Coach

Speak with an Academic Success Coach about your results and next steps.  
Email: [academicsuccesscoach@cit.ie](mailto:academicsuccesscoach@cit.ie) quoting your student number and giving specific details of your query.



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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