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

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 2nd, 2018 - please see your emails for further information.
Q 3: I've failed a module but there's a capital “C” next to my grade? 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 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 5: I got 25% in one module and passed all my other exams. Can I "progress with credits outstanding" for this module into next year or compensate?
A: Unfortunately in this case, compensation is not an option for you, as your grade is lower than 35% . Firstly, you will need to register to repeat your exams in Autumn. You can expect to 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 you do sit the exam and you fail your repeat exam, you may “Progress With Credits Outstanding” for this module into the next academic year, but you will need to pass this module that academic year before you can progress any further.

You will not be able to attend any classes throughout the semester in relation to this module. *See page 2 of Just Ask about Exam Results leaflet for further information on compensation. Make contact with your academic department to discuss registering for your repeat module.

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: 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 2nd, 2018 - please see your emails for further information.
Q 8: How do I register to repeat?
A: Look out for an email in late June 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 exam repeat fee is €120 regardless of the number of modules to be repeated.

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 to be considered.

Q 9: 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 10: 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 11: 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).

Q 12: What will happen if I fail my Autumn repeat exam(s). What are my options?
A: If you fail one of these repeat exams, the option of “Progress With Credits Outstanding” for that module into the next academic year may be open to you. If you fail two or more of these repeat exams, the option of repeating these modules will be open to you before progressing to the next year of your course.
You will find out your results from your Autumn repeat exams mid September. For more information contact your Head of Department.
Q 13: 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 for and re-sit the exam for the failed module in August to ensure you have the best possibility of progressing to the next stage of your studies. While you may qualify for a “pass by compensation” based on your placement results, being awarded this is dependent on the result from 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 studies. You will be sent a separate email about your options, if you don’t recieve this email please contact the Exams Office by emailing exams@cit.ie

Q 14: 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 and re-sit the failed module in August, regardless of the result of your work placement module. You can expect to recieve and email in the days following release of results with information on registering to repeat. Entries to repeat exams received by midnight on Monday, 2nd July 2018 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 15: I want to defer my repeats, how do I do this?
A: You will need to 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 / Review of Module Mark

Q 16. What modules are eligible for Appeals / Review of Module Mark?
A. Only those modules taken in semester 2 are eligible for Appeal / Review of Module Mark, you must begin this application before 4pm on Wednesday, 27th June, 2018.

Q 17: 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, 27th June, 2018 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 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 18: 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, 27th June, 2018 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 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 19: 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, 27th June, 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, Module Lecturer and cc your Department Secretary. On viewing your work, you can then make the decision if you have grounds to appeal.
Q 20: 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, 27th June, 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 21: 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 22: 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. The deadline for this application is Wednesday, 27th June, 2018 at 4pm. 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.

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.

Still Unsure? Speak to an Academic Success Coach

Make contact with an Academic Success Coach about your results and next steps. Email: academicsuccesscoach@cit.ie quoting your student number and giving specific details of your query.

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