

**MINISTRY OF SCIENCE, HIGHER EDUCATION, AND INNOVATION OF THE KYRGYZ
REPUBLIC**

JALAL-ABAD INTERNATIONAL UNIVERSITY



**REGULATIONS
ON THE APPEALS COMMITTEE
OF THE JALAL-ABAD INTERNATIONAL UNIVERSITY (JAIU)**



1. General Provisions

1.1. The JAIU Appeals Commission (hereinafter referred to as the AC) is a collegial body that ensures the objective and timely review of student appeals regarding assessment results (current, midterm, and final exams; State Final Examinations: State Qualifying Exams, State Final Exams/State Final Qualifying Exams, and Thesis Defense).

1.2. These Regulations establish the composition, powers, operating principles, procedures for filing and reviewing appeals, decision-making, and the recording and storage of materials in the LMS eBilim.

1.3. The Appeals Committee operates in accordance with the Charter of JAIU, local regulations on assessment, the Regulations on the State Final Examination, and these Regulations.

2. Terms and Types of Appeals

2.1. **Procedural appeal** — alleged violations of the rules for conducting/grading (conditions, composition of the committee, time, equipment, confidentiality, COI).

2.2. **Substantive appeal** — disagreement with the assessment on the merits (error in the answer key/rubric, arithmetic error, inconsistency with the blueprint, obvious methodological inaccuracy of the task).

2.3. The following are not valid grounds: “the exam was difficult,” stress, or general complaints about the level of difficulty without specific facts.

3. Principles

3.1. Independence, impartiality, and avoidance of conflicts of interest (COI).

3.2. Transparency of procedures, adherence to deadlines (SLA), protection of personal data.

3.3. The Appeals Committee’s decisions are based on documents and verifiable facts; equal conditions for all students.

4. Composition and Powers of the Commission

4.1. The AC is formed by order of the rector for the examination session: chairperson (not a member of the relevant State Examination Commission), 2–3 subject-matter experts, secretary/legal counsel (without voting rights). External experts/employers are involved as needed.

4.2. Powers of the Appeals Commission:

- receiving and registering appeals;
- requesting/analyzing materials (papers, checklists, protocols, eBilim logs);
- holding meetings, making decisions, and drafting minutes;
- initiating revisions to scoring criteria/rubrics, independent re-evaluations, and repeat procedures in specified cases;
- developing recommendations to improve the quality of assessment.

4.3. Quorum—at least two-thirds of the members, including the chair.

5. Conflict of Interest

5.1. Examiners/graders, academic advisors/reviewers, as well as individuals related to the student by family or professional ties, shall not participate in the review (self-recusal/recusal).

5.2. A semesterly COI declaration is mandatory for members of the Academic Council and the State Examination Commission (via eBilim). The existence of a COI is recorded in the minutes.

6. Filing and Registration of Appeals

6.1. Submission deadline: **within 24 (business) hours** after the results are published in eBilim (for the relevant component).

6.2. Channel: the electronic form “GIA/Assessment Appeal” in **eBilim**; in exceptional cases—on paper, followed by uploading a scan.

6.3. Required fields: Full name, group, component, date/time, type of appeal (procedural/substantive), justification specifying specific points of the regulations/tasks/stations, attachments (scans, attempt/station IDs, transcripts).

6.4. The Appeals Committee secretary registers the appeal on the day of submission and assigns an ID (GIA-APL-YYYY-###).

7. Review Timelines (SLA)

7.1. Eligibility check (timeliness/completeness) — **up to 1 business day**.

7.2. Substantive review—**up to 3 business days** (in special cases—up to 5 business days with notification to the applicant via eBilim).

7.3. The decision is published on the day of the meeting; changes to eBilim/registers are made **by the end of the next business day**.

8. Materials, Access, and Data Protection

8.1. Upon request by the Examination Commission, the following shall be provided: examination materials and answer keys (to the extent necessary), checklists, overall grades, commission minutes, grade sheets, eBilim log files, and video recordings (if used).

8.2. Students may review the materials in accordance with established procedures, without copying or photographing them, in the presence of the secretary.

8.3. Mandatory anonymization of third-party data.

9. Review Procedure

9.1. Preliminary analysis by the secretary: identification of the case/question/station, completeness of evidence.

9.2. Report by the chair; hearing of experts/examiners; if necessary, the student.

9.3. Discussion and voting. The decision is made by a majority vote with a quorum; in the event of a tie, the chairperson has the deciding vote.

9.4. The decision and a brief rationale are recorded in the minutes and eBilim; the student is notified automatically.

10. Decisions of the Academic Council

The AC has the right to decide:

10.1. **Leave the grade unchanged.**

10.2. **Change the grade** (raise/lower) upon confirmation of an incorrect grading key, arithmetic error, or incorrect application of the rubric.

10.3. **Order an independent re-evaluation** (second expert/moderation) — for oral/practical components and the final course project.

10.4. **Require the student to retake the station/component** if procedural violations that affected the result are confirmed.

10.5. **Reject the appeal** as unfounded/late/irrelevant.

10.6. In the event of a multiple error in the answer key/assignment—conduct a **universal recalculation** of scores for all affected students in the same program.

11. Component-specific features

11.1. **GCE:** verification of answer keys/blueprints, task statistics (p, rpbis, KR-20/ α), correctness of scaling, identity of Forms A/B.

11.2. **OSE/OSKE:** verification of checklists and overall grades, critical indicators, adherence to time limits, examiner agreement (ICC/ κ), correctness of the BR threshold.

11.3. **Thesis:** compliance with the rubric, arithmetic, correct interpretation of reviewer/exam committee comments, originality (see Anti-Plagiarism Policy).

12. Document Flow and Storage

12.1. Required documents: appeal (application), register, minutes of the Appeals Committee meeting, decision, supporting documents, orders regarding grade changes/retakes, notifications.

12.2. The retention period for appeal files is **at least 3 years** (or as specified in the classification system).

12.3. All statuses and files are recorded in **eBilim** (case ID, dates, assignees).

13. Responsibility

13.1. The Appeals Committee secretary is responsible for meeting deadlines and ensuring the completeness of materials.

13.2. The chair of the Appeals Committee and the committee members are responsible for the impartiality and legality of decisions.

13.3. The Dean's Office/Secretary of the State Examination Commission is responsible for the accuracy of grade changes in the grade sheets/eBilim.

13.4. The provision of false information by the applicant entails disciplinary liability in accordance with local regulations.

14. Analytics and Improvements

14.1. Each semester, the Appeals Committee compiles a summary of appeals (number, types, percentage granted, reasons) and forwards it to the Quality Department and the Methodological Council.

14.2. Based on the results, a corrective action plan is developed (updating the question bank/test stations, calibrating examiners, revising rubrics/blueprints, and amending regulations).

15. Final Provisions

15.1. These Regulations shall enter into force upon approval by order of the Rector.

15.2. Amendments to these Regulations are made by decision of the Academic Council and communicated via the website and the **eBilim** LMS.

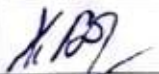
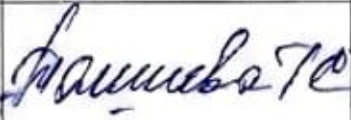







CHANGE LOG

Change No.	Basis for Amendment	Pages	Summary of the amendment	Revision	Signature	Date
1						
2						
3						

Edition: 1000

Effective date: “ ” 20

APPROVAL SHEET

No	Position / Role	Full Name	Signature	Date
1	Developed by	Kanetova D.E.		29.12.25
2	Approved: head of the responsible department			29.12.25
3	Approved: Head of the Educational and Informational Department	Kanetova D.E.		29.12.25
4	Approved: leading specialist for quality	Kalmuratova A.		29.12.25
4	Approved: head of the legal affairs and human resources department / lawyer	Sydykova B.J.		29.12.25
5	Approved: vice-rector for academic affairs	Sadyrova N.A.		29.12.25
6	Approved: vice-rector for science, SR and GE	Asilova Z.A.		29.12.25
7	Endorsed / considered in the established manner	JASU Scientific Council		29.12.25.

