

Policy Revision

Policy Title	Grade Appeal		
Policy URL	https://catalog.arizona.edu/policy/grade-appeal		
Updates to Policy	<ul style="list-style-type: none"> • Identify timelines for all responsible units • Add tags to specify which responsible party each step pertains to: student, instructor, department head, college dean/dean designee, and committee. Consolidate steps based on responsible party. • Specify that the dean’s designee may perform the dean’s responsibilities where applicable • Relocate information that is precursory to filing the appeal (an initial conversation with the instructor regarding the grade and valid and invalid reasons for filing an appeal) • Clarify that additional documentation may not be introduced once the initial appeal has been submitted • Specify that students may close the appeal at any step if they are satisfied with a response • Replace instances of should with will/must • Replace usage of “semester” with “term” • Simplify steps in-policy where information already exists on Registrar forms (https://registrar.arizona.edu/faculty-staff-resources/grading/grading-policies/grade-appeal) • Condense information and remove redundancies • Update language pertaining to physical mail 		
Rationale for changes	<ul style="list-style-type: none"> • The proposal is compliant with the Office of General Counsel’s language recommendations through changes such as specifying timelines and stating that the dean’s designee may perform the dean’s duties • The process is streamlined by relocating precursory steps prior to the appeal procedure, consolidating steps and tagging them based on the responsible party, and removing redundant information • Student rights and responsibilities are clarified via the stipulation that appeals may be withdrawn at any point and all documentation must be submitted in the initial appeal 		
Contact Person for Questions	Abbie Sorg		
Responsible Unit	Office of the Registrar	URL	Click or tap here to enter text.
Career Applicability	<input checked="" type="checkbox"/> Undergraduate <input checked="" type="checkbox"/> Graduate <input checked="" type="checkbox"/> Law <input checked="" type="checkbox"/> Medicine <input checked="" type="checkbox"/> Pharmacy <input checked="" type="checkbox"/> Veterinary Medicine		
Approvals Granted <i>(for council use only)</i>	UGC Policies Subcommittee	Scheduled: 1/10/2023	Status: Approved by e-vote 1/18/2023
	Undergraduate Council	Scheduled: 1/24/2023	Status: Approved 1/24/2023
	Graduate Council	Scheduled: 2/17/2023	Status: Approved 2/17/2023
	Undergraduate CAAC	Scheduled: 2/28/2023, 3/28/2023	Status: Approved 3/28/2023 with amendment to Step 1 language and note added prior to Step 1

	Graduate CAAC	Scheduled: 2/14/2023	Status: Approved 2/14/2023 with amendment to Step 1 language
	Faculty Senate Executive Committee	Scheduled: 4/17/2023	Status:
	Faculty Senate	Scheduled: 5/01/2023	Status:

Policy Revision Side by Side

Additions in **Green** – Deletions in **Yellow**

Existing Policy	Proposed Edit
<p>The basis for filing a grade appeal in any course is limited to fundamental fairness in treatment of the student by the instructor, as specified by a syllabus conforming to the Undergraduate Course Syllabus Policy or Graduate Syllabus Policy that is supplied to students at the beginning of the semester, and in light of grading of the student by the instructor relative to other students in the same course and section. Issues that do not meet these criteria are not appropriate for a grade appeal.</p> <p>A graduate or undergraduate student may appeal a grade by using the following procedures. Where mentioned, the words college, dean, and department head are the department or college in which the course being appealed is offered. All timelines refer to the first regular (16 week) semester after the semester or summer term in which the grade was awarded. A week consists of five business days or seven calendar days. Grade appeals are not processed during the summer sessions unless the dean determines a case warrants immediate review, such as those for students cleared for May graduation.</p> <p>A grade appeal is only available before the student's degree is awarded. Graduating students completing final degree requirements should alert Graduation Services (for undergraduates) or the Graduate College as soon as course grades are posted, if they intend to file a grade appeal in the next regular semester. Assuming the student has satisfied all degree requirements, the degree itself</p>	<p>Students are entitled to fundamental fairness in treatment from the instructor, as specified by the course syllabus policies (Undergraduate and Graduate). Grading standards of students in the same course section must be consistent. Students who believe these policies have been violated may choose to file a grade appeal.</p> <p>A student may appeal their final course grade by using the following procedures. Current process, deadlines, and the grade appeal form are defined by the Office of the Registrar.</p> <p>Prior to filing an official grade appeal, the student should discuss the concerns with the course instructor or faculty member responsible for the course. It is important for a student to initiate this conversation as soon as possible in order to meet the deadline should they choose to file an appeal.</p> <p>If concerns over a course grade are not resolved satisfactorily after speaking with the instructor, students may file a grade appeal. Valid reasons for appeal include:</p> <ul style="list-style-type: none"> • violation of university policy • failure to follow published course policies • inconsistent grading within the student's course section • disagreement over factual accuracy of graded work

Existing Policy

will be placed on hold while the appeal is conducted. When the appeal is resolved or the dean makes a final decision, the student's degree will be awarded ~~and backdated to~~ the term when all requirements were satisfied. ~~During the interim, students may request an official letter of degree completion for purposes of employment or graduate/professional school admissions.~~

Written verification of each step ~~below~~ is critical. ~~Steps three, five, and seven require the student to submit a written appeal. Therefore, either mail the appeal via return receipt or deliver it to the appropriate office and have a staff member verify the date and time of delivery.~~ The dean's decision on whether or not the deadlines have been met is final. The dean has authority to extend the deadlines, but only in extraordinary circumstances ~~shall~~ the appeal extend beyond the first regular semester.

Step 1: ~~Within the first five weeks of the regular semester after the semester in which the grade was awarded, or sooner if possible, the student should discuss the concerns with the course instructor, stating the reasons for questioning the grade. If the instructor is a teaching assistant/associate and this interview does not resolve the difficulty, the student shall discuss the problem with the person in charge of the course.~~

Step 2: ~~Within the first five weeks of the regular semester after the semester in which the grade was awarded, or sooner if possible, the student shall go to the college dean's office to obtain any requisite forms and to review directions. The student must attest in writing that s/he has informed the instructor s/he intends to file a grade appeal.~~

Step 3: ~~Within the first five weeks of the regular semester after the semester in which the grade was awarded, or sooner if possible, the~~

Proposed Edit

Invalid reasons for appeal include:

- disagreement with published course policies
- differences in grading policies between other courses or sections of the same course
- impact of disputed grade on student's academic progress or eligibility

A grade appeal is only available before the student's degree is awarded. Graduating students completing final degree requirements ~~must~~ alert [the Office of the Registrar](#) (undergraduate students) or the [Graduate College](#) (graduate students) as soon as course grades are posted if they intend to file a grade appeal in the next regular term. Assuming the student has satisfied all degree requirements, the degree itself will be placed on hold while the appeal is conducted; ~~during the interim, students may request an official letter of degree completion from the Office of the Registrar for purposes of employment or graduate/professional school admissions.~~ When the appeal is resolved or the dean makes a final decision, the student's degree will be awarded ~~for the term~~ when all requirements were satisfied.

Written verification of each step is critical. ~~Students should keep documentation of submission for each step, whether submission is completed electronically or physically.~~ The dean's decision on whether or not the deadlines have been met is final. The dean has authority to extend the deadlines, but only in extraordinary circumstances ~~will~~ the appeal ~~be~~ extended ~~ed~~ beyond the first regular term.

~~If at any step the student is satisfied with the response provided or feels the matter has been resolved, they may close the appeal by opting out of the remaining steps.~~

Existing Policy

student shall carefully formulate an appeal in writing, and submit it to the instructor with a copy to the department head.

Step 4: Within two weeks from the date of receipt of the student's written statement, the instructor shall respond to the student in writing. The instructor should explain the grading procedures and how the grade in question was determined as well as other issues raised in the student's statement.

Step 5: If the instructor is not available or does not resolve the matter within the two-week period, the student shall, within one week thereafter, readdress and submit the written appeal to the department head.

Step 6: The department head has two weeks to consider the student's written statement, the instructor's written statement, and confer with each. The department head may not change the grade, but shall inform the instructor and the student in writing of his/her recommendation. If a grade change is recommended, the instructor may refuse to accept the recommendation. The instructor shall notify the department head and the student in writing of his/her decision.

Step 7: If the department head does not act on or resolve this matter to the student's satisfaction within a two-week period, the student shall, within one week thereafter, readdress and submit the written appeal to the dean.

Step 8: The dean shall review the student's appeal and take appropriate action. If the basis of the appeal is the fundamental fairness of treatment of the student by the instructor, the dean should convene a committee to review the case. Valid reasons for convening an appeal committee include, but are not limited to: a violation of University policy, a failure to follow published course

Proposed Edit

Step 1 (Student): Students must submit all forms and supporting documentation to the instructor and department head within the first five weeks of the regular term after the term in which the grade was awarded. Additional documentation may not be introduced once the grade appeal is submitted, unless requested by the instructor, department head, or dean.

Step 2 (Instructor): The instructor will respond to the student in writing within two weeks of receiving the appeal*, explaining the grading procedures and how the grade in question was determined as well as other issues raised in the student's statement.

NOTE: If the instructor is not available or does not resolve the matter to the student's satisfaction within a two-week period*, the student may resubmit the appeal to the department head within the following week.

*For grade appeals submitted during the summer term, the instructor will respond within 2 weeks of the start of the fall term.

Step 3 (Department Head): The department head will consider the written statements of the student and instructor, confer with each, and inform both parties of the recommendation in writing within one week of completion of step 2.

The instructor will notify the student and department head of their decision in writing within one week of receiving the department head's recommendation.

NOTE: If the department head does not act on or resolve this matter to the student's satisfaction within a two-week period, the student may resubmit the appeal to the dean within the following week.

Existing Policy

policies, a lack of consistency within the student's course section, or a dispute over the factual accuracy of graded work. The following are NOT reasons that should be brought to a committee: a disagreement with published course policies, differences in classroom policies or grading schemes in different courses or between different sections of the same course, or a grade's impact on a student's academic progress, athletic eligibility, or eligibility for veteran's benefits.

Step 9: When appropriate, the dean shall convene a committee to review the case. The committee consists of five members. Faculty representatives include one from the department of the instructor concerned, and two from closely related departments or colleges. The student council of the college provides two student representatives. Student representatives shall be full-time upper-division undergraduate students for appeals by undergraduate students or full-time graduate students for appeals by graduate students. If the college does not have an appropriate student council, the ASUA or GPSC shall appoint the student members. All student members must be in good academic standing in that college.

Within the structure provided by the dean, the committee shall design its own rules of operation and select a chair other than the faculty representative from the department concerned. The student and instructor shall represent themselves. The committee may, or may not

- meet separately with the student, the instructor, and the department head
- request each party to submit a brief written summary statement of the issues, and/or

Proposed Edit

Step 4 (College Dean or Dean's Designee):

- Within one week of completion of step 3, the dean will review the student's appeal. At the dean's sole discretion, the dean may convene a committee to review and make a recommendation.
- When convened by the dean, a committee of five members will review the case, comprised of one instructor from the department concerned, two instructors from related departments or colleges, and two student council representatives from the college.

The committee will make a written report with recommendations and provide copies to the student, the instructor, the department head, and the dean within two weeks of being convened by the dean.

- Within one week of receiving the committee recommendation and within 4 weeks of completion of step 3, the dean will make a final decision. The dean has the authority to change the grade, depending on the course grading basis and the basis chosen by the student at registration. The department head, the instructor, the student, and the Office of the Registrar will be notified in writing of the dean's decision.

- ~~interview other persons who have relevant information.~~

~~If feasible, the committee should meet with the student and the instructor together in an attempt to resolve the difference. The committee shall consider all aspects of the case before making its recommendation.~~ The committee shall make a written report with recommendations and provide copies to the student, the instructor, the department head, and the dean.

Step 10: ~~The dean shall make a final decision after full consideration of the committee's recommendation and within four weeks of receiving the student's appeal.~~ The dean has the authority to change the grade to a different credit-bearing grade, which includes regular grades (A, B, C, D, E), alternative grades (S, P), or optional grades (P, F), depending on the course grading system and the system chosen by the student at registration. ~~The registrar shall accept the dean's decision.~~ The department head, the instructor, and the student shall be notified in writing of the dean's decision.

Grade Appeal Time Table

PRIOR TO:	COMPLETE STEPS:	RESPONSIBILITY OF:
Week 5	1, 2, and 3	Student
Week 7	4	Instructor
Week 8	5	Student
Week 10	6	Department Head/Instructor
Week 11	7	Student
Week 15	8, 9, and 10	Dean

Grade Appeal Policy Benchmarking

Summary

A review of 17 ABOR peer and similar institutions' grade appeal policy shows a consistent routing and approval process but varying timelines. 4 institutions have no published grade appeal policy. Only 1 institution (University of Minnesota) does not grant students the right to appeal grades.

All 12 institutions with a grade appeal policy direct students to first try and resolve the matter with the instructor who assigned the grade.

Of the institutions, 10 have a set date that grade appeals must be made by and 4 do not specify a deadline (The University of Texas – Austin and Michigan State University have a timeline in their graduate policy, but not undergraduate policy). The University of Arizona's deadline falls in the middle of the data set; students are currently required to make grade appeals within 5 weeks of the term following the semester in which the grade was awarded.

Student deadline to Appeal a Grade

DEADLINE TO INITIATE APPEAL	INSTITUTION
Within 10 days of receiving notification of grade	<ul style="list-style-type: none"> UC Davis
Within 60 days of receiving grade	<ul style="list-style-type: none"> University of Texas – Austin (Graduate only)
Within 10 weeks following the end of the course	<ul style="list-style-type: none"> University of Pennsylvania
Within the first 15 days of the following regular semester	<ul style="list-style-type: none"> Northern Arizona University
Within the first 30 days of the following regular semester	<ul style="list-style-type: none"> University of Illinois
Within the first 5 weeks of the following regular semester	<ul style="list-style-type: none"> University of Arizona
Prior to the middle of the following regular semester	<ul style="list-style-type: none"> Michigan State University (Graduate only)
During the following regular semester	<ul style="list-style-type: none"> Arizona State University
By the end of the following quarter (not counting summer)	<ul style="list-style-type: none"> University of Washington
By the last day of class on the following regular semester	<ul style="list-style-type: none"> University of North Carolina Ohio State University
No deadline given in policy	<ul style="list-style-type: none"> UCLA Michigan State University (Undergraduate only) Texas A&M University University of Texas – Austin (Undergraduate only)
Students cannot appeal grades	<ul style="list-style-type: none"> University of Minnesota
No grade appeal policy located	<ul style="list-style-type: none"> University of Florida University of Iowa University of Maryland

	<ul style="list-style-type: none"> • University of Wisconsin
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Designee for making the final grading decision

PARTY RESPONSIBLE FOR FINAL DECISION	INSTITUTION
Appeals committee	<ul style="list-style-type: none"> • Northern Arizona University • UC Davis • UCLA • Pennsylvania State University • University of Illinois • Michigan State University (Undergraduate) • Michigan State University (Graduate) • University of North Carolina • Ohio State University • Texas A&M University
Dean	<ul style="list-style-type: none"> • University of Arizona • Arizona State University • University of Texas – Austin (Graduate)
Department chair	<ul style="list-style-type: none"> • University of Texas – Austin (Undergraduate) • University of Washington
No appeal option	<ul style="list-style-type: none"> • University of Minnesota
Policy not located	<ul style="list-style-type: none"> • University of Florida • University of Iowa • University of Marysville • University of Wisconsin

Full Policy Texts

University of Arizona

<https://catalog.arizona.edu/policy/grade-appeal>

Grade Appeal – CURRENT POLICY

The basis for filing a grade appeal in any course is limited to fundamental fairness in treatment of the student by the instructor, as specified by a syllabus conforming to the Undergraduate Course Syllabus Policy(link is external) or Graduate Syllabus(link is external) Policy that is supplied to students at the beginning of the semester, and in light of grading of the student by the instructor relative to other students in the same course and section. Issues that do not meet these criteria are not appropriate for a grade appeal.

A graduate or undergraduate student may appeal a grade by using the following procedures. Where mentioned, the words college, dean, and department head are the department or college in which the course being appealed is offered. All timelines refer to the first regular (16-week) semester after the semester or summer term in which the grade was awarded. A week consists of five business days or seven calendar days. Grade appeals are not processed during

the summer sessions unless the dean determines a case warrants immediate review, such as those for students cleared for May graduation.

A grade appeal is only available before the student's degree is awarded. Graduating students completing final degree requirements should alert Graduation Services (for undergraduates) or the Graduate College as soon as course grades are posted, if they intend to file a grade appeal in the next regular semester. Assuming the student has satisfied all degree requirements, the degree itself will be placed on hold while the appeal is conducted. When the appeal is resolved or the dean makes a final decision, the student's degree will be awarded and backdated to the term when all requirements were satisfied. During the interim, students may request an official letter of degree completion for purposes of employment or graduate/professional school admissions.

Written verification of each step below is critical. Steps three, five, and seven require the student to submit a written appeal. Therefore, either mail the appeal via return receipt or deliver it to the appropriate office and have a staff member verify the date and time of delivery. The dean's decision on whether or not the deadlines have been met is final. The dean has authority to extend the deadlines, but only in extraordinary circumstances shall the appeal extend beyond the first regular semester.

Step 1: Within the first five weeks of the regular semester after the semester in which the grade was awarded, or sooner if possible, the student should discuss the concerns with the course instructor, stating the reasons for questioning the grade. If the instructor is a teaching assistant/associate and this interview does not resolve the difficulty, the student shall discuss the problem with the person in charge of the course.

Step 2: Within the first five weeks of the regular semester after the semester in which the grade was awarded, or sooner if possible, the student shall go to the college dean's office to obtain any requisite forms and to review directions. The student must attest in writing that s/he has informed the instructor s/he intends to file a grade appeal.

Step 3: Within the first five weeks of the regular semester after the semester in which the grade was awarded, or sooner if possible, the student shall carefully formulate an appeal in writing, and submit it to the instructor with a copy to the department head.

Step 4: Within two weeks from the date of receipt of the student's written statement, the instructor shall respond to the student in writing. The instructor should explain the grading procedures and how the grade in question was determined as well as other issues raised in the student's statement.

Step 5: If the instructor is not available or does not resolve the matter within the two-week period, the student shall, within one week thereafter, readdress and submit the written appeal to the department head.

Step 6: The department head has two weeks to consider the student's written statement, the instructor's written statement, and confer with each. The department head may not change the grade, but shall inform the instructor and the student in writing of his/her recommendation. If a

grade change is recommended, the instructor may refuse to accept the recommendation. The instructor shall notify the department head and the student in writing of his/her decision.

Step 7: If the department head does not act on or resolve this matter to the student's satisfaction within a two-week period, the student shall, within one week thereafter, readdress and submit the written appeal to the dean.

Step 8: The dean shall review the student's appeal and take appropriate action. If the basis of the appeal is the fundamental fairness of treatment of the student by the instructor, the dean should convene a committee to review the case. Valid reasons for convening an appeal committee include, but are not limited to: a violation of University policy, a failure to follow published course policies, a lack of consistency within the student's course section, or a dispute over the factual accuracy of graded work. The following are NOT reasons that should be brought to a committee: a disagreement with published course policies, differences in classroom policies or grading schemes in different courses or between different sections of the same course, or a grade's impact on a student's academic progress, athletic eligibility, or eligibility for veteran's benefits.

Step 9: When appropriate, the dean shall convene a committee to review the case. The committee consists of five members. Faculty representatives include one from the department of the instructor concerned, and two from closely related departments or colleges. The student council of the college provides two student representatives. Student representatives shall be full-time upper-division undergraduate students for appeals by undergraduate students or full-time graduate students for appeals by graduate students. If the college does not have an appropriate student council, the ASUA or GPSC shall appoint the student members. All student members must be in good academic standing in that college.

Within the structure provided by the dean, the committee shall design its own rules of operation and select a chair other than the faculty representative from the department concerned. The student and instructor shall represent themselves. The committee may, or may not

- meet separately with the student, the instructor, and the department head
- request each party to submit a brief written summary statement of the issues, and/or
- interview other persons who have relevant information.

If feasible, the committee should meet with the student and the instructor together in an attempt to resolve the difference. The committee shall consider all aspects of the case before making its recommendation. The committee shall make a written report with recommendations and provide copies to the student, the instructor, the department head, and the dean.

Step 10: The dean shall make a final decision after full consideration of the committee's recommendation and within four weeks of receiving the student's appeal. The dean has the authority to change the grade to a different credit-bearing grade, which includes regular grades (A, B, C, D, E), alternative grades (S, P), or optional grades (P, F), depending on the course grading system and the system chosen by the student at registration. The registrar shall accept

the dean's decision. The department head, the instructor, and the student shall be notified in writing of the dean's decision.

Grade Appeal Time Table

PRIOR TO:	COMPLETE STEPS:	RESPONSIBILITY OF:
Week 5	1, 2, and 3	Student
Week 7	4	Instructor
Week 8	5	Student
Week 10	6	Department Head/Instructor
Week 11	7	Student
Week 15	8, 9, and 10	Dean

Arizona State University

<https://catalog.asu.edu/appeal>

University policy for student appeal procedures on grades

The steps outlined here, beginning with step A, must be followed by any student seeking to appeal a grade. Student grade appeals must be processed in the regular semester immediately following the issuance of the grade in dispute (by commencement for fall or spring) regardless whether the student is enrolled at the university. It is university policy that students filing grievances and those who are witnesses are protected from retaliation. A student who believes they are a victim of retaliation should immediately contact the dean of the college or school in which the course is offered.

Informal

A. The aggrieved student must first undergo the informal procedure of conferring with the instructor, stating any evidence and reasons for questioning that the grade received was not given in good faith. The instructor is obliged to review the matter, explain the grading procedure used and show how the grade in question was determined. If the instructor is a graduate assistant and this interview does not resolve the difficulty, the student may then take the problem to the faculty member in charge of the course (regular faculty member or director of the course sequence).

B. If the grading dispute is not resolved in step A, the student may appeal to the department chair or other appropriate chair of the area within the department (if any). The department chair may confer with the instructor to handle the problem. Step B applies only in departmentalized colleges or schools.

C. If these discussions are not adequate to settle the matter to the complainant's satisfaction, the student may then confer with the dean of the college or school concerned (or the dean-designate) who will review the case. If unresolved, the dean or designate may refer the case to the college or school academic grievance hearing committee to review the case formally. In most instances, however, the grievance procedure does not go beyond this level.

Formal

The following procedure takes place after steps A, B and C (or A and C) have been completed.

D. Each college or school has on file in the office of the dean (and in each department of the college or school) the procedures and composition of the undergraduate or graduate academic grievance hearing committee for student grievances. Each college or school committee shall operate under grievance procedures as stated, which satisfy due process requirements. The committee shall always meet with the student and the instructor in an attempt to resolve the differences. At the conclusion of the hearing, the committee shall send its recommendations to the dean.

E. Final action in each case will be taken by the dean after full consideration of the committee's recommendation. Any recommended grade changes may be made by the dean. The dean shall inform the student, instructor, department chairperson (if any), registrar and grievance committee of any action taken.

Northern Arizona University

<https://www5.nau.edu/policies/Client/Details/856?whosLooking=Students&pertainsTo=All&sortDirection=Ascending&page=3>

Grade Appeals, All Students

Policy Statement

A final course grade assigned by an instructor may be appealed by a student following the procedures defined below. A grade appeal should be considered only in instances where an instructor demonstrated a substantial deviation from accepted and specified standards as outlined by the instructor, program, college/school/department, or university.

Generally, such deviations are evidenced by, but not limited to, the following:

- The instructor deviated substantially from the course syllabus;
- The instructor deviated substantially from accepted and specified standards of proficiency of the University and/or academic department as established by the Faculty Handbook and/or college/school/department Academic Policy Manual;
- The instructor applied established classroom policies unevenly and/or inequitably across students enrolled in the class;
- The instructor applied established academic assessment methods unevenly and/or inequitably across students enrolled in the class

Entities affected by this policy

- Office of the Provost
- All colleges/schools/departments and instructional units or programs
- Office of the Registrar

Who should know this policy

- All students

- All faculty, instructors, and academic officials

Definitions

Designated Administrator: refers to the individual in charge of carrying out the specific step of the process. Generally, this will be the department chair/director of the department/school where the course resides. However, terminology does vary among the academic units.

Meeting: means the presence of all parties to the review or grade appeal hearing, either physically in one location or via electronic means.

Silent Observer: means the individual a student, instructor, or designated administrator chooses to bring to observe any step of the appeal process. This observer is present to serve as a silent witness to the proceedings, and is not a participant. This individual would be able to report on any actions during the steps of the appeal process to a designated administrator.

Statement of Issues: means the written record provided by the student or instructor containing specific reasons as to why the grade or decision to change the grade is being appealed.

Additional Information

Only the faculty member who assigned an original grade has the authority to change that grade, with the exception of grade changes implemented by this policy. In the event the faculty member who assigned the original grade is no longer with the university, the authority to change the grade, including decisions and assessment of outstanding work, is delegated to the academic unit's designated administrator.

Throughout the appeal process, the original assigned grade remains as the student's official grade until the point where it may be modified as a result of this process. If the grade appeal is based on an allegation or finding of an academic integrity violation, then the student must follow the Academic Integrity Policy procedures, as this is not considered a grade appeal.

If the faculty member who assigned the original grade is no longer employed by the university, on sabbatical/leave or other kind of assignment, or otherwise cannot participate in the appeal process, the appeal is filed with the appropriate designated administrator. This may progress the appeal to a further step in the process, (e.g. if a faculty member is on sabbatical leave and the unit's designated administrator handles the grade appeal, the process begins at the Level 2 review.) Upon receiving a written request from the student for the grade appeal, the designated administrator will identify the starting point of the process for which the appeal will occur, and notify the student of where to begin the process.

Timeline for Appeal

The student must initiate the appeal process following the timeline* below:

- Appeal of a course grade received in a fall or winter session must be initiated within the first 15 business days of the following spring term (for 16-week courses) or session (for courses that run less than 16 weeks);
- Appeal of a course grade received in a spring or summer session must be initiated within the first 15 business days of the following fall term (for 16-week courses) or session (for courses that run less than 16 weeks).

***Please Note:**

Due to typical academic calendars and faculty workload expectations, the appeal process will generally be conducted only during the fall and spring academic terms. In rare circumstances that are supported by evidence of extenuating circumstances, and with the permission of the Dean (or designee) of the academic unit where the appeal resides, a grade appeal may be initiated in a summer term or winter intersession term.

If the student fails to submit requested materials at any point in the appeal process, or fails to notify the designated administrator within the timeline specified in this policy, the original decision or result from the immediate previous point in the process will remain the final decision. If the student fails to initiate the first step within the timeline above, then the grade the student originally received will remain final. A request for an extension of time for this process due to extenuating circumstances may be submitted to the designated administrator for the grade appeal.

Group grade appeals are generally not permitted. Requests for a group appeal shall be submitted to the Vice Provost for Academic Affairs, who has the authority to approve or deny such requests.

General Procedure

Level 1: Faculty Review

1. Within the allotted time frame established in this policy, the student will provide a Statement of Issues to the instructor outlining the reasons why the grade should be reviewed. This is considered initiation of the appeal process.
2. Within ten (10) business days after the student has communicated a proper request, a student-instructor meeting must be scheduled, and if possible, conducted to discuss the appeal. The meeting may be conducted in person, via the telephone, or other electronic meeting technology agreed upon by the student and instructor. Both the student and the instructor may bring a silent observer to this meeting. It is recommended that this meeting be recorded.
3. Within ten (10) business days, the instructor makes a decision and sends a written communication to the student documenting the meeting and confirming the decision that was made. This communication will contain a summary of the meeting.
4. Within three (3) business days of receipt of the written communication, the student may request a review if they dispute the instructor's decision. This review will be requested from the designated administrator of the department where the course resides.

Level 2: Administrator Review

1. Upon receiving a timely written request from the student, the designated administrator will call a meeting of the student, instructor, and themselves. This meeting may be conducted in-person, or via telephone or electronic meeting technology agreed upon by all parties.
2. Within three (3) business days prior to the meeting, the student and instructor will each provide the designated administrator with a Statement of Issues. The student may revise their original Statement of Issues for this step, if additional information gleaned from previous meetings adds clarifying or pertinent context. Both the student and the instructor

may bring a silent observer to this meeting. It is recommended that this meeting be recorded.

3. Within ten (10) business days, the designated administrator makes a decision and sends a written communication to the student and instructor documenting the meeting and confirming the decision that was made based upon the evidence presented. This communication will contain a summary of the meeting and both Statement of Issues. If the instructor of the course is a department chair or the administrator of the academic unit, the Level 2 Review is conducted by a Dean-designated administrator within the College.
4. Within three (3) business days of receipt of the written communication, the student may request an appeal if they dispute the designated administrator's decision. This review will be requested through the associate dean of the college where the course resides. The student may revise their original Statement of Issues for this step, if additional information gleaned from previous meetings adds clarifying or pertinent context.

Level 3: Grade Appeal Hearing

Upon receiving a timely written request from the student, the associate dean will appoint, schedule, and convene an ad hoc committee to hear the appeal. Any requests for information by the Committee Chair to the student or instructor must be honored within five (5) business days. All materials submitted must be given to the individual designated as the Chair of the ad hoc committee. All parties and committee members will be provided with the documentation of decisions from previous reviews and any submitted Statement of Issues. Committee members and all parties must receive the hearing documents no later than two (2) business days prior to the hearing.

No written responses or addendums may be presented less than five (5) business days prior to the hearing. No new written responses or addendums may be presented at the hearing. If the Committee chair considers any request for information to be a potential violation of confidentiality, he/she should consult with the Vice Provost for Academic Affairs for final resolution of the request.

Dean's Ad Hoc Committee Composition

- Dean of the College, or designee, who chairs the committee. This individual must be different from the individuals who served as the designated administrators in steps 1 and 2;
- Two faculty members from the department/school where the course resides. If two faculty members from the department cannot be found, faculty from other academic units within the college/department/school may be appointed;
- Two faculty members from an academic unit outside the department in which the course resides. These faculty members may come from the same college/school or a different college/department/school where the course resides;
- An Associated Students of Northern Arizona University (ASNAU) senator, or designee, for undergraduate students or a Graduate Student Government (GSG) representative, or designee, representing the college/school involved with the appeal. If this individual is not available, the Chair of this Committee may appoint another student to fulfill this role.

- A representative of the Office of the Provost, in an advisory (non-voting) capacity.

Hearing Process

All members of the Dean's ad hoc committee must be present in-person or via electronic means during the hearing. All parties involved with the previous review steps (designated administrator, student, and/or instructor) will also attend the fact-finding portion, either in person or via electronic means. Those parties may bring a silent observer, providing the chair of the committee is notified of their presence no less than two (2) business days prior to the hearing.

Hearing Procedures: Fact-Finding Portion

- Introduction of committee members by Chair.
- Process statement by Provost Office representative.
- Presentation of information by student, summarizing Statement of Issues.
- Presentation of Information by instructor and/or designated administrator, summarizing Statement of Issues.
- Questions from Committee Members.
- Final responses from student, instructor, and/or designated administrator.

The fact-finding phase of the hearing should generally last between 30 and 45 minutes.

Hearing Procedures: Deliberations and Vote

After deliberations, the chair will dismiss all parties except the ad hoc committee, and call for a vote by the committee members of whether the original grade will be affirmed or changed. In case of a tie, the chair's vote determines the final decision. Within five (5) business days, written communication will be sent to the student, instructor, and designated administrator indicating the decision of the committee, and any pertinent rationale behind the decision.

Documentation

It is recommended that the fact-finding portion of the meeting in which the student and instructor/designated administrator present their information be recorded and summarized in writing by a member of the Dean's support staff. No recording of the Committee's deliberations and vote is allowed.

The recording and summary documents will be retained in the office of the Dean with a copy forwarded to Vice Provost for Academic Affairs. These will be disposed of according to the Arizona Statutes on Records Retention. The student, instructor, and designated administrator will be sent copies of the minutes and may propose corrections to the committee chair. Members of the committee or hearing participants may make a written request to the committee chair to have access to or a copy of the fact-finding phase recording, if one exists. All such requests will be considered along with the University's required compliance with the Federal Educational Rights and Privacy Act (Act) and any other applicable laws and University policies.

The decision of the Dean's ad-hoc Committee is a final and binding decision. The only grounds for appeal to the Provost's Office are violations of the procedures outlined in this policy. Should this be the case, the matter may be appealed in writing to the Office of the Provost within ten

(10) business days from the distribution date on the hearing result memo sent to the student, instructor, and designated administrator.

The appeal request will be forwarded via the Vice Provost for Academic Affairs to the Chair of the Academic Standards Committee (ASC) who shall be responsible for calling a meeting of a subcommittee of the ASC composed of six (6) individuals. All parties (designated administrator, student, and/or faculty member) must be notified by the Chair of the ASC, in writing, of the hearing at this level and the procedures to be followed.

At a meeting specifically scheduled to consider only the grade appeal, the ASC sub-committee will conduct a review of the process of the appeal at all levels based on the particular circumstances of the case and the policies of the University. The review shall be focused solely on the process carried out by the various participants involved in all stages of the grade appeal. The ASC sub-committee may invite the appealing party and other relevant individuals to the hearing if it decides the individual's presence is required to provide the information necessary for the sub-committee to make an informed decision.

The decision reached by the ASC Sub-committee will be communicated to all parties (designated administrator, student, and/or faculty member) and the Dean of the college where the course resides. The decisions reached by the ASC Sub-committee shall become a matter of University record in the Office of the Provost. This decision shall be final; there is no appeal beyond this level.

UC Davis

<https://health.ucdavis.edu/mdprogram/medicalstudentpolicies/csp/grade-appeals.html>

Process for Grade Appeals

Grade Appeals – Generally speaking, once grades are submitted they are only revised when there has been a clerical or procedural error. If a student believes that a grade in a course has been assigned on any basis other than academic grounds, he or she may appeal his or her grade.

Step 1 – Appeal to IOR

1. A student who wishes to appeal a Y mark or an F grade must submit a Grade Appeal Petition (PDF) to the Instructor of Record within ten workdays of the date on the email notifying him/her of the deficiency or notifying him/her where grades can be found. A student who does not initiate an appeal within the stated time limit waives any right to appeal the grade in question.
2. The Instructor of Record will decide the most appropriate action to take in considering the student's appeal, which may include, but is not limited to:
 - a. acting on the appeal directly,
 - b. referring the appeal to a course committee,
 - c. requesting the student meet with the Instructor of Record or course committee, or
 - d. requesting input from faculty members involved in the item under appeal.
3. A student request to appear in person before those considering the grade appeal must be granted. A student may bring a faculty advocate to her/his grade appeal hearing.

4. The Instructor of Record shall render a decision regarding the student's appeal within five work days after completion of any meetings concerning the appeal, and shall complete and send the Grade Appeal Petition according to form directions.
5. It is recognized that subjectivity is inherent in many evaluations of students that affect their grades. As a general rule, appeals that cite subjectivity or a difference of opinion between the student and evaluator regarding a student's performance will not be successful.

Step 2 – Appeal to Committee on Student Promotions

1. Should the issue fail to be resolved to the student's satisfaction by the Instructor of Record, the student may appeal the decision in writing to the Committee on Student Promotions within ten workdays after the date on the official notification from the Instructor of Record. In general, for a successful appeal, the student will need to demonstrate that a decision of the course was:
 - A. arbitrary or capricious,
 - B. made in bad faith, or
 - C. in violation of the School of Medicine's Academic Policies.
2. The Committee on Student Promotions will review the student's Grade Appeal Petition and will allow the student to appear in person and/or present new information not previously presented to the Instructor of Record. A student may bring a faculty advocate to her/his grade appeal hearing.
3. The Committee on Student Promotions shall determine the final grade and send written notification of the decision to the student, the IOR and the Registrar's Office within 10 workdays of appeal meeting.
4. The decision of the Committee on Student Promotions is final.

UCLA

<https://catalog.registrar.ucla.edu/Policies-and-Regulations/Academic-Policies/Grades>

Grade Complaints

A grade may be appealed, on any reasonable grounds, to the instructor, the chair of the department, and the dean of the division or school.

If the student believes that the instructor has violated the Faculty Code of Conduct by assigning the grade on any basis other than academic grounds, the matter should first be taken up with the instructor. If the matter is not resolved, the student may go for counsel to the Office of Ombuds Services, or may follow the procedures for the formal filing of charges. If a charge is sustained by the Academic Senate committees on Charges and on Privilege and Tenure, an ad hoc committee is appointed within two weeks to review the disputed grade, and any warranted change is made within four weeks.

University of Florida

<https://catalog.ufl.edu/UGRD/academic-regulations/grades-grading-policies/#gradingpolicies>

Grade Changes (No Grade Appeal policy)

Grade changes will be accepted and processed by the Office of the University Registrar for one calendar year after the term in which the course was attempted.

Any grade changes submitted after the deadline must be accompanied by additional supporting information or documentation justifying the extension and submitted to the appropriate college dean. If the dean approves the exception, they will forward an authorized grade change form to the Office of the University Registrar.

One calendar year is specified as the published grades due date of the same semester in the following year.

This policy does not apply to grades of I or I*, which designate a grade of incomplete.

University of Illinois

<https://studentcode.illinois.edu/article3/part1/3-107/>

Procedures for Review of Alleged Capricious Grading

- a. Capricious grading, as that term is used herein, constitutes any of the following: (1) the assignment of a grade to a particular student on some basis other than performance in the course; (2) the assignment of a grade to a particular student by using more exacting or demanding standards than were applied to other students registered for the same credit in that course; (3) the assignment of a grade representing a substantial departure from the instructor's previously announced standards. The following procedures are not to be used: (1) to review the judgment of an instructor in assessing the quality of a student's work, or (2) in cases involving alleged violations of academic integrity (see §§ 1-401 to 1-406).
- b. A Capricious Grading Committee shall be appointed or elected annually by each unit's executive officer. If the instructor of the course is a member of the committee, that instructor shall be disqualified from the consideration of any appeal involving the instructor. If a committee member has a significant professional or personal involvement with the facts of, or the parties to, the appeal (a conflict of interest), that committee member shall be disqualified from hearing the appeal. The determination that a conflict of interest exists shall be made by the EO (department or unit executive officer or designee) of the department offering the course or, if the EO has a conflict of interest, by the dean of the college or school that houses the department offering the course.
- c. A student who believes that a final grade is improper and the result of capricious grading should first confer promptly with the instructor in the course or, if the instructor is unavailable, with the EO of the department offering the course. If the student and the instructor (or, in the instructor's absence, the EO) are unable to arrive at a mutually agreeable solution, the student may file an appeal with the EO within 30 business days after the start of the fall semester (for a grade assigned the previous spring or summer); or spring semester (for a grade assigned the previous fall or winter).
- d. The student shall file an appeal by submitting to the EO a written statement particularizing the basis for the allegation of capricious grading and presenting any available supporting evidence. The EO shall submit a copy of the student's written statement to the instructor of the course with a request that the instructor promptly submit a written response thereto.

- e. The EO shall then submit the appeal and response to the unit's Capricious Grading Committee. The committee shall proceed to hold a fact-finding session concerning the allegations set forth in the appeal. A quorum consisting of 75 percent of the elected committee is required for this session. Both the student and the instructor shall be entitled to be present throughout this session and to present any evidence relevant to the manner in which the grade was assigned, including testimony by other persons. Both the student and the instructor shall have an opportunity to question or refute any evidence presented. The confidentiality of all evidence shall be preserved. The student and instructor may each be accompanied by a person to assist them in presenting evidence. The session shall not be open to the public.
- f. At the close of the session, the committee shall deliberate privately. If a majority of the elected committee, or a majority of those remaining if the committee member is disqualified under the procedure outlined in subsection (b) above, shall find the allegation of capricious grading not supported by substantial evidence, it shall dismiss the appeal. If the committee finds the allegation of capricious grading to be supported by substantial evidence, the committee shall proceed to determine the most appropriate remedy. The committee may direct the instructor to grade the student's work anew or to give the student a new examination in the course, or may take such other action as will bring about substantial justice in the individual case. However, except in the most extraordinary circumstances the committee should not award the student a new grade in the course. The decision of the committee shall be reported in writing to the student, the instructor, and the departmental office. Except as provided in subsection (i) below, the committee's decision is final.
- g. The committee is not authorized to reprimand or otherwise take disciplinary action against the instructor. Evidence put before the committee shall be admissible in any disciplinary proceedings that may thereafter be undertaken against the instructor, but the disciplinary body shall make an independent determination of whether that evidence and any other information before that body constitutes sufficient proof of the conduct charged.
- h. None of the established procedures available to the instructor to raise grievances before the Faculty Advisory Committee or alleged violations of academic freedom before the Senate Committee on Academic Freedom and Tenure shall be abridged or affected by the actions of the committee.
- i. If the academic unit involved fails to follow the procedures outlined in this section, the student may file an appeal within 30 days to the dean of the college or school in which the offering department is housed. If the dean (or dean's designee) finds that the academic unit failed to follow the procedures outlined in this section, the student shall be entitled to a new hearing in compliance with this section.

University of Maryland
NO POLICY LOCATED

Michigan State University

<https://ombud.msu.edu/resources-self-help/for-undergraduate-students/grade-grievance>

Undergraduate Grade Grievance

It sometimes happens that students don't get the grade they expect on an assignment or in a course. The Office of the University Ombudsperson is here as a confidential resource for any student going through this process. While we do not serve as advocates for students through this process, our job is to advocate for fairness and due process. Students, instructors, or other community members are encouraged to reach out to our office for assistance in understanding the academic grievance and grade appeals processes at MSU.

The SRR outlines that students have a right to appeal grades based on "inappropriate or irrelevant factors," and that grading must be based on a good faith judgement of your performance. Inappropriate or irrelevant factors might include race, sex, or personal animosity. Grievance hearings also may proceed from alleged violations of the grading policy, as stated in the course syllabus. Keep in mind, however, that students cannot grieve based upon the competence of their faculty - whether or not they are what the student considers to be a good instructor, or knowledgeable in the subject matter - this evaluation can only be made by other faculty members.

If you are concerned about how your grade was determined, or you would like to contest the grade you received in a course, please see the steps below.

Step 1: Attempt to figure out how your grade was determined. If you have all of your course grades, plug them into the grading formula or grading scale to determine if your results are the same as your instructors.

If you don't have all your grades, including the results of your final exam, semester-end assignments, or class participation grade, if any, then you'll need to pick up those scores or course work from your instructor. The Code of Teaching Responsibility requires instructors to retain course work not returned to students at the end of a semester for at least one semester.

Once you've calculated your grade, determine if you believe your instructor has made a simple math error. If so, make an appointment with your instructor to review the matter. If the math doesn't reveal any discrepancy, you can still visit with your instructor to seek clarification of your grade. You might find your instructor is missing a grade on an assignment that you can produce.

Step 2: Meet with your instructor. Contact your instructor via email or phone and ask to set up a time to discuss your grade. It is best to have these meetings in person so that you can engage in constructive dialogue about the issue. Enter into these conversations with an open mind, and try to listen to the rationale of your instructor. This meeting will also provide you with the opportunity to share your perspective with the instructor. If you feel as though there was an

error in how the grades were calculated, share this with your instructor. If you feel that you were graded unfairly, you may also share this with your instructor.

While this may be a difficult conversation to have it is important to try and maintain your composure, to listen, and to engage in respectful dialogue. The same expectations also apply to your instructor. If you determine that the instructor calculated grades appropriately, and the disagreement is over the quality of your work, this may be more difficult to contest.

Step 3: If you are unable to resolve the dispute with your instructor, you may discuss the matter with the the course coordinator in a multi-section course or, if your instructor is a TA, to his or her supervisor. The next step is to contact the Chair or Director of the department or school that offered the course. The Chair or Director is the supervisor for the instructor, and will act to mediate the dispute between you and the instructor. If the Chair or Director agree that you have been graded unfairly, they can speak to the instructor on your behalf. If they believe that your instructor graded in good faith, they may be able to provide clarity on the matter.

Step 4: The final step in the process is to request a hearing before the University Academic Grievance Hearing Board. For an explanation of the hearing process, visit our page on [How to File a Request for an Academic Grievance Hearing](#).

If you pursue this option, you must be aware that in a formal Academic Grievance Hearing, you must demonstrate that your instructor used inappropriate or irrelevant factors in determining your final course grade.

Michigan State University

<https://ombud.msu.edu/resources-self-help/for-graduate-students/request-grievance-hearing>

Graduate Request for an Academic Grievance Hearing

Graduate students may request a hearing to resolve a dispute with an instructor, to grieve a grade given in a course, or to grieve other violations of student rights as outlined in the Graduate Student Rights and Responsibilities (GSRR), Medical Student Rights and Responsibilities (MSRR), or Law Student Rights and Responsibilities (LSRR) documents. Students must first attempt to resolve the issue informally through a conversation with the instructor and the relevant administrator (department chair, director, program coordinator, or the associate dean of the college). Students who wish to request an academic grievance hearing are encouraged to reach out to the Office of the University Ombudsperson.

Each college and program within the university will maintain its own hearing procedures in line with the appropriate Rights and Responsibilities document. Links to general procedures can be found below, however a copy of procedures specific to your program may be obtained through your department.

When a graduate student remains dissatisfied with the outcome of his or her discussions with the instructor and unit head, he or she may send a written request for a hearing to the appropriate unit head (i.e., department chairperson, school director, program director, or associate dean). There are links below to hearing process flowcharts for each specific type of

grievance. Hearings for graduate student grievances should be held at the lowest possible administrative level. Most often this means the department, school, or graduate program. Some of these units have developed their own hearing procedures. For programs without their own hearing procedures, the following hearing procedures will be used.

Department/School/Program Level Hearing Procedures

College Level Hearing Procedures

For Graduate students the hearing request letter must include the following information:

- The student's name and PID
- The student's local address, phone number and e-mail address
- A detailed explanation of the alleged violation of student rights to justify a hearing, with reference to the specific article in the SRR, GSRR, LSRR, MSRR or Code of Teaching Responsibility
- The name of the individual the student believes violated his or her rights
- The date of the alleged violation
- The name of the MSU instructor, student or staff member, if any, who will assist the student throughout the hearing process
- The names of witnesses, if any, who will speak on the student's behalf at the hearing, if the hearing board grants the request for a hearing
- The redress sought to rectify the situation.

Deadline: The student should sign and date the letter and submit it before the middle of the semester following the initial dispute.

Graduate hearings initiated at the department, school or program level may be appealed to the college hearing board. Graduate hearings initiated at the college level may be appealed to the University Graduate Judiciary.

Based on the specific type of grievance, the hearing process for graduate students will follow one of the patterns listed below:

Academic Grievance Hearing alleging violations of student rights (including grade disputes) established in the SRR, GSRR, LSRR, or MSRR.

University of Minnesota-Twin Cities

<https://catalogs.umn.edu/sites/catalogs.umn.edu/files/2020-09/UMNTC%20Policies%202020-22.pdf>

Grade Accountability

2. Student questions about grades

- a. Students have the right to request and receive an explanation for a grade during and after the course but have no right to challenge the academic merits of any grade.
- b. Students may seek an explanation for a grade until the end of the following semester (not including summer session). The instructor is obligated to provide an explanation for

a grade within a reasonable time if a request is made by the end of the following semester. The instructor is not obligated to reconsider the grade.

c. If a student does not receive an explanation for a grade from the instructor within a reasonable time of making a request, the student may consult the director of undergraduate studies, director of graduate studies, or department chair for assistance in obtaining an explanation. Students also may seek assistance from the campus student conflict resolution office.

University of North Carolina

<https://catalog.unc.edu/policies-procedures/attendance-grading-examination/#text>

Grade Appeals

The grades of H, HP, P, LP, L, A, A-, B+, B, B-, C+, C, C-, D+, D, PS, F, FA, F*, and numerical grades in the Law School are considered permanent grades. Once reported, the instructor's grade report may not be changed except under certain conditions. For a grade change to be considered, it must be based upon one or more of the following grounds and upon allegation that the ground or grounds cited influenced the grade assignment to the student's detriment:

- Arithmetic or clerical error
- Arbitrariness, possibly including discrimination or harassment based on the race, color, gender, national origin, age, religion, creed, disability, veteran's status, sexual orientation, gender identity, or gender expression of the student
- Personal malice
- Student conduct cognizable under the Instrument of Student Judicial Governance

A grade appeal must be made no later than the last day of classes for the succeeding fall or spring semester.

Grade Appeals Correcting a Clerical or Arithmetical Error

An instructor who has reported an incorrect grade for a student because of an error in calculating the grade, or in entering it on the official grade roster, may change the grade to one of the other letter grades, provided this change is made no later than the last day of classes of the succeeding fall or spring semester. Grade changes are submitted online using the Grade Change Request process, with electronic approvals required by the instructor, the department chair, and student's dean's office.

Other Grade Appeals

Any student who protests a course grade shall first attempt to resolve this disagreement with the instructor concerned. (As explained in the preceding paragraph, an instructor may change a permanent grade only when a clerical or arithmetical error is involved.) Failing to reach a satisfactory resolution, the student may appeal the grade in accordance with the procedures outlined below. Such appeal must be made no later than the last day of classes of the succeeding fall or spring semester.

Students should present the appeal in writing to the dean of their school (students in the College of Arts and Sciences must submit it in writing to the associate dean for advising). The dean will refer the appeal to the administrative board of his/her school, which will meet to consider whether the student has offered sufficient grounds for referring the appeal to the chair of the department concerned. If the administrative board determines that further review by the academic department is appropriate, the department chair will then appoint a committee to consider the appeal and will make a recommendation to the administrative board based on the committee's findings. The administrative board will make the final decision, and no change of grade will be made except as a result of the decision by the board. The chair will report such decision to change the grade to the Office of the University Registrar.

Ohio State University

<https://advocacy.osu.edu/academic-enrollment/grade-grievance/>

Grade Grievance

It is not uncommon for students to disagree with their instructors about grading; whether it be an individual assignment, an exam, or an overall course grade. The Ohio State University has a specific process for grade grievances outlined in the University Rules and detailed below. If you believe there has been a grading error, you should first speak directly with your instructor to try and resolve the issue. If no resolution is reached, you should then contact the department chair or course manager to discuss the grade grievance. The final step is to request that a faculty committee be appointed to review the grievance.

The Student Advocacy Center assists students with grade grievances in several ways. Advocates may provide feedback on a student's written communication or statement to the department chair, or in instances where the student believes they have been unfairly treated, an advocate can help determine the best course of action. Feel free to contact us with any questions or concerns about these processes.

From the OSU Board of Trustees website:

3335-8-23 Alteration of marks.

- A. A mark filed in the office of the university registrar is a part of the official records of the university. It is subject to change only when a procedural error has been discovered in evaluation or recording of a grade. Action to change a grade must be initiated before the end of the second succeeding semester or summer term. In no case will a grade be revised in accordance with criteria other than those applied to all students in the class. If the instructor agrees that an error in the mark was made, the mark will be changed upon written authorization of:
1. The instructor of the course, and
 2. The instructional unit's dean, director, or college secretary.

If a student believes that a procedural error in grading was made, the student should meet with the instructor. If the instructor does not agree that a procedural error was made, the student may meet with the department chair to discuss the grade grievance. The chair shall respond to

the student no later than thirty days after the student has requested a review by the chair. Upon receipt of the chair's response, if the issue is not resolved to the satisfaction of the student, the student may within two weeks request in writing by duplicate submission to the dean or director of the instruction unit and the department chair the procedures in paragraph (B) of this rule. Unresolved cases of grade grievance due to grading procedures are subject to paragraph (B) of this rule; unresolved cases of grade grievance due to other causes are not subject to paragraph (B) of this rule.

- B. Unresolved cases of grade grievance due to grading procedures shall be reviewed by a faculty departmental committee appointed by the department chair.
1. In cases of instructors still affiliated with the university, the review committee shall consult both the student and the instructor and shall determine the validity of the grade grievance due to grading procedures. The review committee shall make its findings known in writing to both the student and the instructor within thirty days of the student's request to the chair.
If the committee finds that a procedural error has occurred and if the instructor declines to accept the findings of the review committee, the committee shall consider the reasons for not authorizing a grade change given by the instructor and may, upon consideration of these reasons, authorize in writing a grade change to be instituted by the department chair.
 2. In cases of instructors no longer affiliated with the university, the findings of the committee shall be reported to both the student and the instructor. If the instructor chooses not to respond, the judgment of the committee shall prevail. If the instructor responds and declines to accept the findings of the committee that a procedural error has occurred, the committee shall consider the reasons for not authorizing a change given by the instructor. In either case, the committee may, upon due consideration, authorize in writing a grade change (if such can be determined) to be instituted by the department chair.
If a department committee can find no academic basis upon which to recommend an appropriate grade for the course, the student shall be given the option of having the course stricken from the student's record and, if so desired, to retake that course without prejudice or penalty.
- C. If charges of grave academic misconduct against an instructor are made and substantiated under rule 3335-5-04 of the Administrative Code, the department chair shall be authorized to appoint a department grade grievance committee to consider grading errors that are alleged to be related to the misconduct. The committee shall consider all evidence and present, in writing, a report to the chair indicating any recommended grade changes. The department chair shall be authorized to institute grade changes in accordance with the recommendations of the committee.

If a department committee can find no academic basis upon which to recommend an appropriate grade for the course, the student shall be given the option of having the course stricken from the student's record and, if so desired, to retake that course without prejudice or penalty.

- D. The graduate school and graduate professional colleges may formulate appropriate modifications of this rule, subject to the approval of the council on academic affairs, and publish this rule in their bulletins.

Pennsylvania State University

<https://undergrad.psu.edu/aappm/G-10-grade-mediation-adjudication.html>

Grade Mediation and Adjudication

The basis for grades, as stated in Senate Policy 47-20, is "...the instructor's professional judgment of the student's scholastic achievement..." Occasionally, a disagreement arises in the assignment of a grade for an individual item (e.g., test or assignment) or for the final grade in a course. A student who wishes to question or challenge the grade must first discuss grading practices and assignments with the instructor. It is expected that the student and instructor will try to eliminate any misunderstandings and will attempt to work out any disagreements over grades.

On the rare occasion that a student and instructor fail to resolve the grade dispute through informal means, the student should request grade mediation from the head of the academic program offering the course who will review the issue and take appropriate action to seek resolution.

Some examples of the basis for a legitimate disagreement leading to mediation could include, but are not limited to the following:

1. The instructor did not inform the student of the basis for calculation of grades as required in 47-20.
2. The instructor did not calculate the student's grade for an assignment or in the course in accordance with the instructor's stated policy for calculating grades.
3. There is an error in the computation of the grade that was not corrected.
4. The student, through no fault of their own, was not provided with the same opportunity to complete the requirements for the course in terms, for example, of time, access to course or lab materials, or access to the instructor as the other students.

It is important that grade mediation cannot be used to overturn the instructor's professional judgement (i.e., believing that a piece of work deserves a better grade is not, in itself, sufficient grounds for an adjudication request.)

If grade mediation by the head of the academic program does not resolve the dispute, students may seek formal grade adjudication. For undergraduate courses, students should seek grade adjudication from the associate dean or the director of academic affairs for the college/campus offering the course. For graduate courses, students may request the same of the associate dean for graduate studies, or the associate dean for academic affairs or their designee at the Commonwealth Campuses, of the college/school offering the course. For the remainder of the policy, the appropriate academic administrators are referred to collectively as "the associate dean/director of academic affairs."

To request a formal grade adjudication, students complete a Grade Adjudication Petition Form

and submit it to the associate dean/director of academic affairs responsible for undergraduate/graduate education as appropriate for the level of the course. The petition can be submitted any time during the semester but no later than ten weeks following the end date of the course (as it appears in the schedule of courses). The basis for a grade adjudication petition is limited to cases in which a grade assignment does not conform to Senate Policy 47-20 and therefore, the petition must present clear evidence that the assignment of the grade was based upon factors other than the academic judgment of the instructor.

The associate dean/director of academic affairs will seek any additional information needed from the instructor, the student, or others and review the petition to determine if the student's complaint provides evidence that the instructor's assignment of the grade is in violation of Senate Policy 47-20. Individuals contacted to provide additional information must respond within ten (10) business days.

No Violation of Senate Policy 47-20

If the associate dean/director of academic affairs determines that the assignment of the course or test/assignment grade does not violate Senate Policy 47-20, they will notify the student and the grade will stand.

Violation of Senate Policy 47-20

If upon review the associate dean/director of academic affairs concludes that the assignment of the course or test/assignment grade does not conform to Senate Policy 47-20, they will determine a course of action that may include a recommendation for the determination of an amended grade. The associate dean/director of academic affairs will then provide the student and the instructor with notification and a brief summary of the reasons for the recommended course of action.

Appeals

The student and the instructor have ten (10) business days to respond. If both accept the recommended course of action, the student and the instructor should implement the recommended course of action. If this leads to a change in the student's grade, the instructor should complete a change of grade as described under Senate Policy 48-30.

If either the student or the instructor do not accept the recommended course of action from the associate dean/director of academic affairs, they may appeal the determination within ten (10) business days. The associate dean/director of academic affairs will appoint an ad hoc committee of three (3) faculty with appropriate expertise to determine a grade. The associate dean/director of academic affairs will then transmit the grade to the Registrar, and the adjudication process is concluded.

Texas A&M University

<https://us.tamu.edu/Students/Academic-Appeals>

Academic Appeals

How do I appeal a grade, suspension, dismissal, or determination of absence?

As noted in Student Rule 57, the Undergraduate Academic Appeals Panel (UAAP) exists as a final

resort for undergraduates who have already appealed academic decisions through the proper channels (the instructor, department, and college where the course is taught) and who have not received a fair or adequate hearing. It is not to be used if you simply disagree with the decision made by the instructor, department, or college.

These videos will explain academic appeals and how to prepare for them.

To lodge an appeal, gather documentation to substantiate claims of an arbitrary, capricious, or prejudiced decision by the department or college. The Panel does not hear appeals involving academic integrity. Those are referred to the Aggie Honor System Office. If your appeal is based on academic discrimination of a protected class (for example based on race or disability), your appeal must be handled differently. Contact the Department of Civil Rights and Equity Investigations.

You may appeal for the following reasons:

1. a dispute over a final grade
2. a dispute over an unauthorized absence determination
3. a dispute over a dismissal or suspension from a major, from a college, or from the university for scholastic deficiency

What is the appeals process?

If you believe you are eligible to file an appeal at the university level, contact the Ombuds Office in Undergraduate Studies, read Student Rule 57, and complete "Undergraduate Academic Appeals Panel Request for a Hearing." You cannot appeal at the university level until you have appealed to your instructor, the department head in charge of the course, and the Office of the Dean in charge of the course. The Ombuds will help you with the form, and explain the appeals process.

If you decide to pursue an appeal, the Ombuds will contact the Chair of the Undergraduate Academic Appeals Panel (UAAP), who will conduct a preliminary review of the grievance and interview you, and then, if appropriate, request that the Ombuds schedule a hearing. The Ombuds will ensure that all parties have the opportunity to review any documentation related to the hearing.

The UAAP considers the facts presented by all parties involved and then makes a decision in closed session. The Chair informs the student of the decision immediately following the hearing. The Panel's decision is forwarded to the Associate Provost for Undergraduate Studies with copies to the Dean of Faculties, the student, and the faculty member or college administrator involved in the hearing.

Who decides my appeal?

The Undergraduate Academic Appeals Panel includes the chair, three faculty members, and two undergraduate students. These are selected for each case from a panel of up to 30 faculty, students, and chairs who have been trained for their specific roles. Chairs are appointed from Associate Deans through the Academic Operations Committee. Faculty are appointed by the Dean of Faculties, in consultation with the Faculty Senate. Students are appointed by the Student Government Association or recruited through Associate Deans.

University of Texas-Austin

<https://catalog.utexas.edu/general-information/student-services/student-grievance-procedures/>

Student Grievance Procedures

Academic grievances involving grade disputes should be discussed with the course instructor. Grade disputes that are not resolved and all other academic grievances of undergraduate students should be submitted in writing to the department chair or other designated administrator of the academic program to which the grievance relates. Appeals may be directed to the appropriate academic dean, who will render the final decision. A grade will not be changed by the department chair (or other designated administrator) and/or the dean without first consulting with and considering fully the position of the course instructor. The course instructor will be advised by the department chair, another appropriate administrator, or dean of the resolution of the grievance.

Procedures for the resolution of grievances of graduate students are specified in the Handbook of Operating Procedures 9-1240.

University of Texas – Austin

<https://secure2.compliancebridge.com/utexas/public/index.php?fuseaction=print.preview&docID=171>

Student Grievances

1. Adjudicating Grievances of Graduate Students
 - a. A graduate student has the right to seek redress of any grievance related to his or her academic issues that are relevant to the student's progress towards a graduate degree.
 - b. Every effort should be made to resolve grievances informally between the student and the faculty member most directly involved or, such efforts failing, by the graduate adviser, the chair of the graduate studies committee of the student's degree program, and/or the chair of the department (or the director of the academic program if there is no department). When serious issues cannot be resolved informally, the graduate student will have recourse to the formal grievance procedure as outlined below in Subsections 2-3. It should be noted that the precise procedure to be followed in adjudicating a given grievance will depend on the particular circumstances of the case.

Grade disputes are handled according to departmental review policies by the department offering the course in question. The order of review for grade disputes is the course instructor, graduate adviser, department chair (or the director of the academic program if there is no department), and dean of the college or school offering the course. The decision of the college or school dean is final.

Non-academic grievances submitted to the Graduate School will be referred by the dean of the Graduate School to the appropriate University administrative office, normally the Office of the Dean of Students, the Office of Human Resources, or the college/school dean in which the incident being grieved occurred. Only in cases of multiple points of

grievance will the complaint be reviewed by more than one administrative unit of the University.

Grievances related to nonacademic issues and scholastic dishonesty are handled according to the procedures outlined in the General Information Catalog.

- c. A graduate student may submit a formal grievance through the procedures referenced in sections d and e below with the assurance of timely and thorough consideration. A graduate student will not be retaliated against for filing a formal grievance. A graduate student who believes he or she has been retaliated against should immediately report his or her concern to an associate or assistant dean of Graduate Studies. Allegations of retaliation will be referred to the appropriate office for review.
 - d. All grievances must be submitted in writing to the Graduate School, which will notify the chair of the graduate studies committee, the department chair (or the director of the academic program if there is no department), and the dean of the college or school that a grievance has been filed and of the procedures for handling the grievance. The time limits given below may be extended for good cause.
 - e. A student must submit their grievance within 60 days of the incident that is the subject of the grievance; or, when there is written notification to the student of the action that is the subject of the grievance, an intent to grieve must be submitted to the Graduate School within 30 days, and the grievance must be completely submitted within 60 days.
2. First Level of Adjudication: Graduate Studies Committee
 - a. The first level of consideration is the appropriate graduate studies committee. The graduate studies committee, having received formal notification of the grievance from the Graduate School, shall review the grievance and meet with the grievant if requested. The graduate studies committee shall then vote either to uphold or to reconsider the action that is the subject of the grievance. The chair of the graduate studies committee shall notify the Graduate School of the results of the graduate studies committee review within 30 days of receiving the grievance.
 - b. The results of the graduate studies committee review will be provided to the grievant. The grievant will have 30 days to notify the Graduate School if they are satisfied with those results or if they wish to proceed to the second level of adjudication as provided below.
3. Second Level of Adjudication: Dean of the Graduate School and Senior Vice Provost for Academic Affairs
 - a. When the grievance cannot be resolved at the level of the graduate studies committee to the satisfaction of the grievant, the grievance and the decisions of the graduate

studies committee will be forwarded to the dean of the Graduate School. The dean of the Graduate School, in consultation with the college or school dean(s), may decide the case on their own review and authority, or if they deem it appropriate, convene a Graduate School ad hoc panel to review the case and provide advice.

- b. The dean of the Graduate School will review the facts of the case, including any recommendations received from a Graduate School ad hoc panel if constituted, and render a decision within 45 days of the grievant's request for review by the dean of the Graduate School. A copy of the decision will be sent to the grievant, any ad hoc panel constituted during the review process, the chair of the graduate studies committee, the graduate adviser, the department chair (or the director of the academic program if there is no department), and the college or school dean(s). The decision of the dean of the Graduate School is final.

University of Washington – Seattle

<http://www.washington.edu/admin/rules/policies/SGP/ScholRegCH110.html>

Change of Grade

A. Grade Error

Except in cases of error no instructor may change a grade which the instructor has turned in to the Registrar.

B. Written Appeal of Grade Error

A student who believes that the instructor erred in the assignment of a grade, or who believes a grade recording error or omission has occurred, shall follow the following procedure to resolve the matter:

1. The student shall first discuss the matter with the instructor before the end of the following academic quarter (not including Summer Quarter.)
2. A student who is not satisfied with the instructor's response may submit, no later than ten class days after the student's discussion with the instructor,* a written appeal to the chair of the department (or the dean in a non-departmentalized school or college), with a copy of the appeal to the instructor. Within ten calendar days of receipt of the appeal, the chair shall consult with the instructor to determine whether the evaluation of the student's performance was fair and reasonable or whether the instructor's conduct in assigning the grade was arbitrary or capricious. Should the chair believe the instructor's conduct to be arbitrary or capricious and should the instructor decline to revise the grade, the chair (or the dean in a non-departmentalized school or college), with the approval of the voting members of the chair's faculty, shall appoint an appropriate member or members of the faculty of that department to evaluate the student's or students' performance and assign a grade. The dean and Provost shall be informed of this action.

*This time may be extended by the chair in exceptional circumstances, such as the situation in which the student did not learn of the appeals process deadlines in time.

3. Once a student submits a written appeal, this document and all subsequent actions on this appeal shall be recorded in written form for deposit in a department (or college) file.

University of Wisconsin-Madison
NO POLICY LOCATED