

20.7.6. Final Grade Appeal Process

20.7.6.1. Faculty Level

A student who wants to appeal a final grade shall first attempt to resolve the issue with the Faculty member involved. The student shall initiate the process by submitting to the Faculty member a written grade appeal explaining why they feel there is an issue with the final grade. Upon receipt of the intake form, the Faculty member shall contact the student to make arrangements for discussing the appeal. Communication may occur in person, by phone, by mail or by online means. The Faculty member and student shall make reasonable efforts to conduct the meeting within fifteen (15) business days from the submission of the written grade appeal.

When discussing concerns or complaints with an instructor it is most effective to arrange a time when the instructor is available for a confidential conversation. The Faculty member shall attempt to investigate and resolve the issue and inform the student of the resolution no later than ten (10) business days from the date of the meeting between the student and Faculty member. If the Faculty member is unavailable or fails to timely resolve the appeal, the appeal will progress to the department or division level. A record of the resolution or reasons for non-resolution will be documented by the Faculty member.

20.7.6.2. Department or Division Level

If, after ten (10) business days, the appeal remains unresolved; the Faculty member has been unable to meet with the student; or the student believes that the Faculty member has reached an erroneous resolution, the student may within ten (10) business days will forward the written appeal to the Department or Division Chair level.

Upon receipt of the written appeal, the Department or Division Chair will meet with the parties to attempt to resolve the appeal. The Faculty member may ask that the College Faculty Senate President, or designee, attend any meetings to advise on concerns of policy. The student shall have the right to be assisted by any member of the college community they choose. A student who elects to be assisted by a member of the college community must notify the departmental supervisor and Department or Division Chair of the name and contact information of the college community member not less than two (2) business days before the scheduled meeting. The college community member may not be serving in a legal capacity. The student is responsible for presenting their own information and, therefore, the college community member is not permitted to speak on behalf of or participate directly in any final grade appeal process meeting. The meeting may take place in person, by telephone, by mail or by online means. Every attempt will be made to maintain confidentiality during this process. A record of the resolution or reasons for non-resolution will be documented by the Department or Division Chair on the intake form.

20.7.6.3. Vice President of Academic Affairs (or Designee) Level

If the appeal is not resolved at the department or division level within ten (10) business days, the student may forward the written appeal to the Vice President of Academic

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Affairs, or designee, a copy of the written appeal with an explanation of the action taken at each prior level. The Vice President of Academic Affairs, or designee, will meet with the student, Faculty member, the College Faculty Senate President (if requested by the Faculty member), the student member of the college community (if requested by the student), and the Department or Division Chair to attempt to resolve the matter. The Vice President of Academic Affairs, or designee, shall issue a written decision regarding the outcome of the appeal no later than ten (10) business days following the date of the meeting. Except as outlined below (extraordinary circumstances), this is the final level of review for appeals regarding grades. A record of the resolution will be documented by the Vice President of Academic Affairs, or designee, on the intake form.