

## **Grade Appeal Process**

### **December 10, 2015 Version**

#### **Rationale for Grade Appeal**

A student may appeal a grade if the grading procedure and/or result (1) did not match the standards communicated in the course syllabus or assignment or (2) violated a Board of Trustees policy.

#### **Grade Appeal Assistant**

A student can utilize the aid of an assistant to help him or her through the grade appeal process. A grade appeal assistant may be anyone who is familiar with the grade appeal process, including any OCC faculty, staff member, or student. The grade appeal assistant may attend any meeting that includes the student and may advise the student but may not speak for the student (i.e., the student must present his or her own case but can receive guidance and support from the advisor).

#### **Summary of the Grade Appeal Process**

After gathering the proper documentation, a student will communicate first with the instructor and attempt to resolve the appeal. If the appeal is not resolved, the student will then communicate with the instructor's department chair, who will mediate the appeal. If the appeal is still not resolved, the student will communicate with the instructor's academic dean, who will make the final decision about the appeal.

#### **Details of the Grade Appeal Process**

##### **Step 1: Submit Grade Appeal Material to Instructor**

- Student completes Part 1 of the Grade Appeal Form.
- Student submits completed material to the instructor within 60 business days of the start of the semester following the semester in which the grade was received.
- If the grade was received in the summer I semester, the student submits the completed material to the instructor within 60 business days of the start of the next fall semester.

##### **Step 2: Instructor Responds to Grade Appeal Material**

- Instructor completes Part 2 of the Grade Appeal Form within 15 business days of the instructor's receipt of it.
- Completion of the form could include the instructor's acceptance of the appeal, communication between the instructor and student, or a meeting between the instructor and student.
- If the instructor fails to respond to the request or is unavailable, or if the student is unsatisfied with the resolution of Step 2, the student may proceed to Step 3.

##### **Step 3: Submit Grade Appeal Material to Department Chair**

- Student completes Part 3 of the Grade Appeal Form.
- Student submits completed material to the instructor's department chair within 15 business days of the last communication or meeting with the instructor in Step 2, or after 15 business days have passed since Part 1 of the Grade Appeal Form was initially submitted to the instructor without a response from the instructor.
- If the grading instructor is the department chair, another faculty member of the instructor's department or division will be designated to act for the chair in Steps 3 and 4.
- The role of the department chair is to mediate between the student and instructor.

##### **Step 4: Department Chair Responds to Grade Appeal Material**

- Chair or designee completes Part 4 of the Grade Appeal Form within 15 business days of the chair or designee's receipt of it.
- If the chair or designee fails to respond to the request or is unavailable, or if the student is unsatisfied with the resolution of Step 4, the student may proceed to Step 5.

**Step 5: Submit Grade Appeal Material to Academic Dean**

- Student completes Part 5 of the Grade Appeal Form.
- Student submits completed material to the instructor's academic dean within 15 business days of the last communication or meeting with the chair or designee in Step 4, or after 15 business days have passed since Part 3 of the Grade Appeal Form was initially submitted to the chair or designee without a response from the chair or designee.

**Step 6: Academic Dean Responds to Grade Appeal Material**

- Academic dean completes Part 6 of the Grade Appeal Form within 15 business days of the academic dean's receipt of it.
- The dean may consult with faculty in the instructor's division to aid the dean with his or her decision.
- The grade appeal process is complete with the decision of the dean and the completion of Part 6 of the Grade Appeal Form.

## Grade Appeal Form

(All parties should maintain copies of all parts of this form and all supporting documentation.)

### Part 1: Grade Appeal Material for Instructor

1. Instructor issuing grade:
2. Semester grade was received:
3. Explain the circumstances of the grade appeal. Describe and provide supporting documentation, including non-documentary evidence and corroborating testimony.
4. Student signature:
5. Date submitted to instructor:

### Part 2: Communication between Instructor and Student

1. Provide details of communications and meetings between instructor and student (dates and content of emails, dates and summary of meetings, etc.).
2. Describe resolution of Step 2 of the grade appeal process.
3. Instructor signature and date:
4. Student signature and date:

### Part 3: Grade Appeal Material for Department Chair

1. Describe dissatisfaction with resolution of Step 2 of the grade appeal process. Describe and provide additional supporting documentation, non-documentary evidence, and corroborating testimony if necessary.
2. Student signature:
3. Date submitted to department chair:

### Part 4: Communication between Department Chair and Student

1. Department chair designee if needed:
2. Provide details of communications and meetings between department chair and student.
3. Provide details of communications and meetings between department chair and instructor.
4. Describe resolution of Step 4 of the grade appeal process.
5. Department chair or designee signature and date:
6. Instructor signature and date:
7. Student signature and date:

### Part 5: Grade Appeal Material for Academic Dean

1. Describe dissatisfaction with resolution of Step Four of the grade appeal process. Describe and provide additional supporting documentation, non-documentary evidence, and corroborating testimony if necessary.
2. Student signature:
3. Date submitted to academic dean:

### Part 6: Communication between Academic Dean and Student

1. Provide details of communications and meetings between academic dean and student.
2. Provide details of communications and meetings between academic dean and instructor.
3. Provide content of consultations with members of instructor's discipline or provide explanation why consultation was unnecessary.
4. Provide and explain final decision of academic dean.
5. Academic dean signature and date:
6. Instructor signature and date:
7. Student signature and date: