## 4.15 Grade Review Process

Any student may request a faculty member to review and re-evaluate a grade. Grade disputes that are not resolved with the faculty member should be submitted formally by using the Grade Grievance workflow process. Students can access the Grade Grievance Complaint Form via the Dean of Students website under the Student Resources dropdown. In order to track student-grievance records and ensure a timely grade-review process, the Provost’s Office will maintain an automated student-grievance workflow system and database.

This grievance process is available in cases where a student wishes to appeal a grade assigned by a faculty member when the student contends that the grade assigned was the product of malicious, biased, arbitrary, or negligent determination or discrimination. No challenge to a grade shall be pursued on any grounds other than these. This process may not be used to adjudicate cases of suspected student misconduct, plagiarism, or collusion. Such cases should be referred to the Office of Student Conduct and Conflict Resolution.

**4.15.1** **Initial appeal process.** Any student who wishes to appeal a grade must first try to resolve the grade grievance with the faculty member of record. If agreement cannot be reached, the student must submit the Grade Grievance Complaint Form with supporting material and attest to their inability to resolve the challenge directly with the faculty member of record. The form must be submitted no later than one year after the official grade has been released to the student; for a student who has graduated, the filing deadline is three months following the semester in which the degree was awarded.

**4.15.1.1** Through the Grade Grievance workflow process, the form will be forwarded to the Chair or designated Associate Dean, who should work toward resolution of the grievance with the faculty member and the student within 10 business days from receipt of the form. The Chair or designated administrator will enter their decision and justification in the Grade Grievance workflow. The Chair or Associate Dean can file a grade change after their investigation, and in consultation with the faculty member. The student will receive notification of the decision.

**4.15.1.2**  If the student does not find the Chair’s or designated Associate Dean’s decision acceptable or, if the decision is not recorded within the allotted time, the appeal will be forwarded to the appropriate Dean. The Dean will have 15 business days after receipt of the form to make a decision on the grievance. The Dean can file a grade change after their investigation, and in consultation with the Chair/Associate Dean and faculty member. The Dean will enter their decision and justification in the Grade Grievance workflow. The student will receive notification of the decision.

**4.15.2** **Student Grievance Committee.** If a resolution has not been reached after the allotted time, or if the student does not find the decision acceptable, the form will be forwarded to the Student Grievance Committee through the Grade Grievance workflow.

**4.15.2.1**The Chair of the Student Grievance Committee will appoint a conciliator selected from appropriate faculty sources. If the grade challenge is in a graduate course, the conciliator must be a member of the graduate faculty.

**4.15.2.2** Upon assignment of the conciliator, the Chair of the Student Grievance Committee will notify the appropriate faculty member, their immediate supervisor, their College/School Dean, the President of the Faculty Senate, and the Provost of the current status of the grievance. The Chair of the Student Grievance Committee will record the name of the conciliator in the workflow.

**4.15.2.3** The conciliator will meet with the student to investigate the validity of the charges and to ensure that they are based on the grounds given in 4.15 above. The faculty member issuing the grade must be contacted at this stage of the proceedings and given the opportunity to provide information and clarification.

**4.15.2.4** The conciliator shall make a recommendation to the Student Grievance Committee for its consideration within 20 business days from receipt of the form. If the conciliation process results in resolution of the issue, the Chair of the Student Grievance Committee will notify the student, the faculty member, the chair or other designated administrator of the academic program, the dean, the President of the Faculty Senate, and the Provost.

**4.15.3**  **Student Grievance Hearing Committee.** If a resolution has not been reached after the allotted time, or if the student does not find the decision acceptable, the form will be forwarded to the Chair of the Student Grievance Committee to appoint a Hearing Committee to resolve the issue.

**4.15.3.1** The Hearing Committee is composed of 3 members of the conciliation committee that are not the original conciliator. Members of the Hearing Committee will be entered into the Student Grievance Referral workflow.

In a case involving graduate credit, the Hearing Committee Chair and a majority of its members must be members of the graduate faculty. Immediately on formation of a Hearing Committee, the Chair of that Hearing Committee shall give written notice to the student and the faculty member involved. The student and faculty member must be given at least one week's notice prior to the Hearing. Procedures for the conduct of the hearing are available from the Chair of the Student Grievance Committee and the Dean of Students.

**4.15.3.2**  **Decision of the Hearing Committee.** The Hearing Committee shall make its decision to either dismiss the challenge or affirm the challenge with subsequent determination of the new grade. The decision of the Hearing Committee is final. The matter is not subject to review/approval by the full Student Grievance Committee.

**4.15.4** **Determination of New Grade.** The determination of a new grade shall be made as a separate proceeding by the Hearing Committee, who must solicit and strongly consider the recommendation from the pertinent academic department chair or program director, or other designated administrator if the chair or director is the faculty member of record.

**4.15.5** **Report of Hearing Committee and Implementation**. The Hearing Committee shall report its conclusions to the full Student Grievance Committee. The Chair of the Student Grievance Committee shall be responsible for notifying the student, the faculty member, their supervisor, their College/School Dean, the Provost, and the President of the Faculty Senate. The Chair of the Student Grievance Committee shall also inform the Registrar of any grade change. The final decision and any actions will be documented in the Grade Grievance workflow.

**4.15.6** Monthly reports reporting the status of any open cases and outcomes can be obtained electronically on a monthly basis by the President of the Faculty Senate and the Provost.

**4.15.7** All decisions by the Student Grievance Committee and its appointed Hearing Committees are final and are not subject to appeal. Should, within the term established in Section 4.15 above, new information come to light, the student may begin the process anew by resubmitting the challenge as modified by the additional information.