**Policy Revision**

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| **Policy Title** | Grade Appeal | | | |
| **Policy URL** | https://catalog.arizona.edu/policy/grade-appeal | | | |
| **Rationale for Update** | * Comply with the Office of General Counsel’s language recommendations:   + Replace instances of should with will/must   + Specify timelines for all responsible units   + Specify that the dean’s designee may perform the dean’s responsibilities where applicable * Add tags to specify which responsible unit each step pertains to: student, instructor, department head, college dean/dean designee, and committee * Reduce steps by relocating information that is precursory to filing the appeal:   + an initial conversation with the instructor regarding the grade   + valid and invalid reasons for filing an appeal * 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 | | | |
| **Contact Person for Questions** | Abbie Sorg | | | |
| **Responsible Unit** | Office of the Registrar | **URL** | Click or tap here to enter text. | |
| **Career Applicability** | Undergraduate  Graduate  Law  Medicine  Pharmacy  Veterinary Medicine | | | |
| **Approvals Granted**  *(for council use only)* | UGC Policies Subcommittee | Scheduled: 1/10/2023 | | Status: |
| Undergraduate Council | Scheduled: | | Status: |
| Graduate Council | Scheduled: | | Status: |
| Undergraduate CAAC | Scheduled: | | Status: |
| Graduate CAAC | Scheduled: | | Status: |
| Faculty Senate Executive Committee | Scheduled: | | Status: |
| Faculty Senate | Scheduled: | | Status: |

**Policy Revision Side by Side**

Additions in Green – Deletions in ~~Yellow~~

| Existing Policy | Proposed Edit |
| --- | --- |
| ~~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~~](https://policy.arizona.edu/faculty-affairs-and-academics/course-syllabus-policy-undergraduate-template) ~~or~~ [Graduate ~~Syllabus~~](https://grad.arizona.edu/policies/academic-policies/graduate-college-syllabus-policy) ~~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, re~~address 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,~~ re~~address 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~~ | | Students are entitled to fair treatment from the instructor, as specified by the course syllabus policies ([Undergraduate](https://policy.arizona.edu/faculty-affairs-and-academics/course-syllabus-policy-undergraduate-template) and [Graduate](https://grad.arizona.edu/policies/academic-policies/graduate-college-syllabus-policy)). Grading standards of students in the same course and section must be consistent. Students who believe these policies have been violated may choose to file a grade appeal.  A student may appeal a grade by using the following procedures. For definitions and timeline information, refer to the [Grade Appeal Policy and Process form](https://registrar.arizona.edu/sites/default/files/Grade%20Appeal%20Policy%20and%20Process%20Forms%20Packet.pdf).  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.  If concerns over a course grade are not resolved satisfactorily after speaking with the instructor, it may be in a student’s interest to file a grade appeal. Valid reasons for appeal include:   * 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   Invalid reasons for appeal include:   * disagreement with published course policies * differences in grading policies between other courses or sections of the same course * impact 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 should alert the [Office of the Registrar](https://registrar.arizona.edu/sites/default/files/grade_appeal_process_0.pdf) (undergraduate students) or the [Graduate College](https://grad.arizona.edu/) (graduate students) 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 for the term when all requirements were satisfied. During the interim, students may request an official letter of degree completion from the [Office of the Registrar](https://registrar.arizona.edu/sites/default/files/grade_appeal_process_0.pdf) for purposes of employment or graduate/professional school admissions.  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 beyond the first regular semester.  **Step 1 (Student)**: Students must submit all forms to the instructor and department head within the first five weeks of the regular semester after the semester in which the grade was awarded.  **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 within a two-week period, the student will resubmit the appeal to the department head within the following week.  **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 receiving the appeal.  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 will resubmit the appeal to the dean within the following week.  **Step 4 (College Dean or Dean’s Designee)**: Within one week of receiving the appeal, the dean will review the student's appeal and take appropriate action. If the appeal is invalid, as defined at the start of the policy, the dean may dismiss the appeal.  If the appeal has validity, the dean may convene a committee to review the case.  **Step 5 (College Dean/Designee and Committee)**: When appropriate, the dean will convene a committee of five members to 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.  **Step 6 (College Dean/Designee)**: Within one week of receiving the committee recommendation and within 4 weeks of receiving the student’s appeal, 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. |