



## College of The Albemarle Procedure

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**Title: Grade Appeal**

**Related Policy: 5.2.5 Grade Appeal**

**Division of Responsibility: Learning; Student Success and Enrollment Management**

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Students who believe a final grade has been assigned that is arbitrary, capricious or erroneous should first attempt to resolve the matter informally through dialogue with the instructor who issued the grade. If the matter cannot be resolved informally, then the student may begin the formal grade appeals procedure.

### **I. Informal Appeal Procedure**

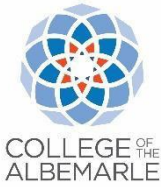
A student who decides to contest a course grade must initiate the informal appeals process with the instructor of the course within five (5) calendar days of the posting of the final grade for the course. If the instructor of record is not available, the program coordinator/department chair or academic dean may act in lieu of the instructor of record for the purpose of grade appeals.

If the review results in a grade change, the instructor, or designee, shall notify the registrar of the grade change.

### **II. Formal Appeal Procedure**

- A. Formal grade appeals must be initiated by the student with the instructor of the course within ten (10) calendar days of the posting of the final grade for the course. The College's Grade Appeal Form obtained from the instructor or the registrar's office shall be completed by the student and provided to the instructor who issued the grade. The instructor has five (5) calendar days from receipt of the form to review the formal appeal and provide the student, in writing, of the review outcome and the final grade. If the review results in a grade change, the instructor shall notify the registrar of the grade change.
- B. If the instructor's formal review does not resolve the appeal to the student's satisfaction, the student may decide to pursue the appeal to the next level of supervision. The student must present the grade appeal to the program coordinator/department chair, as applicable, of the department in which the course is offered. The student shall include a copy of the submitted COA Grade Appeal Form and all supporting materials within five (5) calendar days of the instructor's written appeal response. If there is no program coordinator/department chair level of supervision for the course, then the appeal goes to Section 3.

The program coordinator/department chair may request additional materials from the student and may require all curriculum faculty (full-time and part-time) to submit copies



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of tests, projects, evaluation materials, attendance, grade books, and/or the final examination or a statement describing the method of evaluation and assignment of credit grades used in a course.

The program coordinator/department chair may discuss the grade appeal with the student or the instructor and will provide the student and instructor with written notification of the outcome of this review within five (5) calendar days.

If the review results in a grade change, the program coordinator/department chair shall notify the registrar of the grade change.

- C. If the program coordinator /department chair review does not resolve the appeal, and the student decides to pursue the appeal further, the student must present to the academic dean of the department in which the course is offered, a copy of the submitted COA Grade Appeal Form and all supporting materials within five (5) calendar days of the program coordinator's/department chair's written appeal response.

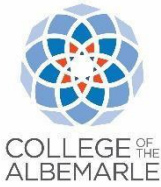
The academic dean and the vice president of learning will jointly review the grade and have the authority to examine all supporting materials; an instructor's grades, grade calculations, and grading standards; and communicate with the student or faculty regarding the grade as needed.

The vice president of learning will determine if there is substantial evidence that the grade was arbitrary, capricious, or erroneous. If it is determined a final grade is arbitrary, capricious or in error, the academic dean and vice president of Learning will meet with the instructor/program coordinator/ department chair to discuss the discrepancy and determine appropriate actions.

The academic dean and vice president of Learning have five (5) calendar days to review the formal appeal and provide the student and instructor, in writing, of the review outcome and the final grade. This shall be the last step in the deliberation of the formal grade appeal. In all grade appeals, the decision of the vice president of learning is final.

If the review results in a grade change, the vice president of learning shall notify the registrar of the grade change in writing. In instances where a final grade is determined to be changed and the faculty member is unavailable, unable, or unwilling to change that grade, the vice president of learning is authorized to complete a Grade Change Form and submit it to the registrar.

- D. The Grade Change Form with the narrative describing the reasons for the grade change will be filed electronically for signature by the Vice President of Learning and the registrar with copies going to the student, instructor, program coordinator/department chair, and academic dean.



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If the grade is upheld, the student and the instructor will be notified in writing.

### III. Exceptions to the Grade Appeal Policy

The Grade Appeal Policy and Procedure shall constitute the internal administrative process for a change in grade, except when the grade being disputed resulted from an alleged academic related violation of the Student Code of Conduct or when a grade dispute involves appeals alleging discrimination, harassment or sexual harassment.

If a grade dispute arises from an issue that is covered under Policy 5.3.2 Student Code of Conduct, the process for resolution that has been established for appealing academic related Code of Conduct violations shall be followed prior to the use of the College's grade appeal process.

If a grade dispute arises from an issue that is covered under Policy 5.3.4 Discrimination and Harassment, the process for resolution through the Discrimination and Harassment Policy must be completed prior to the use of the College's grade appeal process.

June 13, 2023

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N/A

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**Date Approved by President's Leadership Team**

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**Date of Last Review**

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**Date of Last Revision**