

ISP 281P

Grade Appeal Procedure

PURPOSE

States procedures by which a student can dispute their final grade as well as the guidelines for understanding faculty and administration responsibilities.

SUMMARY

The instructor maintains the right and responsibility to determine grades and other evaluations of students consistent with the criteria in the syllabus as outlined in ISP 160.

A student may appeal for a change in their final grade if the student believes that the evaluation standards and grading criteria were not met or were not clear.

Above all, CCC wishes to prevent such instances. Faculty are encouraged to make available and accessible both the grades for student work and the mathematical process that will result in the final grade. In cases of a grade appeal, faculty, administration, and students are all expected to maintain an attitude of facilitation, transparency, and respect.

PROCEDURE

1. A student who wishes to appeal a final grade for a class will begin the process within 90 calendar days of the grade being officially awarded.
2. The student will begin by contacting the course instructor in writing to request an explanation of the grade.
3. The instructor will respond in writing within 14 calendar days of the student's request. (Part-time instructors will be compensated for their time according to MOA181P MOA7-28-20(22).) The instructor may change the grade or decline to change it at their discretion.
 - a. If the instructor does not respond in writing within 14 calendar days, or if the student is not satisfied with the explanation, the student will contact the dean of the instructor's division in writing to continue the appeal process.
 - b. Students uncertain of the dean's contact information can contact the administrative assistant for the department or enrollment services.
4. If the instructor has not responded to the student's request, the dean will first make an additional effort to contact them by every possible means, including those not available to students such as home phone and U.S. mail.
5. The dean of the instructor's division will consult with the instructor's department chair as necessary to gather information, and will meet with the student within 30 calendar days of the student's written request.
 - a. If the grade is clearly erroneous, based on miscalculation or a typographical mistake, the department chair will recalculate the grade correctly and submit a change of grade.

- b. If the dean finds merit in the appeal, they will refer it to the Vice President of Instruction.
 - c. If the dean does not find merit in the appeal but the student is not satisfied, the student will contact the Vice President of Instruction in writing to request a final appeal.
6. The Vice President of Instruction may not change the instructor's grade but will proceed in one of two ways:
- a. If the VP finds no merit in the appeal, that decision is final.
 - b. If the VP finds merit in the appeal, they must respond in accordance with Article 4 of the applicable Full-Time or Part-Time Bargaining Agreement. For either scenario below, the dean will facilitate the faculty panel and provide information as needed.
 - i. For Full-Time Faculty, the VP will request that the Full-Time Faculty Association select three faculty members who, in consultation with the instructor's dean, will review the grade and authorize a change if appropriate. The decision of this committee is final.
 - ii. For Part-Time Faculty, the VP will request that the Instructor's department chair or supervisor and Dean will consult with three faculty members, including at least one part-time faculty member chosen by the association, to review the grade and authorize a change if appropriate. The decision of this committee is final.

REVIEW HISTORY

ISP Committee	Adopted	April 9, 2021
President's Council	Approved	March 16, 2021
College Council	Reviewed	February 5, 2021