[Reviewed with no changes: May 20, 2015]

Angelo State University
Operating Policy and Procedure

OP 10.03: **Grade Grievance**

DATE: May 20, 2015

PURPOSE: The purpose of this Operating Policy/Procedure (OP) is to ensure understanding of the policy and procedures involved with handling student grade appeals.

REVIEW: This OP will be reviewed in May every three years, or as needed, by the Office of the Provostwith recommended revisions forwarded through the provost and vice president for academic affairs to the president by June15of the same year.

POLICY/PROCEDURE

1. Grade Grievances

The assignment of a grade in a course is the responsibility of the faculty member and is based on the professional judgment of the faculty member. Except for issues of computation, discrimination, equal treatment, or reasonable accommodation when a documented student need is present in accordance with the Americans with Disabilities Act of 1990 (ADA) guidelines, the faculty member's grade determination is final.

2. Initiating a Grievance with the Faculty Member

Students having a grievance concerning a grade in a course of study should make every attempt to resolve the issue with the faculty member who has assigned the grade. Faculty members should listen to the concerns of the student, discuss and, if appropriate, negotiate resolution of the grade assigned to the student.

3. Appeal to the Department Chair

a. Should a student be unable to resolve the grievance with the faculty member (either because no resolution was reached with the faculty member or because the faculty member is on leave or not returning to the university), the student may appeal to the department chair.

b. If the faculty member in question is the department chair, the student should request that the dean of the college appoint a faculty committee to review the grievance.

c. If the faculty member in question is the dean of the college, the department chair will still be the second level of appeal. If the dean is also the department chair, the student may request the provost and vice president for academic affairs to appoint a faculty committee to review the grievance.

d. The student must present a written statement and provide compelling evidence (examinations, papers, etc.) that demonstrate why the grade should be changed. If evidence is not available, the student should explain that in the written statement.

e. This written grievance must be presented no later than 30 days from the beginning of the next semester following the semester or term when the grade was assigned as long as the faculty member assigning the grade is on campus that semester or summer term.

f. If the faculty member assigning the grade is not on campus that following semester or term, but will be teaching on campus within the next three months, the complaint may wait until 30 days into the first semester the faculty member returns to campus.

g. The department chair (or a committee appointed by the department chair or dean) will review the grievance and present a written decision to the student and the faculty member within 45 days of the beginning of the semester.

h. Either the faculty member or the student may appeal the decision rendered at this level.

4. Appeal To The College

a. If the student or the faculty member wishes to pursue the grievance further, the student (or faculty member) must present the written request to the dean of the college in which the course is taught within 30 days of the departmental decision. This procedure is to be followed even if the dean of the college is the faculty member in question.

b. The dean will appoint an ad hoc grievance committee from the college to review the case. If the dean of the college is the faculty member in question, one of the deans from the other colleges of the university will appoint a faculty committee (consisting of tenured faculty) from the college in which the course is taught to serve as the ad hoc committee. One member of the ad hoc committee will be from the department where the disputed grade originated.

c. The committee will be provided the student's written statement and evidence as well as the written report of the department chair and faculty member.

d. The committee may conduct a hearing where the student and the faculty member may present information about the grievance.

e. The committee will issue a written decision on the grievance to the dean of the college with copies to the student and faculty member.

f. The decision of the committee is final, and there is no further appeal through university channels.