

Grade Appeal Procedure - College of Technology

If a student questions the assigned grade in a course, the student must first exhaust all possibilities to resolve the questions through discussion, dialogue, and written communication with the instructor. If the student is unable to resolve the problem by these efforts, the student is required to speak with the chair of the department in which the course is offered. The purpose of such conversations is to clarify possible misunderstandings or to remedy failures of communication (an informal appeal process).

If no resolution is reached in the informal appeal process, the student may engage the formal appeal process by appealing to the dean of the College. Filing a formal appeal with the dean requires the completion of Forms #1 and #2.

Students who wish to file a **formal appeal of an assigned grade** must follow the steps outlined below.

- Review the section titled “Basis for Appeal” in the Grade Appeal Policy to be sure you have legitimate grounds for appealing your grade. Any grounds for appeal other than those listed will be considered irrelevant.
- Contact the instructor within **30 working days** of the posting of the grade and try to reach a resolution concerning the grade. This step must be documented by filling out **Form #1**.
- If no resolution occurred with the instructor, contact the chairperson of the department in which the course is taught and try to reach a resolution concerning the grade. This step must be documented in **Form #1**.
- If no resolution was reached with the chairperson, a formal grade appeal may be submitted to the dean using **Form #2** within **30 working days of the conclusion of the informal appeal**. Form 1 along with any relevant supporting material, must be included when Form 2 is submitted to the dean.
- The informal grade appeal should be completed within 30 working days after the appeal was initiated.

NOTE:

- ❖ **Students who are graduating at the end of the semester the grade was assigned:**
You must contact the dean **within one week** of the posting of the grade to inform him/her that you plan to appeal the grade and are beginning the informal appeal process by contacting the instructor and chairperson. Appealing a grade that was assigned in the semester you plan to graduate will likely prevent your graduation that semester.
- ❖ **Students who are claiming the second basis for appeal listed in the Grade Appeal Policy:**
If the appeal proceeds to the dean and/or grade appeal committee, you are required to provide a list of the names of other students and specific assignments so that a review of the relevant materials and appropriate comparisons can be made. You must obtain express written permission from each student listed before including his/her name in the grade appeal.

BASIS FOR APPEAL OF AN ASSIGNED GRADE

An appeal may be filed by a student based on one or more of the following grounds only:

1. An error in the calculation of the grade.
2. Assignment of a grade by application of more exacting/demanding standards than were applied to other students in the same section of the same course, in the same semester, with the same instructor.
3. Assignment of a grade on some basis other than performance in the course.
4. Assignment of a grade that is a substantial departure from the instructor's previously announced standards for that section of that course.
5. Assignment of a grade that is a substantial departure from the written departmentally approved standards for a course.

Any other grounds for appeal shall be considered irrelevant.

INFORMAL APPEAL

All students must follow the informal appeals process for questioning grades prior to engaging the formal appeal. Students must initiate their informal appeal **within 30 working days of the posting of the grade**. Should no resolution occur by the informal appeal, the student may choose to engage the formal appeal process as noted below in items 1, 2 & 3. The student should initiate the informal process through email or face-to-face meeting.

1. **Student to Meet with Instructor.** In so doing, they are to, where possible, seek out the instructor for a face-to-face conversation.
2. **Instructor to Give Due Consideration.** The instructor is encouraged to listen to the entirety of the student's case and then to consider whether the current grade is appropriate.
3. **Student to Contact Department Chairperson.** Should no resolution occur, the student is required to contact the department chairperson. The chairperson is required to meet with the student one-on-one, to seek a conversation with the instructor one-on-one, and then highly encouraged to meet with the two of them together.

FORMAL APPEAL

Filing a Formal Appeal

For grade appeals involving courses taught in the College of Technology, students must complete the College of Technology Grade Appeal Forms (See Form #1 and #2) and submit it to the College of Technology Dean's Office. Grade appeals for courses taught in other colleges must follow that college's process. When filing an appeal, a student must specify the basis of the appeal and do so within **30 working days of the conclusion of the informal appeal**. The student must indicate one of the following:

1. **Instructor Unwilling to Communicate.** The instructor is unable or unwilling to communicate with the student on the appeal and the informal appeal could not proceed.
2. **No Resolution.** No resolution resulted from the informal appeal process.

Contents of Formal Appeal

The student should attach to the appeal forms as much of the relevant physical and electronic record as is possible to collect. If the basis of differential standards is asserted, the student should provide a list of the names of other students and specific assignments so that a review of the relevant materials and appropriate comparisons can be made.

Verification of Appropriateness of Appeal

For appeals of grades submitted by instructors who have been terminated, resigned, or retired, it is the Dean's responsibility to manage the notification process. In doing so, the Dean shall make three separate attempts at contact within 30 days, with the last one in writing by registered letter to the last known address. If after ten working days of the Dean's receiving the registered letter receipt the instructor still refuses to discuss the grade appeal, the Dean shall convene the Grade Appeal Committee.

If an instructor has denied the grade appeal after having met with the department chairperson, the Dean must review the materials and discuss the matter with the student. The Dean may choose to discuss the matter with the instructor, the chairperson, or both. If the Dean cannot create a resolution satisfactory to the instructor and student, the Dean shall convene the Grade Appeal Committee.

GRADE APPEAL COMMITTEE

The Grade Appeal Committee will consist of five members with one alternate appointed by the College of Technology. All regular faculty may serve on the committee. Members of a department may serve on the grade appeal of a departmental colleague. When the instructor in question is a member of the committee, she/ he is recused and the alternate shall serve in her/ his place.

Without regard to the calendar, once a formal appeal has been submitted to the committee, that committee shall remain with the appeal until its conclusion. If two or more grade appeals are received by the Dean about the same instructor and same course, the committee can determine to combine them into one process if the committee determines the students' rights to appeal are not compromised.

The Grade Appeal Committee will review all materials from the previous steps of the grade appeal process. If necessary, the Grade Appeal Committee may request additional materials from the student and/or the instructor that are pertinent to the specific case.

Grade Appeal Committee Actions

The Grade Appeal Committee, by majority vote, shall **within 10 working days or ask for exception baring the need for additional information** recommend one of the following:

1. That the original grade stands
2. That any higher grade be substituted for the original grade

3. That an incomplete grade be granted. (If this recommendation is made, the departmental chairperson shall be appointed the instructor of record for the course for this student. The conditions for completion, the default grade, and the expiration of the incomplete shall be specified by the Grade Appeal Committee)

TRANSMISSION

When a recommendation is made by the Grade Appeal Committee, the Dean shall prepare a written summary of the recommendation and transmit the recommendation to the student and instructor. In addition, a copy of the recommendation shall be transmitted to the Provost, department chairperson, and the members of the Grade Appeals Committee.

If a grade change is recommended, the Dean shall prepare a letter to the Registrar stating the new grade. The letter will carry the signature of the Dean and the members of the committee. No such letter is required if there is no change in grade.

Form #1. Informal Grade Appeal - College of Technology

Student Information

Student Name: _____ Student ID #: 991 _____

Student Address: _____ State: _____ Zip code: _____

Contact Phone: _____ ISU E-mail: _____

Course Information

Course Title: _____ Course Number: _____

Semester (circle): Fall Spring Summer Year: _____ Course Syllabus: Must submit with the appeal form #1

Instructor Name: _____ Grade Assigned: _____

I request a grade change for the following specific reasons: _____

Student Signature: _____ Date: ____ / ____ / ____

Efforts to Resolve

Step 1: Document that the Instructor was contacted

1. Date of first contact concerning the grade: ____/____/____ 2. Contact Method (circle): E-mail Meeting Phone
2. Include ONE of the following:

- a. Instructor's signature on the line below, indicating that he/she discussed the grade with you, but that no resolution was reached.

Instructor Signature: _____ Date: ____/____/____

- b. Attach copies of any emails, letters, or memos from the instructor which indicates that he/she communicated with you concerning the grade, but that no resolution was reached.
- c. Check here: _____ to indicate that the instructor did not respond to your request to discuss the grade. You must allow at least 2 weeks from initial contact for the instructor to respond. You are encouraged to make multiple attempts to contact the instructor (office visit, email, phone). Attach copies of all letters or emails by which you attempted to contact the instructor concerning the grade.

Step 2: Document that the Chairperson was contacted

1. Date of first contact with the chairperson: ____/____/____ 2. Contact Method (circle): E-mail Meeting Phone
2. Include ONE of the following:

- a. Chairperson's signature on the line below, indicating that he/she discussed the grade with you, but that no resolution was reached.

Chairperson Signature: _____ Date: ____/____/____

- b. Attach copies of any emails, letters, or memos from the chairperson which indicates that he/she communicated with you concerning the grade, but that no resolution was reached.
- c. Check here: _____ to indicate that the chairperson did not respond to your request to discuss the grade. You must

allow at least 2 weeks from initial contact for the chairperson to respond. You are encouraged to make multiple attempts to contact the chairperson (office visit, email, phone). Attach copies of all letters or emails by which you attempted to contact the chairperson concerning the grade.

Should no resolution occur, you may submit a formal grade appeal to the dean using Form #2 within 30 working days of the conclusion of negotiations with the chairperson.

Form #2. Formal Grade Appeal - College of Technology

This form may be submitted to the dean only after following the steps of the informal appeal process as outlined on Form #1. When submitting Form #2 to the dean, Form #1 and all relevant supporting materials must be included in the submission. All materials must be submitted to the dean within 30 working days of the conclusion of negotiations with the chairperson.

A. Basis for appeal: please circle one (or more if appropriate)

- a. An error in the calculation of the grade.
- b. The assignment of a grade to a particular student by application of more exacting or demanding standards than were applied to other students in the same section of the same course, in the same semester, with the same instructor.
- c. The assignment of a grade to a particular student on some basis other than performance in the course.
- d. The assignment of a grade by a substantial departure from the instructor's previously announced standards for that section of that course.
- e. The assignment of a grade by a substantial departure from the written departmentally approved standards for a course.

B. Reason for initiating the formal appeal: please circle one

- a. The instructor is unable or unwilling to communicate with the student on the appeal and the informal appeal could not proceed.
- b. No resolution resulted from the informal appeal process.

C. Summary of Appeal.

Use the space below (or attach a separate sheet) to give a detailed explanation of the basis (or bases) on which the grade is being appealed, as well as information you feel would justify a change in the assigned grade.

D. Check off the supporting materials you have included with this submission of Form 3

_____ Form 1 and all attachments specified on that form. (REQUIRED)

_____ Any material or documents that support the assertion of the basis for appeal and a change in the assigned grade. (OPTIONAL)

_____ If the second basis in part A above (differential standards) is asserted, provide in the two tables below a list of the names of other students and specific assignments so that a review of the relevant materials and appropriate comparisons can be made. Each name must be accompanied by contact information and a signature* from the student named, indicating his/her willingness to have his/her assignment(s) included in the record reviewed by the Dean and Grade Appeal Committee. (Required ONLY when 2nd basis is asserted.)

➤ **Complete this table ONLY when 2nd basis for appeal is asserted:**

Student Name	Student ID (991 no.)	ISU email address	Signature*

*In the case of distance education students, or students who are no longer on campus, an attached email statement sent from the student’s ISU email address giving permission to include his/her name will substitute for a signature.

➤ **Complete this table ONLY when 2nd basis for appeal is asserted:**

Specific Assignments in which you are claiming differential grading standards were used. (Include copies of the graded assignments when submitting the appeal.)

E. Provide your personal information in the table below.

Student name		Student ID (991-)	
ISU Email Address		Phone #	
Student Address			
Course Title		Course #	
Instructor of Course		Date of formal appeal	___/___/___

F. Submit all materials to:

After receiving all appeal materials from a student, the dean will follow the procedure specified in the Grade Appeal Policy. This will involve discussing the matter with the student, and possibly with the instructor and/or chairperson. The dean may need to convene the Grade Appeal Committee which will then consider the appeal, in which case the appeal will remain with the Committee until its conclusion.