

<b>Procedure Number</b>	<b>IS47-03</b>
<b>Title</b>	<b>Student Initiated Course Grade Change</b>
<b>Date Approved</b>	<b>By President's Cabinet 3/7/00</b>
<b>Updated &amp; approved</b>	<b>6/14/05</b>
<b>Related policy</b>	

- A. Students with a dispute regarding a grade on an assignment should contact the instructor as soon as possible regarding the assignment grade.
- B. If the student is not satisfied with the result, he/she can use this procedure if the grade impacts the final grade he/she has received for the class.
- C. If a student has been unable to resolve a course grade with an instructor, the student may appeal the matter in writing to that individual's department chair. The student must use the *Student Initiated Course Grade Change Appeal Form*. The student should first submit the *Student Initiated Course Grade Change Appeal Form* to the instructor. The appeal to the department chair must be made during the term immediately following the one in which the grade was assigned, an exception being that grades assigned during the spring semester may be appealed during either the following summer or fall term.
- D. The student should include: (a) the exact basis for the student's grade appeal, (b) evidence or facts to support the student's grade appeal, and (c) a statement indicating what he/she believes to be the appropriate grade for the course.
- E. The department chair will review the material, (including any supporting material the instructor may wish to submit), and will discuss the issue with the instructor. The department chair will attempt to assist the instructor in resolving the issue within ten (10) business days after receipt of the written appeal.
- F. If the student is still dissatisfied, the student may, within ten (10) business days, submit the *Student Initiated Course Grade Change Appeal Form* to the division dean.
- G. The dean will consult with the instructor and make a decision about the appropriate grade. (At the dean's discretion, he/she may convene an ad hoc committee to advise on the matter.) A decision will be forwarded to the instructor, student, and department chair. The dean will attempt to resolve the issue in ten (10) business days after receipt of the written appeal.
- H. If the student or instructor is not satisfied with the dean's recommendation, the individual may, within ten (10) business days, submit the appeal in writing to the Executive Vice President and Provost.
- I. The Executive Vice President and Provost will review the information, consult with the instructor, and issue a decision. The Executive Vice President and Provost will attempt to resolve the issue within ten (10) business days after receipt of the written appeal. This decision will be forwarded to the instructor, department chair, dean, student, and the Admissions Office to become part of the student's record. This decision will be considered final and will terminate the process within the college.
- J. In order to comply with federal regulations, the college is required to maintain records of written student complaints filed with the President, Executive Vice President and Provost, and the Dean of Student Development. Additionally, the college must share these complaints with the Higher Learning Commission of the North Central Association of Colleges and Schools, but the individual identities will be omitted to ensure confidentiality.