

## **Part-Time Programs Grade Appeal Guidelines**

The Graziadio Business School provides a multi-level process by which students may dispute a grade assigned by a course instructor, in the event there are sufficient grounds for doing so. A grade appeal may pertain to either the final course grade or a specific assignment, project, or exam within a course. In either case, students have up to 30 calendar days from the date the grade was assigned to initiate the appeal process.

### **Criteria for Disputing a Grade**

To merit consideration, a grade appeal must meet one or more of the criteria below, as supported by documentation provided by the appellant.

- The grade was assigned in a manner that is inconsistent with the performance assessment method/standard specified in the course syllabus.
- There was substantial deviation - enough to impact the grade in question - between the course requirements articulated in the syllabus (or modified through advance communication by the instructor) and those to which the student was ultimately held.
- An error was made in the grade computation.
- A grade was assigned without relevant feedback or rationale from the instructor.

### **Level 1 Appeal**

As the initial level of appeal, a student is expected to directly engage the course instructor in an effort to resolve the grade dispute. From the date on which the appeal is initiated, the student and instructor have 14 calendar days to resolve the matter.

### **Level 2 Appeal**

If, in the allotted time frame, a mutually agreeable resolution has not been reached between the student and instructor, the student is given 7 additional calendar days to submit a formal appeal in writing. The written petition shall be submitted to the Program Office and include the following:

1. Explanation of how the appeal meets one or more of the aforementioned criteria.
2. Description and documentation of attempts to directly resolve the grade dispute with the course instructor (e.g., email exchanges, conversation summary, etc.).
3. Copy of the course syllabus, specifically notating the items involved in the grade dispute
4. Other documentation or exhibits pertinent to the case (e.g., assignments/exams, grading information posted on Sakai, etc.).
5. Any other materials, as requested by the Program Office or Department Chair.

The petition and all pertinent materials are logged by the Program Office and routed to the Department Chair for review. Upon receipt of the formal petition, the Department Chair has 30 calendar days to review, investigate, and make a determination on the case. As warranted, the Department Chair may assemble a faculty panel from the related academic discipline to deliberate on the case. At the conclusion of the review process, the Department Chair will communicate the outcome to the student in writing, and the Program Office is copied for documentation purposes. In the event, the Department Chair also happens to be the instructor of the course involving the grade dispute, the appeal will be directed to the Associate Dean of Academic Affairs.

### **Level 3 Appeal**

This final level of appeal is available to students who have reason to believe that the Level 2 review was conducted in an incomplete or biased manner. The final appeal is due within 14 calendar days of the Level 2 decision and must include the following:

1. Explanation as to why the student believes the Level 2 Appeal was not handled thoroughly and/or impartially.
2. Evidence to support the claim above.
3. Any new information that may not have been available or considered in the original review.

Unless dictated otherwise by extenuating circumstances, the final level review will be conducted by the Associate Dean of Academic Affairs. The Associate Dean will have an additional 30 days from the submission of the Level 3 appeal to render a decision on the case. Level 3 decisions are final and not eligible for further appeals.

If a review at any level results in a modification of the final course grade, the official grade change process will be handled by the Program Office.