



**Policy Series #: 3000P – Educational
Policy Manager: Kelly McCalla
Course Final Grade Appeal Procedure**

PURPOSE:

The purpose of this procedure is to comply with Minnesota State Colleges and Universities Board Policy 3.8 regarding student complaints, grievances, and appeal processes and to provide a procedure for students to appeal the assignment of a final course grade.

APPLICABILITY:

The Appeal Process

If students believe that they have grounds for appealing a grade issued by an instructor, then the following procedures must be followed:

Step One - A student, who has questions about a grade received in a course, should seek to resolve the issue by first consulting with the instructor within ten (10) business days of the posting of the grade on the official student record. The student must notify the instructor about their grade concerns, and such notification must be dated no later than ten business days of the posting of the grade on the official student record. Instructors may not be available during times other than on contract days of the academic calendar, and so the response by the instructor may not occur until their contract resumes.

Step Two - If the issue has not been resolved after consultation with the instructor, then the student may appeal the decision to the faculty member's dean. The student must:

- Submit a written grade appeal form (<http://www.riverland.edu/policy/>) to the appropriate dean within ten (10) business days following his/her consultation with the instructor.
- Provide clear documentation that demonstrates grounds for the appeal. Documentation may be in the form of e-mail correspondence, graded assignments, proof of timely submission, the course syllabus, etc.
- Provide evidence that his/her level of achievement is not supported by the grade awarded.

For grade appeals submitted via email, the Office of the Vice President of Academic and Student Affairs will acknowledge receipt of appeal with a reply email. Timelines for response begin upon acknowledgement of receipt.

If the evidence appears compelling, the dean will forward the student's written statement to the instructor for a response. The instructor will either provide a written response within ten (10) business days to the dean supporting or denying the appeal or request to meet with the dean and the student.

If the evidence is not compelling, the dean will provide a written response to the student within ten (10) business days and will also notify the instructor that the student's appeal was received and denied.

The dean may request an appeal meeting that includes the student and the instructor, but the instructor is not obligated to participate in such a meeting. The instructor is entitled to union representation or a witness during such a meeting. In the event that a meeting is requested by either the instructor or dean and is scheduled, the student may invite an advocate to sit in, but this individual may not participate except to witness the meeting. The dean will render a decision to the student in writing within ten (10) business days of the appeal meeting with the student and instructor.

Step Three - Following the outcome of a grade appeal with the-dean, a student may request an appeal review before the Vice President of Academic and Student Affairs. The request for an appeal must be submitted in writing to the Vice President of Academic and Student Affairs within ten (10) business days of the date of notification of the appeal decision by the dean of the instructor in Step Two. Failure to file an appeal or request an extension in a timely manner constitutes a waiver of the right to an appeal.

The Vice President of Academic and Student Affairs will review the request for an appeal review and will determine if the appeal has merit. The Vice President of Academic and Student Affairs may schedule an appeal review meeting between the student, the instructor, the dean, but the instructor is not obligated to participate in such a meeting. The instructor is entitled to union representation or a witness during such a meeting. A student's advisor or advocate may attend this meeting but may not participate except to witness the meeting. The Vice President of Academic and Student Affairs will render a decision to the student in writing within ten (10) business days of the appeal review meeting. The Vice President's decision is final.

DEFINITIONS: *(if needed)*

DOES THIS POLICY HAVE A PROCEDURE?

LIST RELATED POLICIES, PROCEDURES OR PLANS HERE: *(if any)*

Minnesota State Colleges and Universities Board Policy 3.8. Student Complaints and Grievances
Minnesota State Colleges and Universities Board Policy 3.8.1 Student Complaints and Grievances

Date of Initial Review by Riverland Council: 2/13/14; 3/24/16

AASC Review (if applicable): 2/18/14

FSGC Review (if applicable): 3/12/2014

Date of Final Approval / Policy Adoption: 3/13/2014; 9/8/2016

Date & Subject of Revisions: 3/24/16 – Remove step 4 final review by president; corrected titles.

8/2016 – NEW Riverland Community College and Minnesota State branding added

9/8/2016 – Procedure COMPLETED.