



EL PASO COMMUNITY COLLEGE PROCEDURE

For information, contact Institutional
Effectiveness: (915) 831-6740

EGA-6 Student Appeal of a Final Course Grade

APPROVED: July 20, 1981 **REVISED:** November 30, 2017
Year of last review: 2021
AUTHORIZING BOARD POLICY: EGA

Classification: Administrative

Vice President or Associate Vice President: Vice President of Instruction and Workforce Education

Designated Contact: Vice President of Instruction and Workforce Education

OBJECTIVE: To provide the student a review process to follow when the student appeals a final course grade.

PROCEDURE:

- I. Guidelines and Justification for the Appeal of a Final Course Grade.
 - A. The responsibility for determining all grades and for evaluating the quality of academic performance in a course rests with the instructor(s) assigned to the course.
 - B. The course syllabus is considered a formal agreement between the instructor and the student. The student should review the course syllabus when considering an appeal of a final course grade.
 - C. A final course grade may be formally appealed only if the student claims that he/she received a grade in error or because the student contends there was improper action on the part of the instructor that influenced the grade.

Note: This procedure does not address a student appeal of a final course grade due to the discriminatory behavior of a faculty* member against the student. For this type of grievance, refer to TASB Policy FLD (Local), *Student Complaints*.
 - D. The burden of proof that an unfair influence has affected a final course grade, including documentation to support said claim, rests with the student who appeals that grade. The process for appealing a final course grade will be handled for each student on an individual basis.
 - E. Only final course grades may be formally appealed. However, a grade appeal will include a review of all relevant aspects of a student's performance in the course.
 - F. This administrative process is not a legal proceeding. While a student is expected to be his/her own spokesperson, he/she is authorized to have one lay representative to assist him/her throughout the process.
 - G. The Grade Appeal Committee will not consider an appeal of a final course grade that involves the accusation of cheating unless the case has gone through the process defined in the Student Code of Conduct.
- II. Informal Grade Appeal Process to Appropriately Address the Grade Appeal. The appropriate instructional chain of command should be followed.
 - A. A student who believes that the grade received is incorrect should first discuss the grade with his/her instructor. The instructor and the student should make every effort to resolve the issue without going beyond this level, including, but not limited to, a thorough review of the grade calculations according to the Instructor's Course Requirements. If the student and the instructor agree that a change of grade is warranted, the instructor will initiate the *Change of Grade* form. If the instructor is not available and is not likely to be available for an extended period of time, or if the student is adamant about not discussing the matter with the instructor, the student should contact the instructor's immediate administrative supervisor who will contact the instructor to discuss the matter.

***Note:** The word "faculty" denotes instructors, counselors and librarians.

- B. If the student first contacts a counselor, the counselor will initially refer the student to the instructor.
- C. If the student is not satisfied with the outcome of the discussions with the instructor, the student may contact the instructor's immediate administrative supervisor. The instructor's immediate administrative supervisor will consult with the faculty member to explore the student's claim and then take action, if deemed necessary, to address the issue at this level.
- D. If the student is not satisfied with the decision rendered by the instructor's immediate administrative supervisor, he/she may initiate a formal grade appeal with the Vice President of Instruction and Workforce Education.

III. Formal Appeal of a Final Course Grade

- A. The student will complete, through a counselor, the *Student Appeal of a Final Course Grade Petition Form* (which is attached to this procedure, EGA-6 *Student Appeal of a Final Course Grade*). The counselor will forward the petition to the appropriate Dean/Director. The student has 45 days from the end of the course to initiate this formal appeal. Every effort will be made to resolve the process by the end of the semester in which the appeal was generated; however, each appeal will be handled on a case-by-case basis. If the student does not initiate the process within 45 days, he/she waives his/her right to appeal. The appeal must include all relevant supporting information.
- B. The Vice President of Instruction and Workforce Education will coordinate the processing of the formal grade appeal and will designate a person to facilitate the process. After a formal grade appeal is filed, a copy of the *Student Appeal of a Final Course Grade Petition* will be sent to the student, the instructor, and the instructor's immediate administrative supervisor.
- C. A Grade Appeal Committee consisting of a voting faculty chairperson, two other voting faculty members, and two voting students will be appointed by the Vice President of Instruction and Workforce Education to consider all grade appeals occurring during the academic year. A pool of instructors and students will be formed to ensure that no conflict of interest occurs. An orientation session will be held for new members of the Grade Appeal Committee.
- D. The Dean/Director that is responsible for the course will request written information about the situation from the instructor involved and will provide all relevant documentation to the Vice President of Instruction and Workforce Education, who will forward the information to the Grade Appeal Committee, the student, and the instructor. This documentation will be made available in a time frame that will allow sufficient time for all parties to review the documents prior to the convening of the Grade Appeal Committee.
- E. The Grade Appeal Committee will examine the evidence and conduct the necessary meetings to make a recommendation about the matter. The student (and one representative, if applicable) and the instructor are required to meet with the committee separately. Other involved parties related to an individual student's grade appeal may be invited to attend the meetings. The Grade Appeal Committee requires that a faculty member involved in a grade appeal must meet with the committee to clarify issues related to the grade appeal, the course syllabus and the manner in which the student's grade was determined.
- F. The Grade Appeal Committee will provide the Vice President of Instruction and Workforce Education a written recommendation which includes the following:
 - 1. Whether the final course grade should/should not be changed. If the grade is to be changed, state what the final grade should be.
 - 2. Provide any recommendations that it deems advisable in the disposition of the grade appeal.
 - 3. A list of supporting documentation reviewed and the names of individuals interviewed.
 - 4. Committee members who voted in favor of the committee's decision must sign the recommendation. Any dissenting member must also sign and state the rationale for his/her dissenting vote.
- G. Based upon the recommendation(s) of the Grade Appeal Committee, the Vice President of Instruction and Workforce Education will make a final decision on the grade appeal. The Vice President of Instruction and Workforce Education will send notice of the decision in writing, along with supporting justification and a copy of the appeal options, if appropriate, to the student, the instructor, the instructor's immediate administrative supervisor, and the Vice President of Student Services. If the decision is that the grade should be changed, the Vice President of Student Services will take appropriate action to revise the student's record.

- H. Either the student or the instructor may appeal the decision of the Vice President of Instruction and Workforce Education to the President, but only on the basis that procedures were not properly observed or if the Vice President of Instruction and Workforce Education does not accept the committee's recommendation. All other decisions rendered by the Vice President of Instruction and Workforce Education based on academics are final. In the event that the President determines that the procedures were not properly observed or that the committee's decision should have been accepted, the President will ask the Vice President of Instruction and Workforce Education to revisit the issue.
1. Any member of the committee who believes that his/her professional or personal relationship with either party in a grade dispute would create a hindrance to objective judgment or a conflict of interest must be excused, and a replacement for that member will be chosen by the Vice President of Instruction and Workforce Education.
 2. The facilitator from the Office of the Vice President of Instruction and Workforce Education will be available as a resource during the meetings of the committee. The Vice President of Instruction and Workforce Education may request presentations of evidence, but will not be present during the committee's deliberation of its final recommendation.

IV. Guidelines for the Non-Credit Education Student Appeal for a Final Course Grade

- A. The responsibility for determining all grades in a non-credit course rests with the instructor assigned to the course.
- B. The course syllabus is considered a formal agreement between instructor and student.
- C. If a student claims that he/she received a final grade in error, he or she can formally appeal the grade.
- D. A student who believes that the final grade received is incorrect should discuss the grade with the instructor first, if the student is not satisfied with the instructor's justification, then will meet with the instructor's supervisor (CE Director/Manager). If the decision cannot be rendered by CE Director/Manager, it will then be appealed to the Associate Vice President of Workforce and Continuing Education.
- E. A meeting with the student, instructor and Director/Manager and Associate Vice President of Workforce and Continuing Education will be scheduled. The Associate Vice President, based on the meeting and all the findings, will make the final decision on the grade appeal.



For College procedure EGA-6: *Student
Appeal of a Final Course Grade*

EL PASO COMMUNITY COLLEGE

STUDENT APPEAL OF A FINAL COURSE GRADE PETITION FORM

Date _____

Student ID _____

Print Student Name _____

Semester _____ Year _____

Address _____

Course _____ CRN # _____

City _____ State _____ Zip Code _____

Instructor _____

Grade received _____

Phone Number (home) _____

Phone Number (cell) _____

Student Email Address, PRINT clearly.
If you do not check email, leave blank.

On a separate paper include reason for grade appeal and the desired outcome. Attach all relevant documentation.

Student Signature _____ Date _____

(The formal grade appeal should be initiated within 45 days from the end of the course.)

Instructor Signature _____
(Program Coordinator may sign for instructor)

Print Instructor Name _____

Date _____

Counselor Signature _____

Print Counselor Name _____

Date _____

Dean/Director Signature _____

Print Dean/Director Name _____

Date _____

Comments: _____

