

College of Science Grade Appeal Protocol

Please review the official policy at <http://catalog.arizona.edu/2009-10/policies/gradappeal.htm>

*** Steps 1-3 should be completed within the first five weeks of the regular semester after the semester in which the grade was awarded, or sooner if possible.**

Step 1: Within the first five weeks*, the student should discuss the concerns with the course instructor, stating the reasons for questioning the grade. If the instructor is a teaching assistant/associate and this interview does not resolve the difficulty, the student shall discuss the problem with the person in charge of the course.

Step 2: Within the first five weeks*, if the conversation with the instructor does not result in the grade change the student requested, the student shall carefully formulate an appeal in writing.

Step 3: Within the first five weeks*, the student shall submit their written appeal to the instructor with a copy to the department head. The appeal should include the following information:

- Course name
- Instructor name
- Grade received
- Student's name and contact information (mailing address, phone number, and email address)
- Grade the student believes s/he should have received
- A well-constructed argument as to why the student believes the grade is incorrect, including any relevant homework assignments, quizzes, papers, or exams that the student believes will support the argument.

The appeal letter and supporting materials must be submitted to:

- Instructor
- Department Head's office
- Associate Dean's Office (Gould-Simpson 1025)

These items may be submitted in hard copy or by email. Please attach electronic copies of supporting materials if submitting your appeal letter by email.

The student shall obtain written verification of the delivery date from whomever accepts the student's appeal submission. This can be in the form of a department date stamp on the student's copy, a departmental form that must be signed and given to the student, or an email response. The Associate Dean, Department Head, and Instructor DO NOT have to sign for verification of receipt; a departmental representative such as an administrative assistant may verify receipt.

** Where mentioned, the words college, dean, and department head are the department or college in which the course being appealed is offered.

Step 4: Within two weeks from the date of receipt of the student's written statement, the instructor shall respond to the student in writing. The instructor should explain the grading procedures and how the grade in question was determined as well as other issues raised in the student's statement. The instructor shall also make a decision as to whether s/he supports the appeal or denies the appeal. The instructor will reply in writing to the student and include the following information:

- His/her name,
- Student's name,
- Course Name,
- Decision to deny or support the appeal, and
- An explanation for the decision.

A copy of the instructor's reply should be sent to the Department Head's Office and the Associate Dean's Office.

Step 5: If the instructor is not available, does not respond, or responds but not to the student's satisfaction within the two-week period, the student shall, within one week thereafter, readdress and submit the written appeal to the department head. The student should include the instructor's response (if a response was received) in his/her appeal to the Department Head.

Step 6: The Department Head has two weeks to consider the student's written statement, the instructor's written statement, and confer with each. The department head may not change the grade, but shall inform the instructor and the student in writing of his/her recommendation (and copy it to the Associate Dean). If a grade change is recommended, the instructor may refuse to accept the recommendation. The instructor shall notify the department head and the student in writing of his/her decision.

Step 7: If the department head does not act on or resolve this matter to the student's satisfaction within a two-week period, the student shall, within one week thereafter, readdress and submit the written appeal to the Associate Dean. The student need only submit the rebuttal since copies of everything else have already been submitted.

Step 8: The Associate Dean shall review the student's appeal and take appropriate action. If the basis of the appeal is the fundamental fairness of treatment of the student by the instructor, the Associate Dean should convene a committee to review the case. Valid reasons for convening a committee include, but are not limited to: a violation of University policy, a failure to follow published course policies, a lack of consistency within the student's course section, or a dispute over the factual accuracy of graded work.

The following are NOT reasons that should be brought to a committee: a disagreement with published course policies, differences in classroom policies or grading schedules in different courses or between different sections of the same course, or a grade's impact on a student's academic progress, athletic eligibility, or eligibility for veteran's benefits.

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Step 9: When appropriate, the dean shall convene a committee to review the case. The committee consists of five members. Faculty representatives include one from the department of the instructor concerned, and two from closely related departments or colleges. The student council of the college provides two student representatives. Student representatives shall be full-time upper-division undergraduate students for appeals by undergraduate students or full-time graduate students for appeals by graduate students. Typically, the College of Science recruits student representatives majoring in science from the Honors College.

Within the structure provided by the dean, the committee shall design its own rules of operation and select a chair other than the faculty representative from the department concerned. The student and instructor shall represent themselves. The committee may, or may not

- meet separately with the student, the instructor, and the department head
- request each party to submit a brief written summary statement of the issues, and/or
- interview other persons who have relevant information.

If feasible, the committee should meet with the student and the instructor together in an attempt to resolve the difference. The committee shall consider all aspects of the case before making its recommendation. The committee shall make a written report with recommendations and provide copies to the student, the instructor, the department head, and the dean.

Step 10: The Associate Dean shall make a final decision after full consideration of the committee’s recommendation and within four weeks of receiving the student’s appeal (the appeal that was submitted after the department head made a recommendation which did not meet the student’s satisfaction). The Associate Dean has the authority to change the grade to a different credit-bearing grade, which includes regular grades (A, B, C, D, E), alternative grades (S, P), or optional grades (P, F), depending on the course grading system and the system chosen by the student at registration. The registrar shall accept the Associate Dean’s decision. The department head, the instructor, and the student shall be notified in writing of the dean's decision.

Grade Appeal Time Table

Prior to:	Complete steps:	Responsibility of:
Week 5	1, 2, and 3	Student
Week 7	4	Instructor
Week 8	5	Student
Week 10	6	Department Head/ Instructor
Week 11	7	Student
Week 15	8, 9, and 10	Dean

NOTE: Please contact Shawna Matteson in the College of Science Dean’s Office if you have any questions about the CoS grade appeal process: smatteson@email.arizona.edu or (520) 621-4090.

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College of Science Grade Appeal Protocol Checklist

Refer to CoS Grade Appeal Protocol document for more detailed instructions on each step.

Steps 1-3 should be completed within the first 5 weeks of the regular semester after the semester in which the grade was awarded, or sooner if possible.

- Step 1:** Student discusses his/her concerns with the course instructor.
- Step 2:** Student carefully formulates an appeal in writing if the conversation with the instructor does not result in the grade change the student requested.
- Step 3:** Student submits written appeal and supporting materials to appropriate offices, and obtains written verification of the delivery date.
- Step 4:** Instructor responds to student in writing within 2 weeks from receipt of student's statement.
- Step 5:** If instructor is not available, does not respond, or responds but not to the student's satisfaction within the 2-week period, the student submits a written appeal to the department head within 1 week thereafter.
- Step 6:** Department Head considers student and instructor's written statements and confers with each within 2 weeks.
- Step 7:** If the department head does not act on or resolve this matter to the student's satisfaction within a 2-week period, the student submits a written appeal to the Associate Dean within 1 week thereafter.
- Step 8:** Associate Dean reviews student's appeal and takes appropriate action.
- Step 9:** When appropriate, the Associate Dean shall convene a committee to review the case. The committee will make a written report with recommendations and provide copies to the student, instructor, department head, and the Associate Dean.
- Step 10:** Associate Dean will make a final decision after consideration of the committee's recommendation and within 4 weeks of receiving the student's appeal. The registrar will accept the Associate Dean's decision. The department head, the instructor, and the student shall be notified in writing of the Associate Dean's decision.

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