

Grade Appeal Process (pages 40-41 of 2009 Student Handbook)

Students have the right to protection against prejudiced and unreasonable academic evaluation and assessment. At the same time, however, students are responsible for maintaining the standards of academic performance established by the University and by the faculty for each course in which they are enrolled. Faculty has a responsibility to advise students of course expectations and criteria for grades and to make themselves available for conferences with individual students who seek counsel and advice regarding their progress.

Students who believe that their personal academic rights have been violated may seek redress. Academic appeals must be initiated and pursued in a timely manner; specifically, the appeal process must be initiated during the next term of attendance or within three months from the end of the term in which the grade was assigned, whichever comes first. Appeals initiated after this "statute of limitations" will not be considered except in extraordinary instances in which there is a compelling reason, one beyond the student's control, presented for the delay.

The following procedures must be adhered to in filing a grade* appeal:

- A student should begin by consulting with the faculty member who assigned the grade to determine if the matter can be resolved through mutual understanding.
- If no understanding is reached, and the student wishes to pursue the matter further, the next step is to consult with the head of the academic department in which the alleged violation occurred. The department head will attempt to resolve the situation informally.
- If resolution is not achieved through informal consultation with the department head and the student wishes to make a formal appeal, he or she must submit an appeal **in writing**** simultaneously to the department head and to the dean of the school in which the case occurred. The department head will investigate the case and consult with the dean. The student may be asked to provide additional information. The department head and dean will provide the student with a written response to the appeal.
- If the student is dissatisfied with the ruling of the dean and department head and wishes to appeal the decision further, he/she must submit a written** appeal to the Vice President for Academic Affairs (VPAA) detailing specific objections to the department/school ruling. An investigation will be conducted. The VPAA, at his or her discretion, may rule on the case after the investigation is completed or may convene the Academic Appeal Board to weigh the evidence and make a recommendation to the VPAA. The VPAA will provide the student with a written response to the appeal.
- If the student wishes to appeal further, the student must submit a **written**** appeal to the President of Clayton State University. Normally, the President's review will be concerned with procedural rather than substantive issues, although he/she may consider all matters. The President will provide the student with a written response to the appeal. The final administrative decision rests with the President and may not be appealed.

* In these procedures the term "grade" may apply to those actions that affect a student's academic record or academic progress.

** The written appeal should be specific and detailed concerning the substance of the appeal and why the student disputes the previous ruling; exhibits may be attached. A concerned student may discuss an issue informally with the dean, AVPAA, VPAA, or President, but the appeal will not be considered official and no formal action will be taken until the appeal is submitted in writing within the given time frame.