

ADMINISTRATIVE PROCEDURES

Title: STUDENT ACADEMIC GRIEVANCE	Identification: 5.17
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	Effective Date: 02/05/02
Authority: SBE 6A-14.0247; 6A-14.0262 FS 240.319 HCC Rule 6HX-10-3.108	Signature/Approval: Gwendolyn W. Stephenson

PURPOSE

This procedure establishes guidelines by which a student can dispute the process in which a grade was determined, if the student believes that the grade has been awarded in error or if the student believes that the grade was prejudicially or capriciously awarded.

The college acknowledges that grade policies are the purview of the faculty and that faculty members who have graded objectively and subjectively based on their professional expertise and who have followed the grade policies published in their syllabi have not awarded grades in a capricious or discriminatory manner.

PROCEDURE

1. CONTACT WITH FACULTY

A. Day One through Day Ten

Within ten working days after the beginning of the term that immediately follows the term in which the grade was awarded, the student should attempt to meet with the faculty member first to discuss the awarding of the grade and to discuss his or her assertion that the grade awarded by the faculty member was incorrect. If the faculty member is not teaching during the following term, the following timelines apply:

- (1) Full-time faculty members: The student should meet with the faculty member within ten working days of the next term in which the faculty member has assigned load responsibilities at the college (for instance, a spring term grade would be discussed during the first ten working days of the next fall term if the instructor has no load responsibilities for the summer term).
- (2) Adjunct faculty members: The student should attempt to contact the faculty member during the first ten working days of the term that immediately follows the term in which the grade was awarded.

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B. Day 11 through Day 20

- (1) Full-time faculty members: A student who has not been able to begin the process of addressing a grade within the above timeline may file a written appeal to the faculty member's immediate supervising dean for an adjusted timeline to address the grade in question. The dean will provide a written response to the student and the faculty member within ten working days of receiving the appeal.
- (2) Part-time faculty members: If the student cannot contact the faculty member within the ten days specified in Section 1.B, then by Working Day 15, the student must contact the instructor's immediate supervising dean and proceed to step two in the process.

2. CONTACT WITH THE DEAN

A. Pre-Grievance

- (1) By Day 20

In the event that contact with the faculty does not resolve the student's complaint about the grading process, then within 20 working days of the term specified in Section 1, the student must meet with the faculty member's immediate supervising dean to present data to support his or her complaint.

- (2) Within Five Days of Contact with Dean

Within five working days of the student's contact with the dean, the dean will assign a tenured counselor to inform and advise the student about the grievance process. The student is responsible for contacting the dean's office to determine which counselor has been assigned to work with the student.

- (3) Within Five Days of Assignment of Counselor

The student must meet with the counselor within the next five working days. The student is responsible for meeting with the counselor during the allotted time period. If the student wishes to pursue the grievance, the counselor will provide the student with the *Academic Grievance Form*, and the counselor will inform the student that the student is responsible for proving that the instructor graded in a capricious or discriminatory manner.

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(4) Within Three Days of Meeting with Counselor

The student must file the form in the aggrieved faculty member's immediate supervising dean's office within three working days after meeting with the counselor.

B. Grievance

(1) Within Ten Days of Receipt of Grievance

Within ten working days of receiving the Academic Grievance Form, the dean will review the grievance, talk with the faculty member, read the syllabus, review the grades earned during the course, and determine whether or not the grade has been tallied based on the instructor's syllabus criteria. If the grade has been determined on this basis, the dean will notify the student and the faculty member in writing of the decision. If not, the dean will request in writing that the faculty member re-evaluate the grade, using the criteria as outlined in the faculty member's own syllabus, and submit a change of grade form.

If the aggrieved faculty member is an adjunct instructor whom the dean cannot manage to contact, then the dean will assign a tenured program manager or a tenured full-time faculty member in the discipline to assist in the grade process review. If the grade was awarded correctly, the dean will inform the student in writing. If the grade awarded was not based on the adjunct instructor's syllabus criteria, the dean and the tenured faculty member will re-evaluate the grade to determine the correct grade to award. The dean will then request that the program manager or faculty member submit a change-of-grade form, which will then be submitted to the campus president with an accompanying memo of explanation. The campus president will signify agreement by signing the change-of-grade form and sending it to Admissions and Records for processing. Both the form and the memo of explanation will be kept in the student's file. If the campus president determines that the grade was awarded correctly, then the student and the dean will be notified in writing.

(2) Within Five Days of Receipt of Dean's Decision

The faculty member or the student may appeal the dean's decision to the campus president within five working days of receiving the written notification from the dean.

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3. CONTACT WITH THE CAMPUS PRESIDENT

A. Within Ten Days of Receipt of Appeal

Within ten working days of receiving a written request to appeal the dean's decision from either the student or the faculty member, the campus president will review the grievance, talk with the faculty member, read the syllabus, review the grades earned during the course, and determine whether or not the grade has been tallied based on the instructor's syllabus criteria. If the grade has been determined on this basis, the campus president will notify the student and the faculty member in writing of the decision. If not, the campus president will request in writing that the faculty member re-evaluate the grade, using the criteria as outlined in the faculty member's own syllabus, and submit a change of grade form.

B. Within Five Days of Receipt of Campus President's Decision

The faculty member or the student may appeal this decision to the Vice President of Education and Student Development within five working days of receiving the written notification from the campus president.

4. CONTACT WITH THE VICE PRESIDENT OF EDUCATION AND STUDENT DEVELOPMENT

Within Ten Days of Receipt of Appeal

The Vice President of Education and Student Development will review the process and recommendations made. Within ten working days of receiving the written request to appeal the campus president's decision, the vice president will notify the student, the campus president, and the faculty member in writing of the resolution to the grievance. The decision of the Vice President of Education and Student Development to the appeal of the campus president's decision is final and not subject to appeal.