GRADE CHANGE

6.10510 OP
Operational

OVERVIEW

This operational procedure describes the district process for a grade change. A grade change is permitted for, but not limited to clerical error, grade miscalculation, grade misreported, completion of coursework, deviating performance standard from that in the syllabus or applied to other students, or in documented exceptional circumstances. The Dean of Instruction at the campus or site where the grade change appeal is initiated will determine if the documented circumstance is exceptional.

PROCESS

INSTRUCTOR APPEAL

A written grade change appeal must be submitted, to the instructor. This request for a final grade change appeal does not include withdrawals or incompletes. The request must be submitted no later than the final college business day in March that immediately follows for grades earned in the fall semester, or the final college business day in October that immediately follows for grades earned in the spring or summer semesters. Students will be required to submit documentation supporting their claim. The instructor will render a decision and send written notification to the student within five (5) college business days.

LEVEL I FORMAL

If still dissatisfied, or if the instructor does not respond, the student may submit a written appeal to the division chair within five (5) college business days of the instructor's appeal decision. Students will be required to submit documentation supporting their claim. If the division chair is the instructor, the dean of instruction will perform the Level I Formal appeal duties.

The division chair will conduct an inquiry for the purpose of determining whether the grade was not awarded correctly. The division chair may determine that 1) the original grade of the instructor be upheld, or 2) the grade in question be changed to a specific alternate grade. A grade may be changed for, but not limited to, the reasons above, but the chair cannot substitute their judgment for that of the instructor concerning the quality of the student's work.

The division chair will send written notification of the decision to the student within thirty (30) college business days from the date the Level I Formal appeal was officially submitted by the student.

LEVEL II FORMAL

If still dissatisfied, the student may submit a written appeal to the dean of instruction within five (5) college business days of when the Level I Formal appeal decision was sent. Students will be required to submit documentation supporting their claim. If the dean of instruction facilitated the Level I Formal appeal, the vice president of instruction and student services will perform the Level II Formal appeal duties.

Upon receipt of the appeal, the dean will initiate an appeal committee. The appeal committee will consist of three (3) faculty, including a committee chair, appointed by the dean of instruction. The committee members must have no personal or professional association to the student in the case and may consider more than one case during each term.

The dean of instruction shall convene and facilitate a hearing, either virtually or in person, consisting of the appeal committee, the student, and the instructor as soon as possible to consider the appeal. The hearing shall take place within thirty (30) college business days of the Level II Formal appeal submission. At least ten (10) college business days prior to the hearing, the dean of instruction will electronically distribute the written appeal, evidence pieces, and written decisions from the instructor and Level I Formal appeals to the members of the committee. At the hearing, the student and instructor will have the opportunity to briefly present their positions and address questions posed by the members of the appeal committee. The dean of instruction shall facilitate the hearing.

Within five (5) college business days following the hearing, the appeal committee shall render a decision and the committee chair will send written notification to the dean of instruction. The dean of instruction shall have five (5) college business days to send written notification of the decision to the student.

The appeal committee may determine that 1) the original grade of the instructor be upheld, or 2) the grade in question be changed to a specific alternate grade. A grade may be changed for, but not limited to, the reasons above, but the appeal committee cannot substitute their judgment for that of the instructor concerning the

quality of the student's work. The decision of the appeal committee is the final decision on the matter.

Other than in documented exceptional circumstances, if the student fails to attend the hearing without prior request to reschedule, the matter shall be considered closed, and the original grade of the instructor shall be upheld. The Dean of Instruction at the campus or site where the grade change appeal is initiated will determine if the documented circumstance is exceptional.

PROCEDURE MODIFICATION

This procedure must be reviewed regularly by the Chief Academic Officer at a minimum of every five years.

ENFORCEMENT

This operational procedure and applicable regulations shall be strictly enforced. Violations may result in disciplinary action up to and including termination.

REFERENCE

6.10000 BP Academic Standards
6.10500 DR Grade Change