

## ACADEMY POLICY MANUAL

**Policy Title:** 

**Policy Number:** 

365

**Policy Administrator:** 

Provost

**Policy Initiator:** 

Authority:

T. Messer, Academic Senate, S. Kreta, AVP

Student Oriented Request for Change of Grade

Executive Order 1037 - Grading Symbols, Minimum

Standards Governing the Assignment of Grades, Policies

on the Repetition of Courses, Polices on Academic

Renewal, and Grade Appeals-

**Effective Date:** 

January 17, 2002

Revised Date:

June 30, 2012

Approved:

Approval Signature:

William B Eisenhardt. President

Purpose: In accordance with Executive Order 1037, the campus has the responsibility for enforcing academic standards established by the CSU. This policy addresses due process on grade appeals.

Scope:

Enrollment of new and continuing students at CSU Maritime.

**Accountability:** Academic department and the Office of the Registrar.

It is the policy of the California Maritime Academy to allow students the opportunity to challenge the appropriateness of a grade assigned for a specific course. Institutional academic processes leading to the awarding of grades cannot be completely error free. Events can transpire which suggest to a student that the grade he or she was assigned for a particular course was inappropriate.

## **Procedures:**

- A. To initiate a change-of-grade request under this policy, a student must have counseled with the instructor(s) of the course concerning the appropriateness of the grade received in the course.
- B. Bases for requesting a change of grade, i.e., grade appeal the Committee on Academic Integrity will evaluate the merit of grade appeals arising out of assertions of:
  - 1. Instructor mistake
  - 2. Instructor bad faith
  - 3. Instructor incompetence
  - 4. Instructor unfairness
- C. **Burden of proof** the student requesting a change of grade bears the burden of proof in establishing the appropriateness of any grade change requested. Thus, the responsibility for providing sufficient input to the committee to justify the change of grade requested by the student is to be born by the student.
- D. **Initiation of a grade change request** to initiate a grade appeal, a student must direct a formal written request for change of grade to the Chair of the Committee on Academic Integrity. Copies of this formal request must be sent to (1) the instructor who assigned the course grade, (2) the Chair of the Department within which the course was taught, and (3) the Academic Dean.

The following information must be included in this formal written request:

- 1. name of the course
- 2. course section
- 3. name of the course instructor(s)
- 4. term during which the course was taught
- 5. grade received in the course
- 6. a detailed description of the facts which the student feels have a direct bearing on the perceived inappropriateness of the grade assigned
- 7. names of third parties capable of giving testimony detailing what they saw, heard, or experienced that relates directly to the change-of-grade request, and
- 8. redress sought (i.e., the grade, to which the grade assigned shall be changed).

Attached to this formal written request for change of grade should include all documents - including course syllabus, examination, course handouts, and

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- E. **Steps in the process** once a formal request for change of grade is received by the Chair of the Committee on Academic Integrity, the following processes shall occur:
  - 1. The Chair will respond, in writing, to the student making the gradechange request. If the formal request received by the committee Chair fails to include the request information outlined in section "C" above, the Chair's written response to the student will affirmatively indicate any deficiencies noted. A copy of the policy on STUDENT-ORIGINATED REQUESTS FOR CHANGE OF GRADE will accompany the Chair's response. Once informed of the deficiencies present in his/her request, a student will be given two weeks from receipt of the **Chair's written response** to perfect the formal written request for change of grade.
  - 2. Upon receipt of **complete**, formal written requests for change of grade, the committee Chair will inform the other members of the committee of the need to meet and confer on the grade change request. A quorum, not including the committee Chair, is required for the committee to evaluate the grade change request.
  - 3. Absent exigent circumstances, a meeting of the committee will be called within two weeks of the receipt of a complete request for grade change.
  - 4. The Chair will notify committee members, the course instructor(s), and the student of the time scheduled for a meeting; it is the responsibility of the student to notify all witnesses appearing in support of the grade change request.
  - 5. A committee member may not meet and confer on a grade appeal relating to any grade he or she assigned.
  - 6. Either the Chair of his/her designated will act as recorder for the committee during the presentation of information at any hearing convened by the committee to evaluate the merit of a change-of grade request.
  - 7. The student, who may be accompanied by a non-professional advisor (not a practicing attorney), will present all information in support of his/her request, first. Information presented can be in the form of documents, exhibits, firs-or-third party testimony.

- 8. Committee members can direct questions, at any time, to the student, the instructor(s), any witness appearing on behalf of the student, or any witness appearing on behalf of the instructor(s).
- 9. The instructor can resent information to the committee in the form of documents, exhibits, first-or-third party testimony.
- 10. The committee may call witnesses to assist in the evaluation of the merit of the grade change requested.
- 11. After both student and instructor have presented all information that they, respectively, feel is pertinent to the committee's evaluation of the merit of the grade change request, the committee will close the hearing for deliberation.
- 12. After deliberation, and within one week of the hearing, the committee Chair will draft a written summary of the hearing process, included within which will be its recommendation.
- 13. Copies of he hearing summary and committee recommendation will be forwarded to (1) the student, (2) the instructor(s), (3) the Department Chair, (4) the Dean, and (5) the VPAA. The Chair of the committee will retain the original summary and recommendation, along with all supporting documents, in a permanent committee archive.
- 14. Once the committee has reach a decision that a grade shall be changed to the one requested by the student, the grade change will occur via one of the following three options:
  - a) The instructor(s) will be given the opportunity to initiate the change of grade with the Student Record Office. The instructor(s), after being informed of the decision of the committee, and absent exigent circumstances, will have one week to initiate change-of-grade procedures with the Student Records Office.
  - b) If the instructor does not exercise his/her option to initiate the change of grade, the Chair of the Department within which the course was taught will have one week to initiate change-ofgrade procedures with the Student Records Office.
  - c) Absent exigent circumstances, if a change of grade has not been initiated with the Student Records Office by either the instructor(s) or the Department Chair during the two-week window provided by this policy, the Dean shall initiate the change-of-grade procedure with the Student Records Office.

- 15. The Student Records Office shall report the entity initiating the change-of-grade request to the Chair of the committee. This information shall be included in the summary report in the permanent committee archives.
- F. Hearing process closed committee hearings are closed to all except committee members, the student, the instructor(s), witnesses, and student's advisor.
- G. **Time limit for making grade change requests** absent exigent circumstances, a student must present a formal written request for change of grade to the student must present a formal written request for change of grade to the Chair of the Committee of Academic Integrity within the first six weeks of the term following the term within which the grade in question was assigned. (Note: instructors are required to retain evaluation instruments for just one term beyond that within which a grade was assigned.
- H. **Rules of procedure and equity** If, in the opinion of the committee, circumstances surrounding a grade change request fall outside those contemplated by the express procedures of this policy, procedures may be modified by a unanimous vote of the committee to ensure that equity be done to the student.
- I. **Reportage** at the end of each academic year, the Chair of the committee shall report, in writing, to the Executive Committee of the Academic Senate, a summary of the results of all grade change requests evaluated during that academic year. The Chair of the Executive Committee of the Senate shall forward a copy of this summary to the President of the Academy.