Grade Appeal Procedures

It is the instructors' responsibility to assess student performance and assign grades for student work. Such responsibility is by its nature both objective and subjective. If a student believes that an error in grading has occurred in a final course grade, the student may request that the instructor review the grade. If the student is unable to contact the instructor, then the student should contact the program director.

A student alleging an error in grading may appeal as outlined below:

Note: "business days" means the weekdays (Mondays through Fridays) when the College is open.

1. **First step:** Contact the instructor within 10 business days of the end of the term in which the grade was assigned. If the instructor agrees that a change is justified, the instructor will initiate the grade change using procedures described by the Registrar.
2. **Second step**: If the instructor believes that the original grade is correct, the instructor will notify the student using the student's college e-mail address with a copy to the program director and the Provost. The student has 5 business days from the date notice was sent to the student to appeal the decision to the program director. The program director will seek input from the instructor and the student to determine the merits of the grade appeal. The appeal must include the appeal form, a detailed explanation why the student believes the grade should be changed, and if the student is contesting more than one grade, an explanation for each requested grade change must be included in the written submission**.** It is up to the student to provide the necessary information for the program director so the program director can render a decision. The student should keep copies of all submitted materials. The program director's review should generally be completed within 10 business days from receipt of the appeal materials from the student, unless unforeseen or special circumstances apply.
    a. If after this review, the instructor and the program director agree that a grade change is justified, the instructor will initiate the grade change according to the procedures described by the Registrar and notify the student using the student's college email address, with a copy to the program director and the Provost.
    b. If the program director believes that a grade change is justified but the instructor does not agree, the program director shall request a review and provide all relevant materials to the Grade Appeal Review Panel, with a copy to the Provost. The program director's request shall be made within 5 business days of completion of the program director's
    c. If the instructor and the program director agree that a grade change is not justified, the program director shall notify the student via the student's college e-mail address, with a copy to the instructor and the Provost. If the student is dissatisfied with the decision, the student has 5 business days from the date of the decision notice to request the program director to initiate review by the Grade Appeal Review
3. **Third step:**
   Grade Appeal Review Panel shall be comprised of the Dean or Associate Dean of faculty and two additional faculty. The Grade Appeal Review Panel shall convene a hearing within 15 business days of notification of a case, unless unforeseen or special circumstances apply. The program director will electronically provide all relevant materials to the Grade Appeal Review Panel, the Provost and the student at least 5 business days prior to the hearing. Both the appealing student and the course instructor should be present either in person or virtually at the hearing. The student shall be afforded an opportunity to state the grounds on which the student is appealing the grade. The instructor will be afforded the opportunity to document the basis on which the grade was awarded. Both parties may present supporting evidence or request testimony of others. The Grade Appeal Review Panel may request input from the program director. If the student or the instructor, after receiving notice of the hearing, does not appear at the hearing, the Grade Appeal Review Panel will review and consider the relevant materials without the absent party.

   If the Grade Appeal Review Panel recommends a grade change, it is authorized to execute the change by sending to the Registrar a change of grade request signed by all the members of the Grade Appeal Review Panel. The Grade Appeal Review Panel will send a written report of the decision to the instructor, the student, and the program director with copy the Provost within 5 business days of the decision. The decision of the Grade Appeal Review Panel shall be final.

   Again, please note that failure to follow the proper order of the steps above may lead to a student's appeal form not being received in the appropriate time period, or not being processed correctly.

Portfolio Assessment Results Appeal Procedures

The faculty assessor is responsible for assessing learning from the student's portfolio and assigning final assessment results which lead to credit recommendations or denials. Such responsibility by its nature is both subjective and objective. If a student feels an error has been made by the faculty assessor in the final assessment results, the student may appeal by completing the Portfolio Assessment Results Appeal form and by following the procedures below. Students only have 15 business days after the portfolio assessment results are sent via Charter Oak email to appeal the results. The Portfolio Assessment Results Appeal form can be obtained in the Credit for Prior Learning (CPL) section of Student Self Service in the MyCharterOak student portal.

The student must first discuss the issue with the faculty assessor. The student must compose a brief statement on a separate document stating the exact nature of the appeal and the reason for objecting to the assessment results. The student must forward the appeal form and separate statement to the Office of Credit for Prior Learning (CPL) via Charter Oak email. The CPL Office will forward that information to the faculty assessor and make arrangements for the faculty assessor to discuss it with the student. The faculty assessor must read the

appeal statement, discuss it with the student, grant or deny the student's request and indicate that on the appeal form. Upon completion, the faculty assessor will forward the appeal form to the student and copy the CPL Office and Provost.

If the student is not satisfied with the faculty assessor's decision, the student must forward the completed appeal form with the faculty assessor's decision and a detailed letter outlining their reasons for objecting to the assessment results, including copies of the material in question and course syllabus, to the Provost to review for resolution within 15 business days of the assessment results being sent to the student via Charter Oak email. Within 15 business days of receiving the appeal the Provost will review the appeal with the faculty assessor and the student, render a decision and send that decision to the student. If the decision results in a change of assessment results, the Provost will discuss the change with the faculty assessor and CPL Director.

If the student wishes to appeal the decision of the Provost, he or she must so notify the Provost in writing within 15 business days; the exact date will be specified in the letter notifying the student of the Provost's decision. Within 30 business days of receiving the notice of further appeal, the Provost will schedule a hearing. The hearing panel will be comprised of the Dean of the Faculty, two additional faculty from the Assessment Committee, and one student. The hearing will follow the procedures outlined in the Student Code of Conduct. The decision of the hearing panel is final and cannot be appealed. If the hearing panel's decision results in a portfolio assessment results change, the Provost will discuss the change with the faculty assessor and CPL Director.