



**ADMINISTRATIVE
REGULATION AND
PROCEDURE**

Title: Grade Appeal Procedure

Code:DD0705

Policy Reference: D0700, Graduation Requirements

The Grade Appeal process contains strict timelines; therefore, the college will publish important dates notifying students of deadlines which follow the timeline outlined below. Additionally, all course syllabi must make reference to the policy alerting students that they have five (5) business days after grades are due (or submitted if done so after the due date) to contact the instructor to question a final grade. Additionally, because most grade appeals arise after a lack of communication about student progress, faculty should ensure students are aware of their course grade status throughout the academic term.

Grade appeals are appropriate when the student believes that a final grade has been miscalculated, or when the student believes that the final grading was inconsistent with the grading policies stated in the syllabus or other published MATC procedures. The Grade Appeal process does not deal with course content and should not be used by students who wish to dispute a grade received on a test, essay, homework, or other assignment. Also, if the student charges that the grade given was based on discriminatory conduct, the academic grade appeal process will not be used; the student's charge will be referred to the MATC Affirmative Action Office.

When a student believes that the final grade he or she has received in a course is inaccurate, or unjustified based on course policies or other published MATC procedures, the student may appeal the grade. In those instances, the following procedures will be followed.

Grade Appeal Process

1. Within five (5) business days from the date grades are due (or submitted if after the due date), the student shall contact the instructor who issued the final grade and discuss the grade in question. The contact or the discussion should occur or be documented in writing via email.
2. The faculty member must respond in writing via email to the student's appeal within ten (10) business days of receiving the appeal. The faculty member must also copy their Dean/AD. If the faculty member does not respond within 10 business days, the Dean/AD will proceed with the appeal process.
3. If the student and instructor are unable to resolve the dispute, and the student wishes to pursue the matter, he or she shall complete the Grade Appeal Request Form in conjunction with a Pathway Retention Coach within five (5) business days of the faculty member's decision. The Retention Coach will enter notes in EAB Navigate to indicate the student's appeal. The Retention Coach will also notify the Dean/AD



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of the appeal. The student must indicate the course number, the instructor's name, and the reasons for disputing the final grade.

4. The Dean/AD will contact the instructor to notify, discuss and confer about the grade appeal. He or she should have, or will obtain a copy of the syllabus. When appropriate, the Lead Faculty may also provide information on behalf of the faculty who assigned the grade to the Dean/AD. The Dean/AD will confer with the Chair of the Academic Appeals Board (AAB) and will reach any one of the following conclusions in considering the Appeal
 - a. That the student does not have grounds for an appeal, and that the matter should be closed.
 - b. That the student may or does have grounds for an appeal and attempt to reach a resolution between the student and faculty member. A resolution must be reached within ten (10) business days, or the Appeal will automatically proceed to the Academic Appeals Board.
 - c. That the student may or may not have grounds for an appeal but that no resolution can be reached and thus the matter should proceed to the Academic Appeals Board.
 - d. If the Dean/AD and the Chair of the AAB are unable to reach a consensus on the Appeal, the Appeal will automatically proceed to the AAB.
 - e. If the recommendations that the appeal proceeds to the AAB, all academic and/or financial aid based penalties will be postponed until the conclusion of the grade appeal.
 - f. If the Chair determines that there is insufficient cause to proceed, he or she will notify the student in writing within ten (10) business days after receiving the request for hearing and the matter is closed.
5. If there is sufficient cause to proceed and a resolution is not possible, the Chair of the AAB (or designee) will schedule an Academic Appeal Hearing. The Chair (or designee) will also notify the student, the instructor and the Dean/AD of the date, time and location of the hearing within ten (10) calendar days after receiving the written request for a hearing.

Academic Appeals Board Composition & Hearing Process

1. The Academic Appeals Board (AAB) shall be established to hear appeals initiated by a student to contest a final course grade received by the student
2. The Academic Appeals Board should consist of at least nine (9) members. These members will come from a trained pool of at least five (5) students, and at least four



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- (4) faculty/counselors/paraprofessionals including the AAB Chair. AFT Local 212 will select a diverse group of faculty, counselors, and paraprofessionals to serve on the AAB. Student board members can be recommended by the Director of Student Life, any serving board member, any Dean, Lead Faculty or Local 212. Students need to have verified enrollment during the semester they are serving. From this pool, the chair of the AAB will consult with the pool and select an Appeals Board for each appeal of which one member may, or may not be a part.
3. In order for a student to sit as a member of an appeal hearing, both the appealing student and the AAB student member must sign a release to authorize a student sitting in on the hearing. This release will include a confidentiality agreement for both parties. If all appropriate authorizations are not obtained, the hearing will proceed without a student representative.
 4. The Chair of the Appeals Board must be a faculty member and will be appointed by AFT Local 212 for a 3 year term. Chair may serve consecutive terms.
 - a. The Chair must be recused in any case involving the Chair as the instructor of a grade appeal
 - b. In cases involving the Chair as the instructor, any member of the Appeals Board may act in place of the recused Chair.
 5. The instructor who assigned the final grade will be invited and encouraged to participate, but he or she need not be present in order for the hearing to proceed. If faculty is not present, documentation from the faculty will be submitted, reviewed and considered.
 6. The Appeals Board will convene on the second Tuesday of the month, and may choose to convene other times, as needed.
 7. The student and instructor may each have one person of their choosing present during this hearing for support, but this support person will not be permitted to speak for, or otherwise act as an advocate for, the student or instructor.
 8. After hearing all information, all participants except Appeals Board members will be asked to leave the room. The Appeals Board will then deliberate in private and shall, by majority vote, make a recommendation as to whether or not the instructor needs to adjust the grade. The decision will be sent in writing by the Chairperson of the Appeals Board to the Deputy Title IX Coordinator & Student Complaints Administrator, the instructor's supervisor, the student, and the instructor, within five (5) business days unless the board needs additional time to review information



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requested of the student at the hearing. The Registrar will also be informed if there is a change in grade.

- a. The Appeals Board will reach one of the following decisions:
 - i. Recommend that the original grade stand.
 - ii. Recommend that the original grade be reconsidered.
 - iii. Require that the original grade be vacated or changed.

9. Instructors are expected to abide by the recommendation of the AAB.

- a. In cases of non-compliance, the Dean will ensure that the recommendation of the AAB is upheld.

10. Decisions of the AAB are final and may not be appealed.

Office of Responsibility: Learn Pillar
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