Edson College Grade Appeal Policy and Procedures

**Purpose/Explanation of Policy or Procedure**

- To provide informal and formal mechanisms to facilitate the systematic review and resolution of student academic grade appeals.

**Policy/Procedure text**

- University policy for student appeal procedures on grades
  - [https://catalog.asu.edu/appeal](https://catalog.asu.edu/appeal)
- The Office of Diversity Staff is available to investigate and resolve allegations of unlawful discrimination or harassment
  - [http://diversity.asu.edu/node/2](http://diversity.asu.edu/node/2)

**Applicability**

- All Edson College of Nursing and Health Innovation students.

**Protocol**

- It is the policy of the Edson College of Nursing and Health Innovation to provide informal and formal mechanisms to facilitate the systematic review and resolution of student grade appeals. The academic grade appeal process may begin once the final course grade is determined.

**Introduction**

- The Edson College Grade Appeal process consists of both an Informal and Formal Procedure. The student who has a concern or claim based upon an event or condition allegedly resulting from unfair application of College and/or course policies and/or procedures has the right to question the application through the process established for this purpose.
- The student will complete the informal process before initiating the formal process. The student may contact an ombudsperson to assist with the filing of the grade appeal. [https://provost.asu.edu/committees/ombudspersons-committee](https://provost.asu.edu/committees/ombudspersons-committee)
- The student may terminate an Academic Grade Appeal at any time by submitting a written request to the Associate Dean for Academic Affairs. If such a decision is reached by the student, the Faculty Member(s), Chair of the Academic Appeal Committee, and appropriate Academic Program Director will be immediately notified in writing of the termination of the Academic Grade Appeal.

**Student Grade Appeal: Informal Procedure**

- **Step 1**: An Academic Grade Appeal must be processed in the regular semester immediately following the issuance of the grade in dispute (by commencement of the next term).
for fall or spring), regardless of whether the student is enrolled at the university. The student prepares and submits a written communication to the Faculty Member(s). This can be presented to the faculty electronically via email.

- **Step 2:** Faculty Member(s) will respond to the student **within five (5) business days** of faculty receipt of the student grade appeal to schedule a meeting.
- **In the context of the meeting:**
  - The student is responsible for providing evidence regarding the event or condition that allegedly resulted from unfair application of the College and/or course policies and procedures.
  - The Faculty Member(s) is obliged to review the material(s) presented and respond to the evidence and reasons presented.
  - If the Academic Grade Appeal is resolved, the faculty summarizes the meeting and provides it to the student in writing. The email communication is sent to the Associate Dean of Academic Affairs (or dean-designate), concluding the Informal Grade Appeal process.

- **Step 3:** If the Academic Grade Appeal is not resolved, the student will contact the appropriate Academic Program Director or designee by forwarding the prior communication with the faculty member in Step 2. The program director or designee will schedule a meeting with the student **within ten (10) business days** of the completion of Step 2.
  - The appropriate Academic Program Director or designee will inform the Faculty Member(s) that the student has requested a meeting regarding the grade appeal.

- **Step 4:** The student and the appropriate Academic Program Director or designee meet. In the context of the meeting with the Student:
  - The student is responsible for providing evidence, and reasons in support of the Academic Grade Appeal.
  - The appropriate Academic Program Director or designee is obliged to review the material(s) presented and respond to the evidence and reasons presented in writing by the student.
  - The Academic Program Director or designee will inform the student and faculty of the outcome of the meeting using the Academic Communication Form 1 (Attachment A). A copy of Academic Communication Form (Attachment A) will be provided to the student, faculty, and Associate Dean for Academic Affairs (or dean-designate).
  - If the Academic Grade Appeal is resolved, this terminates the Informal Procedure.
Step 5: If the Academic Grade Appeal is not resolved after meeting with the appropriate Academic Program Director, the Student will contact the Associate Dean of Academic Affairs (or dean-designate) who will review the case.

- The Student is responsible for providing evidence and reasons in support of the Academic Grade Appeal to the Associate Dean of Academic Affairs (or dean-designate) via email.
- The Associate Dean of Academic Affairs (or dean-designate) is obliged to review the material(s) presented and respond to the evidence and reasons presented on the Academic Communication Form (Attachment A).
- A scheduled meeting between the student and the Associate Dean of Academic Affairs (or dean-designate) must be initiated within ten (10) business days of the student contacting the Associate Dean of Academic Affairs (or dean-designate) after completion of Step 4.
- If the Academic Grade Appeal is not resolved, the student will submit the Academic Communications Form (Attachment A) and Grade Appeal Form (Attachment B) to the Associate Dean of Academic Affairs (or dean-designate) to request initiation of the formal grade appeal procedure within ten (10) business days of the meeting between the student and the Associate Dean of Academic Affairs (or dean-designate).

Initiation of a Formal Grade Appeal

Step 1: The role of the Associate Dean for Academic Affairs:

- Advises the student of the protocol for the Formal Grade Appeal Procedure.
- Notifies the Chair of the Academic Grade Appeal Committee within five (5) business days of the student’s request and provides documentation from the informal grade appeal procedure (Attachment A) and the Statement of Academic Grade Appeal (Attachment B) submitted by the student.
- Appoints a faculty member to serve as temporary chair to convene the committee in the event that the Chair or chair-elect are not available to convene the committee.

Student Grade Appeal: Formal Procedure

Step 1: Within five (5) business days of receiving the notification of a Formal Grade Appeal request, the Chair will notify the committee that a formal hearing will be scheduled.

- The student is responsible for providing the Chair:
  1. Evidence and reasons in support of the Academic Grade Appeal.
2. Names of supporting individuals and their written statements in support of the Academic Grade Appeal.
3. Any other relevant documents that will be offered in support of the Academic Grade Appeal.
4. Documents should be received by the Chair at least five (5) business days prior to the scheduled grade appeal hearing.

- The Faculty Member(s) is/are responsible for providing the Chair:
  1. Evidence in support of the Faculty Member(s) position, names of supporting individuals, and their written statements in support of the Faculty Member(s) position
  2. Any other documents relevant to the Academic Grade Appeal that will be offered in support of the Faculty Member(s) position.
  3. Documents should be received by the Chair at least five (5) business days prior to the grade appeal hearing.

- The rights and obligations of all parties involved are:
  1. All parties have the right to an Advocate of their choice with whom to consult and from whom to receive assistance in preparation for the hearing. The Advocate may attend the meeting as an observer only and will have no voice.
  2. All parties have the Right to Discovery - to have access to copies of all supporting documents that will be presented at the Academic Grade Appeal Committee hearing at least five business days prior to the grade appeal hearing.
  3. The names of hearing committee members will be provided to the student within five (5) business days prior to the scheduled meeting.
  4. All parties have the right to challenge the impartiality of any member of the Academic Grade Appeal Committee. A written statement of the challenge must be submitted to the Chair of the Academic Grade Appeal Committee within five (5) business days prior to the scheduled hearing. The challenge of impartiality will be reviewed and accepted or denied by the Chair of the Academic Grade Appeal Committee. In the event the impartiality of the Chair of the Academic Grade Appeal Committee is challenged, the Chair will appoint a temporary Chair from the Academic Grade Appeal Committee faculty members to act on that challenge.

- Step 2: The Chair will schedule the Academic Grade Appeal Committee within ten (10) business days after receipt of evidence from the student and the faculty for the purpose of clarifying the Formal Procedure and process for the Academic Grade Appeal Committee hearing.

- Each member of the Academic Grade Appeal Committee, along with the support staff, will be required to sign a Statement of Impartiality and Confidentiality (Attachment C) five days prior to the scheduled hearing. If
any member is unable to sign this statement, he/she will automatically be disqualified from participation in the Academic Grade Appeal Committee hearing and another faculty/student member will be appointed by the Chair of the Faculty Assembly.

- A total of at least four (4) members: three (3) faculty members and one (1) student representative constitute a quorum of the Academic Grade Appeal Committee. One of the 3 faculty members will serve as committee chair. Committee members, including the student member, have voice and vote. The chair of the committee has a voice, but only votes to break a tie.

- If in attendance, the Advocate is an observer and does not have voice or vote.

  - Supporting individuals have a voice but do not vote.

  - **Step 3:** The Academic Grade Appeal Committee shall have standing time reserved twice per month for the academic year. The Academic Grade Appeal Committee members and the student will be notified of the date and time for the formal hearing and the Academic Grade Appeal Committee Chair will communicate to all parties involved. The formal grade appeal must be processed no later than the semester following the issuance of the grade in dispute. If the student is unable to attend the hearing in person, arrangements will be made to provide a remote option for the hearing.

  - **Step 4:** The formal hearing will be held in accordance with the Academic Grade Appeal Committee Meeting Membership, Structure, Protocol, and Proceedings.

  - **Step 5:** Upon completion of the Academic Grade Appeal hearing, the Academic Grade Appeal Committee members will deliberate and formulate recommendations. **Within ten (10) business days after** completion of the hearing, the Chair of the Academic Grade Appeal Committee will deliver a recording of the meeting (if requested) and Grade Appeal Committee Recommendations with rationale (Attachment C) to the Dean or dean-designate.

  - **Step 6:** **Within ten (10) business days** of receiving the Academic Grade Appeal Committee's written recommendation, the Dean or dean-designate will provide the Dean’s decision to the grievant, the respondent, and the Chair of the hearing committee and any action(s) to be taken. If the Dean cannot issue a decision within the 10-day period, the Dean will notify the Associate Dean of Academic Affairs within the 10-day period of a delay in the issuing of the decision and the date on which the decision can be expected. The decision of the Dean is final. At this point, the Formal Academic Grade Appeal Procedure is concluded.

Students who are in the process of a grade appeal may progress in the program until the appeal has been resolved, unless the grade appeal is related to a clinical safety issue. Should the hearing not support the student’s allegation of an event or condition allegedly resulting from unfair application of College and/or course policies and procedures, the student would withdraw from the current course and petition to retake the course where the grade was assigned.
● Glossary of Terms/Definitions

  o **Advocate:** An individual chosen by either the Aggrieved Student and/or the Faculty Member(s) who assists in the preparation of Materials for the Academic Grade Appeal committee hearing and who may attend the hearing as an observer.

  o **Academic Grade Appeal:** A concern or claim based upon an event or condition allegedly resulting from unfair application of College and/or course policies and procedures. A student can appeal a grade only when he/she can document one or more of the following:

    ▪ That inconsistent or inequitably applied standard for evaluation of student academic performance has occurred.

    ▪ Failure of the instructor to notify the student of the criteria for grade determination

    ▪ Assignment of a grade based on reasons other than the announced criteria and standards

    ▪ Assignment of a grade based on factors other than student achievement e.g. personal bias

  o **Academic Grade Appeal Committee:** A College committee composed of faculty who are elected members of the Edson College of Nursing and Health Innovation’s Standards Committee for the purpose of facilitating the resolution of formal grade appeals.

  o **Student:** A student enrolled in an Edson College academic program who perceives an event or condition allegedly resulting from unfair application of College or course policies and procedures.

  o **Day:** University business day excluding Saturday, Sunday, or any officially recognized University holiday (unless otherwise stated).

  o **Faculty Member(s):** The Faculty Member(s) against whom the alleged Academic Grade Appeal has been filed.

  o **Faculty Representatives:** Faculty members elected by a vote of the Academic Assembly to serve on the Standards Committee. The Academic Grade Appeal Committee is composed of elected members of the Edson Standards Committee. Faculty committee members have voice and vote. The Chair of the Academic Grade Appeal Committee has voice and votes only to break a tie.

  o **Material Facts:** Evidence that serves to support and/or refute the alleged Academic Grade Appeal.

  o **Ombudsperson:** Ombudsperson: While all faculty and staff within the university community seek to facilitate matters, individuals have been designated to serve as ombudspersons (impartial fact-finders and problem-solvers). They have no power to reverse or change decisions but with conciliation skills help to expedite the process. Faculty, staff, and students may bring their concerns to the ombudsperson designated to assist them (see below), regardless of college or campus. For more information: provost.asu.edu/committees/ombudspersons-committee.
Right to Discovery: Permits the student or the Faculty Member(s) full disclosure and access to all material facts needed to prepare for the formal grade appeal procedures.

Semester: An academic period begins with the first day of classes and ends at the completion of finals week.

Student Representatives: Students who serve on the Standards Committee and Academic Grade Appeal Committee or a period of one year or more. Student representatives have a voice and vote.

Supporting Individual(s): Person(s) selected by the student and/or the Faculty Member(s) to provide material facts on behalf of the Aggrieved Student and/or the Faculty Member(s) at the Academic Grade Appeal Committee Hearing.

Resolution of a grade appeal: Refers to the point when:

- the student terminates the Academic Grade Appeal Process or
- the issue is resolved during the informal procedure or
- the Dean renders the final decision

Forms

Please see the next page.
Arizona State University
Edson College of Nursing and Health Innovation
Academic Communication Form A
Completed by Program Director or Designee

Meeting with Student and Academic Program Director (or Designee)

Date of Meeting:

Summary of Meeting:

Is the grievance resolved?  Yes  No

Student signature (electronic signature accepted)  Date

Academic Program Director/Designee (electronic signature accepted)  Date

If the grade appeal is not resolved, the Student may appeal to the Associate Dean of Academic Affairs with the submission of this form and Statement of Academic Grade Appeal (Attachment B).

copy to student
copy to Associate Dean for Academic Affairs
copy to faculty

Arizona State University
Edson College of Nursing and Health Innovation
Attachment B
Student Statement of Academic Grade Appeal

Date:

Student Name:

Email Address:

Phone:

Program:

Course # and Title:

Name of grading faculty:

Student Summary of Grade Appeal:

________________________________________
Student signature (electronic signature accepted)  Date

copy to student
copy to Associate Dean for Academic Affairs
copy to faculty

This form with the Academic Communication Forms A is submitted by the student to the Associate Dean for Academic Affairs as the first step in initiation of a formal grade appeal. It should be submitted along with Attachment A within ten (10) business days of the meeting with the Academic Program Director (or designee).

Arizona State University
Edson College of Nursing and Health Innovation
Attachment C
Statements of Impartiality & Confidentiality

I, ___________________________________________ the undersigned, attest impartiality concerning both parties of the grade appeal.

I agree to keep confidential all matters pertaining to the grade appeal unless otherwise required by law.

Name: _______________________________________

Signature (electronic signature accepted): ____________

Date: __________________________
Arizona State University
Edson College of Nursing and Health Innovation
Attachment D
Grade Appeal Committee Recommendation

Date of Grade Appeal Committee Deliberations: _________________

Appeal by (student):
Name:
ASU ID# Email Address:
Phone:

Appeal to (faculty):
Name:
Email Address:
Phone:

Concise Statement of the Academic Grade Appeal:

Recommendations of the Committee:

A total of at least four (4) members: three (3) faculty members and one (1) student representative constitute a quorum of the Academic Grade Appeal Committee. One of the 3 faculty members will serve as committee chair. Committee members, including the student member, have voice and vote. The chair of the committee has a voice, but only votes to break a tie.