Edson College of Nursing and Health Innovation
Arizona State University

Grade Appeal Policy and Procedures

Effective: 2/26/2024 Revised: 2/26/2024

Purpose

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

Source

Based on the ASU University Grade Appeal Policy: https://catalog.asu.edu/appeal

Applicability

The policy for final course grade appeals applies to all Edson College of Nursing and Health Innovation students.

Policy

The following policies and procedures guide the grade appeal process:

1. The Office of University Rights and Responsibilities is available to investigate and resolve allegations of unlawful discrimination or harassment: https://urr.asu.edu/
2. Final course grade appeals must be processed no later than the regular semester immediately following the issuance of the grade in dispute (by commencement for fall or spring), regardless of whether the student is enrolled at the university.
3. Students enrolled in courses taught by another institution through a formal ASU partnership (i.e., the PLuS Alliance, NEXus) must follow the grade appeal process of the institution teaching the course.
4. Students enrolled in courses taught by another ASU College (outside of Edson College) must follow the grade appeal process of the college teaching the course.
5. The Edson College grade appeal process consists of both an informal and formal procedure. A student who has a concern or claim regarding grades based upon an event or condition allegedly resulting from the unfair application of College and/or course policies and/or procedures (a.k.a. “aggrieved student”) has the right to question the application of course policies and/or procedures through the process described in Part II, Procedural Guidelines.
6. A student will complete all steps of the informal process before initiating the formal process. The student may contact an ombudsperson to assist with the filing of a grade appeal. https://provost.asu.edu/committees/ombudspersons-committee
7. A student may withdrawal and terminate an Academic Grade Appeal at any time by submitting a written request to the Associate Dean of the Academic Enterprise. If such a decision is reached by the student, the Faculty Member(s), Chair of the Academic Grade Appeal Committee, and appropriate Academic Program Director will be immediately notified in writing of the termination of the Academic Grade Appeal by the Associate Dean of the Academic Enterprise.

Procedure

Informal Procedure for Student Grade Appeal

Step 1: Written Communication to Course Faculty Member(s):
An aggrieved student must first undergo and complete each step of the informal procedure:

1. conferring with the instructor,
2. stating the reasons for questioning the grade received and why the aggrieved student believes a grade was not given in accord with course policies and/or procedures, and
3. producing any evidence that supports the aggrieved student's position. The aggrieved student is responsible for providing evidence regarding the event or condition that allegedly resulted in unfair application of the College, University, and/or course policies and procedure.
4. The aggrieved student prepares and submits this as written communication to the faculty member(s) of the class. This can be presented to the faculty electronically via email.

Step 2: Course Instructor(s) Response to Aggrieved Student's Grade Appeal:
The instructor(s) will:

1. Review the aggrieved student's written communication and other relevant evidence.
2. Instructors will respond to the student within five (5) business days of receipt of the aggrieved student's informal grade appeal inquiry to schedule a meeting. In the meeting, the instructor(s), will explain the grading procedure(s) used in the course, and show how the grade in question was determined under the grading policy and procedures used in the course.
3. The course instructor(s) prepares and submits their response to the aggrieved student's grade appeal inquiry as a written communication to the aggrieved student. This can be presented to the aggrieved student electronically via email.
4. If the instructor is a graduate teaching assistant and the grade appeal inquiry is unresolved to the aggrieved student's satisfaction, the student may then forward the grade appeal inquiry to the faculty member in charge of the course (regular faculty member or director of the course sequence). Step 2(a) and 2(b) shall be repeated.
5. If the grade appeal inquiry is resolved, the instructor summarizes the meeting and provides it to the student in writing. The email communication is sent to the Associate Dean of the Academic Enterprise (or dean-designee), concluding the informal grade appeal inquiry process.

Step 3: Written Communication to Academic Program Director (or designee):
If the grade appeal inquiry is not resolved to the aggrieved student's satisfaction, the student will contact the appropriate Academic Program Director (or designee) by forwarding the prior communications with the faculty member in Step 2.

1. Within ten (10) business days of the Academic Program Director (or designee) receipt of the aggrieved student's informal grade appeal inquiry, the academic program director will schedule a meeting with the aggrieved student.
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: Student and Academic Program Director (or designee) Meet:
The student is responsible for providing evidence, and reasons supporting the grade appeal.

1. The appropriate academic program director (or designee) will review the material(s) presented and respond to the evidence and reasons presented in writing by the student.
2. The academic program director (or designee) will inform the aggrieved student and involved course faculty of the outcome of the meeting using the Academic Communication Form (Form A). A copy of the Academic Communication Form (Form A) will be provided to the aggrieved student, involved course faculty, and Associate Dean for the Academic Enterprise Affairs (or designee). If the aggrieved student's grade appeal is resolved to the student's satisfaction, this terminates the informal grade appeal inquiry procedure.

Step 5: Unresolved Academic Grade Appeal:
If the academic grade appeal is not resolved after meeting with the appropriate academic program director (or designee), the student will contact the Associate Dean of the Academic Enterprise (or dean-designee), who will review the case.

1. The student is responsible for providing evidence and reasons in support of the academic grade appeal to the Associate Dean of the Academic Enterprise (or dean-designee) via email.
2. The Associate Dean of the Academic Enterprise (or dean-designee) will review the material(s) presented and respond to the evidence and reasons for the grade appeal presented on the Academic Communication Form (Form A).
3. A scheduled meeting between the student and the Associate Dean of the Academic Enterprise (or dean-designee) must be initiated within ten (10) business days of the student contacting the Associate Dean of the Academic Enterprise (or dean-designee) after completion of Step 4.
4. If the academic grade appeal is not resolved, the student will submit the Student Statement of Academic Grade Appeal (Form B) to the Associate Dean of the Academic Enterprise (or dean-designee) 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 the Academic Enterprise (or dean-designee).
    a. The Associate Dean of the Academic Enterprise (or dean-designee):
        i. Advises the student of the protocol for the formal grade appeal procedure.
        ii. 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 (Form A) and the Student Statement of Academic Grade Appeal (Form B) submitted by the student.
        iii. 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.

Formal Procedure for Student Grade Appeal

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 supporting 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 as an observer but otherwise shall not participate in the meeting.
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 hearing.
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.

1. Each member of the Academic Grade Appeal Committee, along with the support staff, will be required to sign a Statement of Impartiality and Confidentiality (Form C) in respect to the aggrieved student five days prior to the scheduled hearing. If any member is unable to sign this statement, they will 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.
2. 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, may participate in the hearing and vote. The chair of the committee may participate but only votes to break a tie.
    a. If in attendance, the advocate is an observer and does not vote.
    b. Supporting individuals may participate in the hearing, but do not vote.
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 concluded no later than the

semester following the issuance of the grade in dispute. Academic Grade Appeal Hearings will be held remotely unless the aggrieved specifically requests the hearing to be held in person. The formal hearing will be held in accordance with the Academic Grade Appeal Hearing and Procedural Guidelines.

Step 3: 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 (Form C) to the Dean or dean-designee.

Step 4: Within ten (10) business days of receiving the Academic Grade Appeal Committee's written recommendation, final action in each case will be taken by the dean after full consideration of the committee's recommendation. Any recommended grade changes may be made by the dean. If the Dean cannot issue a decision within the 10-day period, the Dean will notify the Associate Dean of the Academic Enterprise of a delay in issuing the decision within the 10-day period, 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/or procedures, the student would withdraw from the current course and petition to retake the course the grade was assigned. If the course is not required for progression in the chosen program, the student may choose to retake the course.

Glossary of Terms/Definitions

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.

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).

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.

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.

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

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

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.

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

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: https://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 for 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

- Academic Communication Form A
- Student Statement of Academic Grade Appeal Form B
- Statement of Impartiality & Confidentiality Form C
- Grade Appeal Committee Recommendation Form D