Office of the Registrar

# GRADE APPEAL POLICY AND PROCESS

A student may appeal a grade by using the following procedures. Where mentioned, the words college, dean, and department head are the department or college in which the course being appealed is offered. A week consists of five business days or seven calendar days. Grade appeals are not processed during the summer term unless the dean determines a case warrants immediate review, such as those for students with an expected Spring graduation. Please note that a grade appeal is only available before a student's degree is awarded.

***For the full process and reasons for appeal, please see:***
**https://catalog.arizona.edu/policy/courses-credit/grading/grade-appeal**

***For all required grade appeal forms, please see:*** **https://registrar.arizona.edu/grade-appeal**

## BEFORE INITIATING APPEAL

**Student responsibility:** As soon as possible, discuss concerns with the course instructor or faculty member responsible for the course. If the issue is not resolved, proceed to step 1.

**Step 1**

**Student responsibility:** Submit all forms located on the Office of the Registrar's website and any supporting documentation to the instructor, department head, and the Office of the Registrar (**gradeappeal@arizona.edu**) by the end of the fifth week of the regular term (fall/spring) after the term in which the grade was awarded.

**Step 2**

**Instructor responsibility:** Respond to the student and the Office of the Registrar in writing within two weeks of receiving the appeal.*

**Student responsibility:** If the instructor is not available or does not resolve the matter satisfactorily within a two-week period*, resubmit the appeal to the department head and the Office of the Registrar within the following week.

*For grade appeals submitted prior to the start of the regular fall/spring term, the instructor will respond within 2weeks of the start of that term.

**Step 3**

**Department Head responsibility:** Consider the written statements of the student and instructor, confer with each, and inform both parties and the Office of the Registrar of their recommendation in writing within one week of completion of step 2. The instructor is not required to follow the recommendation.

**Instructor responsibility:** Notify the student, department head, and the Office of the Registrar of their decision in writing within one week of receiving the department head's recommendation.

**Student responsibility:** If the department head does not act on or resolve this matter satisfactorily within a two-week period, resubmit the appeal to the dean and the Office of the Registrar within the following week.

**Step 4**

A. **Dean responsibility:** Within one week of the completion of step 3, review the student's appeal.
**Dean responsibility (optional):** Convene a committee to review and make a recommendation.

B. **(Optional)** When convened, a committee of five members will review the case.
Committee responsibility: Provide a written report with recommendations to the student, the instructor, the department head, the dean, and the Office of the Registrar within two weeks of being convened by the dean.

C. **Dean responsibility:** Within one week of receiving the committee recommendation and within 4 weeks of completion of step 3, make a final decision. If appropriate, the grade may be changed. Notify the department head, the instructor, the student, and the Office of the Registrar of the decision in writing.

# Grade Appeal Policy and Process

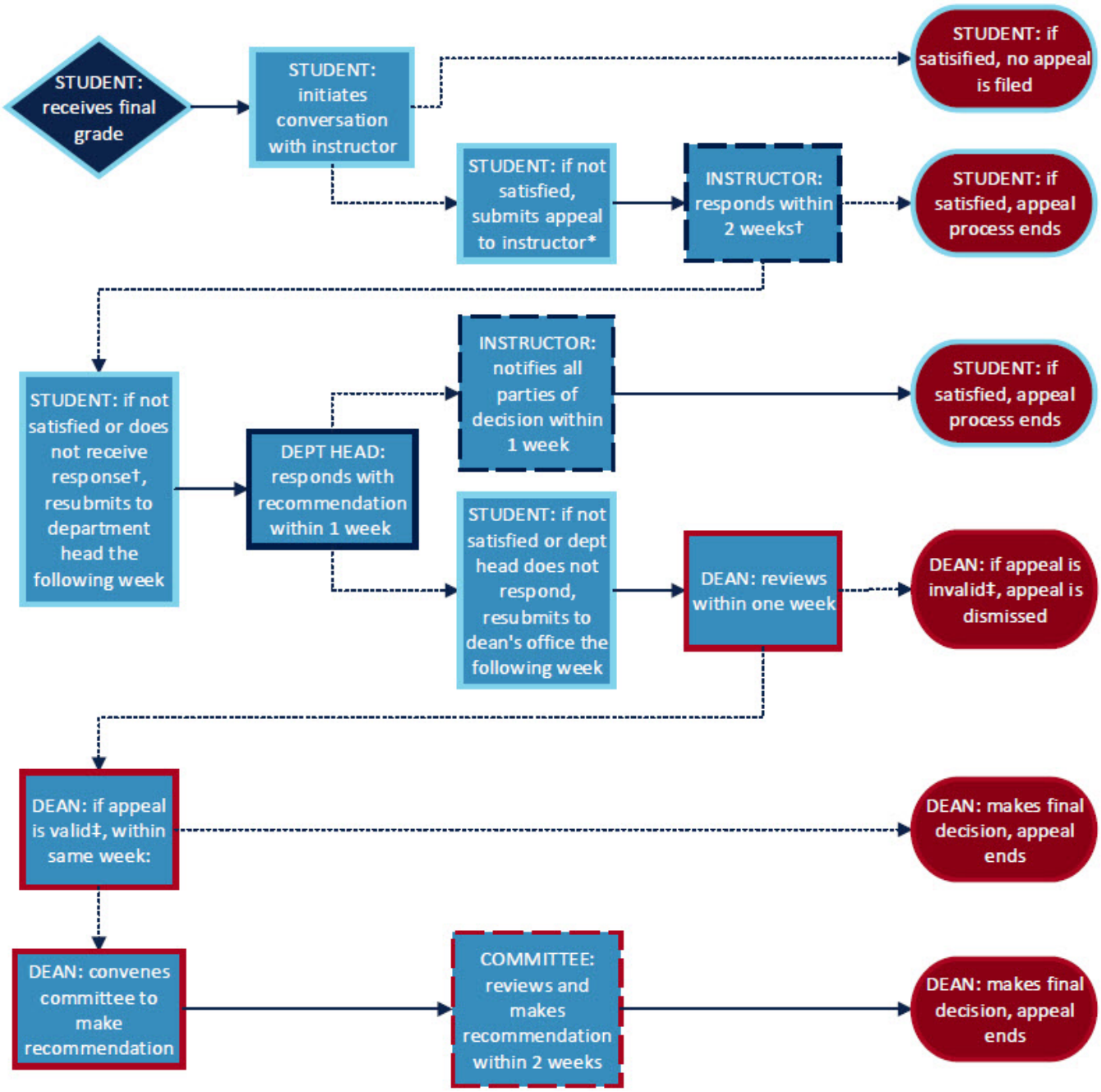
Office of the Registrar

## GRADE APPEAL TIMETABLE

***For all required grade appeal forms, please see:*** **https://registrar.arizona.edu/grade-appeal**

| RESPONSIBILITY OF: | COMPLETE STEPS: | TIME FRAME: |
|---|---|---|
| Student | 1 | By the end of week 5 of the regular (fall/spring) term after the term in which the grade was awarded |
| Instructor | 2 | Within 2 weeks of receiving initial grade appeal |
| Student (resubmit if needed) | 2 | Within 1 week of the instructor's response. If no instructor response within 2 weeks of submission, resubmit grade appeal to the Department Head by the end of the 3rd week |
| Department Head | 3 | Within 1 week of student resubmitting appeal |
| Instructor | 3 | Within 1 week of receiving Department Head recommendation |
| Student (resubmit if needed) | 3 | Within 1 week of the instructor's response. If no Instructor response within 2 weeks of submission to Department Head, resubmit grade appeal to the College Dean by the end of the 3rd week |
| Dean/Designee (assemble committee if desired) | 4A | Within 1 week of student resubmitting grade appeal |
| Committee | 4B | Within 2 weeks of being convened by College Dean |
| Dean/Designee | 4C | Within 1 week of receiving committee recommendation |

# GRADE APPEAL PROCESS




*Initial appeal must be submitted by the end of the fifth wee of the regular term following the term in which the appealed grade was assigned. No additional documentation may be introduced after this point unless requested by the Instructor, Department head, or Dean's office.

†For grade appeals submitted during summer term, the Instructor will respond within 2 weeks of the stat of the fall term.

‡See examples of valid and invalid reasons for appeal on the Grade Appeal Policy:
**https://catalog.arizona.edu/policy/courses-credit/grading/grade-appeal**

# Grade Appeal – Step 1

Office of the Registrar

## GRADE APPEAL INITIATION

***For all required grade appeal forms, please visit our website*: https://registrar.arizona.edu/grade-appeal**

Student name: _____ Student ID: _____

Expected graduation date: _____

Course: _____ Grade Awarded: _____

Instructor: _____ Grade Expected: _____

Term/Year: _____

Please choose from all applicable options below attesting that you have discussed your concerns about your grade with your instructor or the parties listed below.

| Action | Method of contact | Date(s) |
|---|---|---|
| I discussed this matter with my instructor / TA: | | |
| Since my instructor was a GAT (teaching assistant/associate), I discussed this matter with the course supervisor: | | |
| I discussed this matter with:<br>☐ The Department Head or<br>☐ The Department Head's designee (e.g. assistant | | |

### INSTRUCTIONS / CHECKLIST FOR THE STUDENT:

Email the following documents to the instructor/TA and copy the department head and **gradeappeal@arizona.edu**

☐ **Student's statement** outlining the appeal clearly and thoroughly.

Please refer to **The Grade Appeal Policy** to be sure you have valid grounds for an appeal.

☐ **Supporting documentation**

Please document your case by including the course syllabus and any relevant graded reports and papers, examinations, emails, notes taken during faculty conferences, etc. All documentation must be submitted with the initial appeal unless requested by the instructor, department head, or dean.

**NOTE:** Students should regularly check their university email for notifications of updates to their appeal.

_____ _____

*Student's Signature* *Date*

**THIS FORM MUST BE COMPLETED WITHIN THE FIRST FIVE WEEKS OF THE REGULAR (FALL/SPRING) TERM.**

## STUDENTS STATEMENT

# Grade Appeal – Step 2

Office of the Registrar

## INSTRUCTOR RESPONSE

***For all required grade appeal forms, please visit our website*: https://registrar.arizona.edu/grade-appeal**

**INSTRUCTOR'S RESPONSE / INSTRUCTIONS:**

1. Please provide your response no later than two weeks from receipt of the student's appeal (or within the first two weeks of the fall term if submitted during the summer)
2. If the appeal is granted: make the grade change, notate and sign below, and submit the form to the Office of the Registrar at **gradeappeal@arizona.edu**
3. If the appeal is not granted, please present your position in a statement with relevant supporting documentation. Your written report may be reviewed by the department head, Associate or Vice Dean, College Grade Appeals Committee, and/or the College Dean. Send response to student and **gradeappeal@arizona.edu**
4. If the student feels the issue is unresolved, the student may continue the appeal to the department head.

☐ **I agree to the grade change**

☐ **I do not agree to the grade change.** My statement and relevant supporting documentation are attached.

| **Comments** |
| --- |
| |

_____ _____

*Instructor's Signature* *Date*

**STUDENT'S INSTRUCTIONS / NEXT STEPS:**

1. Once a student receives the instructor's response, they should review the information carefully.
2. Contact the department head within the following week if you would like to escalate your appeal. Include the instructor's response in your email to the department head and copy **gradeappeal@arizona.edu**

# Grade Appeal – Step 3

Office of the Registrar

## DEPARTMENT HEAD RESPONSE

***For all required grade appeal forms, please visit our website:*** **https://registrar.arizona.edu/grade-appeal**

### DEPARTMENT HEAD'S RESPONSE / INSTRUCTIONS:

1. The department head should provide their response within two weeks of receiving the student's resubmitted appeal.
2. Department heads cannot change the grade ***but should provide a recommendation*.**
3. The department head should send this form and any additional documentation to the instructor and copy the College Dean.
4. If a grade change is recommended, the instructor may refuse to accept the recommendation. The instructor should notify the student, the department head, the College Dean, and the Office of the Registrar in writing of their decision.

| **Department Head's Recommendation:** |
| --- |
| |

_____ _____

*Department Head's Signature* *Date*

### STUDENT'S INSTRUCTIONS/ NEXT STEPS:

1.Once a student receives the department head's response, they should review the information carefully.

2.A student should notify the College Dean within the following week if they would like to escalate the appeal. A student should include the original grade appeal, instructor's response, and the departmen thead's response.

The College Dean, or designee, will make their determination within 4 weeks of the student resubmitting the form. The student, instructor, department head, and the Office of the Registrar will be notified of the decision, which is final.