



## GRADE APPEAL POLICY AND PROCESS

A graduate or undergraduate 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 sessions unless the dean determines a case warrants immediate review, such as those for students cleared for May graduation. Please note that a grade appeal is only available before the student's degree is awarded.

For information about the University process, see: <http://catalog.arizona.edu/policy/grade-appeal>

### Phase 1: Grade Appeal Initiation

**STUDENT Step 1:** Within the first five weeks of the regular semester after the semester in which the grade was awarded, or sooner if possible, the student should discuss the concerns with the course instructor, stating the reasons for questioning the grade. If the instructor is a teaching assistant/associate and this interview does not resolve the difficulty, the student shall discuss the problem with the person in charge of the course.

**STUDENT Step 2:** Within the first five weeks of the regular semester after the semester in which the grade was awarded, or sooner if possible, the student shall begin the process of submitting a grade appeal by utilizing the **forms** located on the **Office of the Registrar's website**. The student must attest in writing that s/he has informed the instructor s/he intends to file a grade appeal.

**STUDENT Step 3:** Within the first five weeks of the regular semester after the semester in which the grade was awarded, or sooner if possible, the student shall carefully formulate an appeal in writing, and submit it to the instructor with a copy to the department head.

### Phase 2: Instructor Response

**INSTRUCTOR Step 4:** Within two weeks from the date of receipt of the student's written statement, the instructor shall respond to the student in writing. The instructor should explain the grading procedures and how the grade in question was determined as well as other issues raised in the student's statement.

### Phase 3: Department Head Response

**STUDENT Step 5:** If the instructor is not available or does not resolve the matter within the two-week period, the student shall, within one week thereafter, readdress and submit the written appeal to the department head.

**DEPARTMENT HEAD/INSTRUCTOR Step 6:** The department head has two weeks to consider the student's written statement, the instructor's written statement, and confer with each. The department head may not change the grade, but shall inform the instructor and the student in writing of his/her recommendation. If a grade change is recommended, the instructor may refuse to accept the recommendation. The instructor shall notify the department head and the student in writing of his/her decision.

### Phase 4: Dean's Response

**STUDENT Step 7:** If the department head does not act on or resolve this matter to the student's satisfaction within a two-week period, the student shall, within one week thereafter, readdress and submit the written appeal to the dean.

**DEAN Step 8:** The dean shall review the student's appeal and take appropriate action. If the basis of the appeal is the fundamental fairness of treatment of the student by the instructor, the dean should convene a committee to review the case. Valid reasons for convening an appeal committee include, but are not limited to: a violation of University policy, a failure to follow published course policies, a lack of consistency within the student's course section, or a dispute over the factual accuracy of graded work. The following are NOT reasons that should be brought to a committee: a disagreement with published course policies, differences in classroom policies or grading

schemes in different courses or between different sections of the same course, or a grade's impact on a student's academic progress, athletic eligibility, or eligibility for veteran's benefits.

**DEAN Step 9:** When appropriate, the dean shall convene a committee to review the case. The committee consists of five members. Faculty representatives include one from the department of the instructor concerned, and two from closely related departments or colleges. The student council of the college provides two student representatives. Student representatives shall be full-time upper-division undergraduate students for appeals by undergraduate students or full-time graduate students for appeals by graduate students. If the college does not have an appropriate student council, the ASUA or GPSC shall appoint the student members. All student members must be in good academic standing in that college.

### Appoint Appeal Committee

Within the structure provided by the dean, the committee shall design its own rules of operation and select a chair other than the faculty representative from the department concerned. The student and instructor shall represent themselves. The committee may, or may not

- meet separately with the student, the instructor, and the department head
- request each party to submit a brief written summary statement of the issues, and/or
- interview other persons who have relevant information.

If feasible, the committee should meet with the student and the instructor together in an attempt to resolve the difference. The committee shall consider all aspects of the case before making its recommendation. The committee shall make a written report with recommendations and provide copies to the student, the instructor, the department head, and the dean.

**DEAN Step 10:** The dean shall make a final decision after full consideration of the committee's recommendation and within four weeks of receiving the student's appeal. The dean has the authority to change the grade to a different credit-bearing grade, which includes regular grades (A, B, C, D, E), alternative grades (S, P), or optional grades (P, F), depending on the course grading system and the system chosen by the student at registration. The registrar shall accept the dean's decision. The department head, the instructor, and the student shall be notified in writing of the dean's decision.

### Grade Appeal Time Table

PRIOR TO:	COMPLETE STEPS:	RESPONSIBILITY OF:
Week 5	1,2, and 3	Student
Week 7	4	Instructor
Week 8	5	Student
Week 10	6	Department Head/Instructor
Week 11	7	Student
Week 15	8,9, and 10	Dean



**Step 1: GRADE APPEAL INITIATION**

<b>Date:</b>	
<b>Student's Name &amp; SID:</b>	
<b>Expected Graduation Date:</b>	

<b>Course:</b>		<b>Grade Awarded</b>	
<b>Instructor:</b>		<b>Grade Expected</b>	
<b>Term/Year:</b>			

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.

I discussed this matter with my instructor / TA:	<input type="checkbox"/> in person <input type="checkbox"/> by phone <input type="checkbox"/> via email <input type="checkbox"/> N/A	<b>Date(s):</b>	
Since my instructor was a GAT (teaching assistant/associate), I discussed this matter with the course supervisor:	<input type="checkbox"/> in person <input type="checkbox"/> by phone <input type="checkbox"/> via email <input type="checkbox"/> N/A	<b>Date(s):</b>	
I discussed this matter with: <input type="checkbox"/> the Department Head or <input type="checkbox"/> the Department Head's designee (e.g. assistant)	<input type="checkbox"/> in person <input type="checkbox"/> by phone <input type="checkbox"/> via email <input type="checkbox"/> N/A	<b>Date(s):</b>	

**INSTRUCTIONS / CHECKLIST FOR THE STUDENT:**

Email or provide printed versions of the following documents to the instructor/TA and copy the department head.

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

Please refer to [Step 8 of the University Grade Appeal Policy](#) to be sure you have valid grounds for an appeal. Valid reasons for an appeal include, but are not limited to: a violation of University policy, a failure to follow published course policies, a lack of consistency within the student's course section, or a dispute over the factual accuracy of graded work. The student may use any format for their statement (e.g. Word, etc.). The student may also use the area provided at the end of the form.

**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.

NOTE: It is the student's responsibility to verify the date and time of delivery of their documents. Additionally, students must check their university email at least daily for related correspondence. We recommend that at each step of the process, you keep a copy of the appeal documents.

<b>Student's Signature:</b>		<b>Date:</b>	
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**THIS FORM MUST BE COMPLETED WITHIN THE FIRST FIVE WEEKS OF THE REGULAR SEMESTER.**



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**STUDENT STATEMENT**



## INSTRUCTOR RESPONSE

### INSTRUCTOR'S RESPONSE / INSTRUCTIONS:

1. The instructor should provide their response no later than the **end of Week 7 of the semester**.
2. If the appeal is granted, please make the grade change. Please notate and sign below. Submit the form the Office of the Registrar [reg-grades@arizona.edu](mailto:reg-grades@arizona.edu).
3. If the appeal is not granted, please present your position in a statement with relevant supporting documentation. Please cc: the department head. Your written report may be reviewed by the department head, Associate or Vice Dean, College Grade Appeals Committee, and/or the Dean.
4. If the student feels the issue is unresolved, the student may further 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 you receive the instructor's response, review the information carefully.
2. Please contact the department Dean **by the end of Week 8 of the semester** if you would like to escalate your appeal to the department head. Please include the **instructor's response** and **copy the department Dean's office**.



**DEPARTMENT HEAD RESPONSE**

DEPARTMENT HEAD’S RESPONSE / INSTRUCTIONS:			
<ol style="list-style-type: none"> <li>1. The department head should provide their response <b>no later than the end of Week 10 of the semester</b>.</li> <li>2. Department heads cannot change the <i>grade</i>, but <i>should provide a recommendation</i>.</li> <li>3. The department head should send this form and any additional documentation to the instructor and copy the department Dean’s office.</li> <li>4. If a grade change is recommended, the instructor may refuse to accept the recommendation. The instructor should notify the student, the department head, and department Dean’s office in writing of his/her decision.</li> </ol>			
<p style="text-align: center;"><b>Department Head’s Recommendation:</b></p> <p style="text-align: center;"><i>Additional sheets may be used.</i></p>			
<p><b>Department Head’s Signature:</b></p>		<p><b>Date:</b></p>	

STUDENT’S INSTRUCTIONS / NEXT STEPS:
<ol style="list-style-type: none"> <li>1. Once you receive the department head’s response, review the information carefully.</li> <li>2. Please notify the department Dean’s Office <b>by the end of Week 11 of the semester</b> if you would like to escalate your appeal. The Dean’s Office will submit the student’s appeal, instructor’s response, and the department head’s recommendation to the appropriate dean.</li> </ol> <p>The department Dean’s Office, or designee, will make their determination <b>by the end of Week 15 of the semester</b>. The student, instructor, and department head will be notified of the decision, which is final. If the determination is a grade change, the department Dean’s Office will copy the Office of the Registrar at <a href="mailto:reg-grades@arizona.edu">reg-grades@arizona.edu</a>.</p>