

Process for the Appeal of a Final Grade

Adopted as Part of Continuity of Instruction in Spring Semester 2020

The Citadel

The principle of academic freedom gives an instructor broad discretion in specifying the criteria by which student achievement is to be assessed and making decisions about the student's accomplishments according to those criteria. Thus, except in unusual circumstances, an instructor's decision about a grade may not be overruled. A student may, of course, request that his or her instructor review a grade for any required work in a course. Other than the course instructor, only the Provost and Associate Provost may change a grade.

The following process outlines the formal COI Grade Appeals Process:

Note: Students will have three weeks from when grades are released to begin this process

- 1) The student presents his/her concerns in writing to the instructor and then discusses these concerns. The instructor will respond to the student **within 3 business days**. If the student's concerns are not resolved or if the instructor fails to respond within the allotted time, the student can proceed to the next step.
- 2) The student presents his/her concerns in writing to the department head. (In the event the instructor is the department head, then the dean will play this role, and if the instructor is a dean, then the Associate Provost of Operations will play this role.) The student then meets with the department head to discuss these concerns. The department head will respond to the student within 3 business days. If the student's concerns are not resolved or if the department head fails to respond within the allotted time, the student can proceed to the next step.
- 3) The student presents his/her concerns in writing to the dean. (If the student is uncertain of who the dean is, he/she should contact the Associate Provost of Academic Affairs who will direct the student appropriately.) The student then meets with the dean to discuss these concerns. If the student is not satisfied with the outcome of the discussion, the student will submit a grade appeal form and provide required material to the dean of the school. within four weeks from when grades were released.

Examples that can lead to a grade appeal include:

- a. The instructor has miscalculated a final grade.
 - b. The instructor has violated the grading policies outlined in the syllabus.
 - c. The instructor has violated a college or departmental policy or procedure.
- 4) The dean will form a grade appeal committee consisting of at least three (3) tenured or tenure-track faculty (two from the relevant academic department and one from outside

the department). The dean will provide direction to the committee, including maintaining the confidentiality of the process.

- 5) The dean may request materials as needed from the instructor regarding the grade appeal, including but not limited to grades, syllabus, and assignments, for the grade appeal committee.
- 6) The dean may request additional information from the student as needed for the grade appeal committee, as well as ask the student to craft a detailed letter about why he/she is appealing the grade.

Note: The grade appeal committee does not interact with the student or instructor. Any needed materials are to be gathered and disseminated by the dean.

- 7) The grade appeal committee submits its recommendation to the Associate Provost for Academic Affairs. Potential recommendations that may be forwarded include, but are not limited to:
 - a. Change of grade
 - b. Late Withdrawal
 - c. Change of grade to Pass/Fail option
 - d. Opportunity to repeat class at no cost
 - e. Appeal is denied
- 8) The Associate Provost for Academic Affairs will notify the student and instructor of the appeal decision within 15 business days of receipt of the grade appeals form. **The names of the members of the grade appeal committee are not shared in the decision letter nor are they shared with the course instructor or the student.**
- 9) If the decision results in a grade change, the Associate Provost for Academic Affairs submits a copy of the letter to the Registrar, requesting the grade change.