

# Procedure Manual



<b>Title: Grades and Grade Appeal Process</b>	<b>Number:</b> A6Hx2-4.19
<b>Policy Number:</b> 6Hx2-4.19	<b>Page:</b> Page 1 of 5

The Grade Appeal Procedures apply to appeals of 1) the final course grade and 2) appeals related to academic dishonesty. For concerns not directly related to academic dishonesty or the final course grade as defined in the faculty member's syllabus, the student should review and follow the Broward College Student Complaint Process (A6Hx2-5.23) in the College's Policy and Procedure Manual.

For appeals to the final course grade, the purpose of this procedure is to determine if the final course grade awarded to the student is consistent with the course syllabus as transmitted to the student in accordance with institutional policies (e.g., 6Hx2-4.18 and 6Hx2-4.19) and state rules/statutes. The Grade Appeal for Academic Dishonesty Process applies to assignment grades as well as final course grades, and it will determine if the student has violated the rules of academic honesty. The students, faculty, administration and staff at Broward College value academic honesty as the foundation of the teaching and learning process and are committed to cultivating an environment whereby personal and professional responsibility and accountability are central to all operations.

## GRADE APPEAL FOR FINAL COURSE GRADES

### Step 1: Attempt to Resolve with the Faculty Member (By second week of subsequent term)


A student may appeal a final course grade only if the grade given was not in accordance with the grading policy outlined in the course syllabus. If the student wishes to appeal the grade, they must meet or communicate no later than the second week of the next term with the faculty member in an attempt to settle the disputed grade and avoid the formal Grade Appeal Process. If the student prefers, the Associate Dean may arrange the meeting between the student and the faculty member. Either the faculty member or the student may request the Associate Dean or other college official to be present. Should the faculty member no longer be employed by the College and/or be unreachable or unavailable, including during non-contractual duty days, when the student files a grade appeal, the student may initiate this process with the Associate Dean.

If the resolution results in a grade change, the faculty member shall initiate said change no later than five duty days after the meeting. Should the faculty member no longer be employed by the College, the Associate Dean will request the change of grade be made by the College Registrar's office.

### Step 2: Begin Grade Appeal Process (No later than the third week of subsequent term)

If the student has not resolved the grade issue after consulting with the faculty member and/or Associate Dean, the student may begin the formal Grade Appeal Process no later than the third week of the next term. The student will obtain a *Grade Appeal Request Package* from the Associate Dean. The process begins with the student submitting the *Grade Appeal Request Package* to the faculty member via the Associate Dean. In the absence of documented extenuating circumstance, failure to complete the *Grade Appeal Request Package* in the designated time period will end the student's right to appeal.

At any step in the Grade Appeal Process, if the student and the faculty member can resolve the issue, the Appeal Process is concluded. Deviations from the time frames stipulated in the formal Grade Appeal Process must be

<b>Recommending Officer's Signature:</b> <i>Jeffrey Nasse, Ph.D.</i>	<b>Date:</b> 8/09/2022	<b>President's Signature:</b> 	<b>Date:</b> 8/09/2022
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## Procedure Manual



<b>Title: Grades and Grade Appeal Process</b>	<b>Number:</b> A6Hx2-4.19
<b>Policy Number:</b> 6Hx2-4.19	<b>Page:</b> Page 2 of 5

agreed to by both the student and the faculty member. Adjunct faculty may request the assistance of a full-time faculty mentor during the appeal process.

### **Step 3: Submission of Documents (No later than the fourth week of the subsequent term)**

As part of completing this package, the student must include documentation for those issues related to the final course grade. All pertinent forms, paperwork, and evidence to be considered in the appeal must be attached by the student. Once a *Grade Appeal Request Package* is submitted to the Associate Dean, students taking sequential courses will be allowed to enroll for subsequent classes. However, students must be advised by the Associate Dean that should they lose their appeal, they will be removed from the classes. Funds may be refunded pending review by College administration.


### **Step 4: Mediation by Associate Dean (Within ten duty days of submission of documents)**

The Associate Dean will have five duty days to set a date acceptable to all parties for a mediation session. This mediation session shall be within ten duty days of the receipt of the *Grade Appeal Request Package* from the student. Should the faculty member no longer be employed by the College and/or be unreachable or unavailable, including during non-contractual duty days to participate in the mediation process, the Associate Dean can move the process to Step 5. If the instructor is also an Associate Dean, the Campus Dean of Academic Affairs will designate another Associate Dean to conduct the mediation. Following the mediation session, the Associate Dean will reply in writing to the student as to whether the grade change request is either granted or denied. If the grade appeal is denied, the Associate Dean will convey the rationale for the decision to the student in the formal reply. The student will be afforded ten duty days to notify the Associate Dean if he/she wishes to pursue the appeal with the Campus Grade Appeals Committee.

### **Step 5: A Hearing Before the Campus Grade Appeals Committee (Within four weeks of submission of the *Grade Appeal Request Package* to the committee)**

The Associate Dean will forward the Grade Appeal Request Package to their respective Campus Academic Dean/Instructional Dean. If the appeal relates specifically to the final course grade not being awarded in accordance with the course grade policy in the syllabus, the Campus Academic Dean/Instructional Dean will convene the Campus Grade Appeals Committee to review the *Grade Appeal Request Package*. The Committee will have three weeks from the time the *Grade Appeal Request Package* is received by the Committee to hold a meeting.

The Campus Grade Appeals Committee will meet on an as-needed basis. The membership of the Campus Grade Appeals Committee will be chosen from a pool of volunteers among faculty, advisors, counselors, and students. The Campus Academic Dean/Instructional Dean will convene the Committee, which will be comprised of seven members in total from the pool. He/she will also serve as the Chairperson (and non-voting member). Faculty will constitute a majority of the Committee. However, only one faculty member may be from the affected department. One member will be a student. The remaining members of the Committee will be representatives from a cross section of academic disciplines and student services areas.

<b>Recommending Officer's Signature:</b> <i>Jeffrey Nasse, Ph.D.</i>	<b>Date:</b> 8/09/2022	<b>President's Signature:</b> 	<b>Date:</b> 8/09/2022
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# Procedure Manual



<b>Title: Grades and Grade Appeal Process</b>	<b>Number:</b> A6Hx2-4.19
<b>Policy Number:</b> 6Hx2-4.19	<b>Page:</b> Page 3 of 5

The Chairperson of the Committee will notify all affected parties, including the student appealing the grade, of a hearing date no less than ten duty days prior to the hearing and will distribute all necessary documentation. The faculty member has the option to submit written justification of the grade to the Committee and/or to speak at the hearing but must not appear at the same time as the student. If the faculty member opts not to appear before the Committee, only members of the Grade Appeal Committee and the student appealing the grade may speak at the hearing.

The Campus Grade Appeals Committee will review the *Grade Appeal Request Package*. It will consider if the grade awarded to the student is consistent with the course syllabus as transmitted to the student, in accordance with institutional policies (e.g., 6Hx2-4.18 and 6Hx2-4.19) and state rules/statutes. The decision of the Campus Grade Appeals Committee will be final and binding, pending a review of the said decision and the supporting documentation by the College Provost and Senior Vice President for Academic Affairs Academic Affairs for completeness and consistency.

### **Step 6: Review by College Provost (Within ten days of hearing by Campus Grade Appeal Committee)**

The College Provost and Senior Vice President for Academic Affairs Academic Affairs will provide written notice to both the student and faculty member of the final decision regarding the Grade Appeal within ten days of the Campus Grade Appeal Committee hearing.

If the student feels that there are grounds for further discussion of the situation based on the actions of the faculty member involved (and not the Committee's decision regarding the appeal), the student should review and follow the Broward College Student Complaint Process (A6Hx2-5.23) in the College's Policy and Procedure Manual. The grade remains unchanged.


## **GRADE APPEAL FOR ACADEMIC DISHONESTY**

### **Step 1: Attempt to Resolve with the Faculty Member (Within five days of accusation)**

If a student thinks that he/she has been unfairly accused of academic dishonesty, the student shall meet or communicate with the faculty member within five duty days of the accusation in an attempt to settle the matter. If the student prefers, the Associate Dean may arrange and attend the meeting between the student and the faculty member. If the instructor of record is not available, the student should contact the appropriate Associate Dean.

### **Step 2: Begin Grade Appeal Process for Academic Dishonesty**

If the resolution cannot be reached between the faculty member and student, the student may continue the formal Grade Appeal Process for Academic Dishonesty. A student may obtain a *Grade Appeal for Academic Dishonesty Request Package* from the Academic Associate Dean's Office. At any step, if the student and faculty member agree to a resolution of the issue, the appeal process is concluded. Deviations from the time frames stipulated in

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## Procedure Manual



<b>Title: Grades and Grade Appeal Process</b>	<b>Number:</b> A6Hx2-4.19
<b>Policy Number:</b> 6Hx2-4.19	<b>Page:</b> Page 4 of 5

the Grade Appeal Process for Academic Dishonesty must be agreed to by both the student and the faculty member. Should the faculty member no longer be employed by the College and/or be unreachable or unavailable, including during non-contractual duty days, when the student files a grade appeal, the student may initiate this process with the Associate Dean.

### **Step 3: Submission of Documents (Within five days of meeting with Faculty)**

When completing the *Grade Appeal for Academic Dishonesty Request Package*, the student must include all issues and arguments and must attach all pertinent forms, paperwork, and evidence that he/she wishes to be considered in the appeal. The student should submit the *Grade Appeal for Academic Dishonesty Request Package* to the Associate/Instructional Dean. The Associate/Instructional Dean will provide the faculty member with a copy of the package. The student must make the written appeal no later than five duty days after meeting with the faculty member. In the absence of documented extenuating circumstances, failure to complete the *Grade Appeal for Academic Dishonesty Request Package* in the designated time period will end the student's right to appeal.


### **Step 4: Mediation by Associate Dean/Instructional (Within ten duty days of submission of documents)**

Mediation will take place between the Associate/Instructional Dean, the faculty member, and the student. The Associate/Instructional Dean will have five duty days to set a date acceptable to all parties for a mediation session. The faculty member will submit in writing all relevant documentation to the Associate/Instructional Dean prior to the mediation session. This mediation session shall be within ten duty days of the Associate/Instructional Dean receipt of the *Grade Appeal for Academic Dishonesty Request Package* from the student. Should the faculty member no longer be employed by the College and/or be unreachable or unavailable, including during non-contractual duty days, to participate in the mediation process, the Associate Dean can move the process to Step 5. Following the mediation session, the Associate/Instructional Dean will submit in writing to the student the outcome of the mediation session. If the allegation of academic dishonesty is upheld, the Associate Dean will convey the rationale to the student in the formal reply.

### **Step 5: Hearing Before the Campus/Center Grade Appeals Committee.**

If the student is dissatisfied with the results of the Associate/Instructional Dean's mediation, the student will be afforded five duty days after receiving the Associate Dean's written response from Step 3 to request to challenge the ruling of academic dishonesty through the Campus Grade Appeals Committee. The Associate Dean will include the relevant documentation provided by the faculty in the *Grade Appeal for Academic Dishonesty Request Package* and forward to the Campus Academic Dean. The Campus Academic Dean will convene the Campus Grade Appeals Committee and submit all appropriate documentation to the Campus Grade Appeals Committee, which will review the *Grade Appeal for Academic Dishonesty Request Package* and make a final decision concerning the question of academic dishonesty.

The Campus Grade Appeals Committee will meet on an as-needed basis. The Committee will have three weeks from the time the *Grade Appeal for Academic Dishonesty Request Package* is received to hold a meeting. The

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<b>Title: Grades and Grade Appeal Process</b>	<b>Number:</b> A6Hx2-4.19
<b>Policy Number:</b> 6Hx2-4.19	<b>Page:</b> Page 5 of 5

membership of the Campus Grade Appeals Committee will be chosen from a pool of volunteers among faculty, advisors, counselors, and students which has been reviewed by the Faculty Senate President. The Campus Academic Dean/Instructional Dean will convene the Committee, which will be comprised of seven members, and he/she will serve as the Chairperson (and non-voting member). Faculty will constitute a majority of the Committee. However, only one faculty member may be from the affected department. One member will be a student. The remaining members of the Committee will be representatives from a cross-section of academic disciplines and student personnel areas.

The Chairperson of the Committee will notify all affected parties including the student appealing academic dishonesty, of a hearing date no less than ten duty days prior to the hearing and will distribute all necessary documentation. The faculty member has the option to submit written justification of the grade to the Committee and/or to speak at the hearing but must not appear at the same time as the student. If the faculty member opts not to appear before the Committee, only members of the Grade Appeal Committee and the student appealing academic dishonesty may speak at the hearing.


The Campus Grade Appeals Committee will review the *Grade Appeal for Academic Dishonesty Request Package*. Based on the information provided in the package, the Committee will consider if the student's dispute with the accusation of dishonesty has merit and if the accusation should be rescinded. The decision of the Campus Grade Appeals Committee will be final and binding, pending a review of the said decision and the supporting documentation by the College Provost and Senior Vice President for Academic Affairs for completeness, and consistency.

### **Step 6: Review by the College Provost (Within ten days of the Grade Appeal Committee hearing)**

The College Provost and Senior Vice President for Academic Affairs will provide written notice to both the student and faculty member of the final decision within ten days of the hearing.

Students will be allowed to continue attending the class during the appeal process. Students taking sequential courses will be allowed to enroll for subsequent classes. However, students must be advised by the Associate Dean that should they lose their appeal, they will be removed from the classes. Any tuition and fees paid for classes from which the student is withdrawn subsequent to this provision will be refunded to them.

If the student feels that there are grounds for further discussion of the situation (not the committee's decision) based on the actions of the faculty member involved, the student should review and follow the Broward College Student Complaint Process (A6Hx2-5.23) in the College's Policy and Procedure Manual. The grade remains unchanged.

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