

04.STU.03

Student Grade Appeals

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The College of Business (COB) follows the student Grade Appeals procedures described in the University Rule 13.02.99.C0.03 (Student Grade Appeals).

General Information about Grade Appeals

This procedure does not apply to grades affected by academic misconduct or dishonesty cases. Academic misconduct is defined in the Student Code of Conduct Article III, and the appeal procedure is outlined in University Procedure 13.02.99.C0.04, Student Academic Misconduct Cases. Grade appeal cases involving academic misconduct will be heard only after the resolution of the associated academic misconduct case.

A basic aspect of the teaching-learning process in a university is the evaluation of student performance in a course and the assignment of grades in the class. While the professor should encourage free discussion, inquiry, and expression, student performance should be evaluated solely on an academic basis, and not on opinions or conduct in matters unrelated to academic standards.

Faculty are responsible for outlining the objectives and setting standards for each course, and for making clear the means of evaluation for purposes of grading students. These objectives, standards, and policies should be clearly specified in the course syllabi given to students. Students are responsible for class attendance and participating in and out of class, for learning the content of any course of study, and for maintaining standards of academic performance established for each course in which they are enrolled.

A student who believes that his or her final grade reflects academic evaluation which is arbitrary, prejudiced, or inappropriate in view of the standards and procedures outlined in the class syllabus, may appeal the grade given for the course.

To appeal a grade, the appeal request must focus on specific departures from grading guidelines listed on the syllabus. Dissatisfaction with a grade is not grounds for a successful appeal.

Grade Appeal Process

The instructor of the class is the primary authority with respect to a student's final grade in that course. Most problems or complaints can be resolved through informal discussions between the student and the instructor. Before beginning the formal appeal process the student **must** discuss

the matter with the instructor unless the instructor is unavailable or no longer with the university.

If the student believes the matter is not satisfactorily resolved at the student-instructor level, or if the instructor is unavailable or no longer with the university, the student may choose to discuss the issue with the appropriate department chair without filing a formal appeal.

If the student is not satisfied with the outcome of the informal discussion, the student may initiate a formal appeal using the COB Student Grade Appeal Form, stating briefly and clearly the action requested and the reason(s) for the requested change. The student must present the written appeal to the appropriate department chair no later than 20 business days after the start of the next regular long (15 week) semester.

In reviewing a student's appeal, the departmental chair will consider whether the professor adhered to guidelines for equitable treatment and to evaluation procedures identified on the course syllabus. Appeals must focus on specific departures from guidelines listed on the syllabus.

Normally, within five (5) business days, the department chair will consult with the student and the instructor to attempt a successful resolution. If successful, the department chair will issue a written statement to the student and the instructor using the Department Chair Grade Appeal Response Form.

The student will submit a response to the department chair, normally within five (5) days, using the Student Grade Appeal Response Form to indicate if they accept or do not accept the decision of the department chair. If the student accepts the decision of the chair, the forms are filed and the appeal is concluded. The instructor (if available) or department chair will submit a grade change if the decision is in favor of the student. If the student does not accept the decision of the department chair, the department chair will refer the appeal and supporting documentation to the associate dean for a hearing by the College Grade Appeal Committee (CGAC).

Note: if the instructor in the case is the department chair, the role of this officer, as described above, will be assumed by the college associate dean.

The associate dean will schedule a hearing before the CGAC, normally within twenty (20) business days. The case will be heard at a time and place that does not conflict with the class schedules of the student or instructor. If the hearing is set with the concurrency of the parties and the student or instructor cannot attend, the hearing may proceed as scheduled.

Note: if the instructor in the case is the associate dean, the role of this officer, as described above, will be assumed by the college dean.

Proceedings of the College Grade Appeal Committee (CGAC)

COB Student Grade Appeal Committee listens to student grade appeals that have advanced beyond the Department Chair level. The Dean appoints two full-time faculty members from each

department, three full-time BBA students, and three MBA or MAcc students to form a panel from which individual grade appeals committees may be drawn. All are one-year terms.

Members of the pool will complete one hour of training before being assigned to a hearing panel. If any member is unable to serve, the dean may appoint a substitute to serve the remainder of the member's term.

The Associate Dean selects three faculty members and two students from the committee pool to serve on each hearing panel and appoints one of the faculty members to chair the panel. A quorum consists of two faculty members and one student.

While students will have no right to preemptory challenge or challenge for cause of any Committee member, the CGAC may, by majority vote, recess to consider a student objection in closed session. In closed session the member in question may choose to recuse themselves, a majority of the Committee may vote to recuse the member, or a majority of the panel may vote to continue with the member in question as a part of the Committee. If the member is recused for any reason and the remaining members of the Committee constitute a quorum, the appeal hearing will continue. If after such recusal, the membership present does not constitute a quorum, the appeal hearing will be rescheduled and a substitute member will be appointed by the Associate Dean.

The CGAC proceedings, findings, and recommendations shall not be open to the general public or available to any individuals other than those involved with the case.

The Chair of a CGAC will preside at the hearing, maintain orderly proceedings and assure that all parties receive a fair hearing. The Chair will be a voting member of the CGAC. The Chair will keep appropriate records of meetings and actions of the CGAC and is responsible for ensuring proper communications by the CGAC with other officials and parties to the hearing. The Chair will have the right to adjust procedures, given the circumstances at the issue to ensure fairness. The Chair will communicate to the Associate/Assistant Dean the results of the hearing with the CGAC Student Grade Appeal Form.

The Committee shall hear all parties to the case and review all evidence presented. Both faculty member and student shall be present at the same time during the formal hearing. Students not residing at or near Texas A&M University-Corpus Christi may request to attend the hearing via video conference call, as appropriate.

All parties to the hearing may be accompanied by another person in an advisory capacity only. Such person may not testify or ask questions.

The College Grade Appeal Committee will determine the facts of the case and attempt to affect a fair and appropriate resolution to the complaint. Depending on the circumstances of the case, the CGAC may recommend to the associate dean that 1) the original grade of the instructor be upheld, or 2) that the grade in question be changed to a specific alternate grade. In cases where the instructor is no longer affiliated with Texas A&M University-Corpus Christi, the dean may initiate the change of grade, if so requested.

In considering the case, the burden of proof shall rest with the student. The standard of proof shall be a preponderance of the information.

Chair of the CGAC will present its findings and recommendations in writing to the associate dean (or the dean, if the associate dean is a party to the case) normally within five (5) business days after completion of its hearing and deliberations. The notification should include a short summary of the facts of the case, the hearing, and the specific recommendation of the committee.

Within five working days of the decision, the associate dean or the dean will send written notification of the decision to the student and the faculty member normally within five (5) business days after receiving the CGAC's findings and recommendations.

The decision of the CGAC is final.

See University Procedure 13.02.99.C0.03 - Student Grade Appeals.

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