

GOLDEN GATE UNIVERSITY

FORMAL GRADE GRIEVANCE

SECTION A: *To be completed by the student and submitted to the Office of Academic Affairs in San Francisco, or to a regional Site Advisor. The student should complete Section A only. Section B will be completed by Golden Gate University officials.*

Student's Name _____ Student's I.D. # _____ Daytime Telephone # _____

Mailing Address _____

I am hereby filing a formal grade grievance for the grade received in the following class:

Course number: _____ Term taken: _____ Grade received: _____

Instructor's name: _____ Site: _____

I have read the Grievance Policy and Procedures on the reverse side, and I agree to abide by the terms and conditions contained therein.

Signature of Student

Date

Please attach the following when submitting this form:

1. A typewritten or neatly hand-written statement that contains:
 - Your name and student I.D. number
 - A summary of the nature of your grievance that includes specific facts, events, reasons and/ or arguments supporting your grievance. Avoid general and unsubstantiated allegations.
 - A summary of all discussions you have had with the instructor regarding your grievance; please include dates of all discussions.
2. Attach copies of all relevant supporting materials or documents which pertain to the grade such as a course syllabus/outline, mid-term exam(s), term paper(s), final exam, or any other relevant course material. **Please keep a copy of all material submitted for your own records.**

SECTION B: *The Regional Site Advisor should complete item #1 of Section B only, keep a copy, and forward the form to the Office of Academic Affairs in San Francisco. An OAA staff member will send a copy to the student once Section B has been completed.*

1. Date _____ Form submitted by the student to _____ Site to _____
2. Date _____ Form received by the Office of Academic Affairs in San Francisco.
3. Date _____ Form forwarded to _____ in the School of _____
4. Date _____ by which response should be issued to student
(20 working days from date received by the Office of Academic Affairs)

SECTION C: *To be completed by the Dean of School or designated Grade Grievance Official. After completing this section, keep a copy for your records, and return the form and any additional correspondence (see below) to the Office of Academic Affairs. The Office of Academic Affairs will forward the decision and all relevant correspondence to the student and regional Site (if appropriate).*

Please check one:

- Grade **WILL** be changed to: _____ (please complete a Change of Grade form and submit to student records).
- Grade will **NOT** be changed.

If appropriate, please attach a letter of explanation regarding this decision.

Dean's Signature

Date

POLICY AND PROCEDURES FOR GRIEVING A FINAL COURSE GRADE (NON-LAW)

Approved: Committee on Academic Standards, Spring 2005

Golden Gate University subscribes to principles of fairness of academic decisions. Students will not be discriminated against and will be evaluated according to stated course objectives and requirements, and not on personal or political beliefs. Students have the freedom to express reasoned and non-disruptive exception to information presented or views offered in any course of study for which they are enrolled. Students are responsible for learning the content of the courses and for demonstrating knowledge mastered.

Students are encouraged to contact faculty members when there are questions concerning their grades. It is desirable that grade disputes be settled by the student and the instructor who gave the grade, and that the instructor and student reach a satisfactory resolution through meaningful and respectful dialogue. However, in cases where a satisfactory resolution cannot be achieved and a formal appeal is warranted, final grades will be reviewed based on the following allegations.

- The instructor deviated from written grading policies outlined in the course syllabus;
- The mathematical means by which a final course grade was calculated was not consistent with policies outlined in the course syllabus (including factual and calculation errors);
- Deviation from University policies pertaining to grading;
- The final course grade was influenced by factors other than published criteria (i.e. the decision was discriminatory);
- Factual errors or errors in judgment regarding the academic quality of a student's work; and/or,
- An academic sanction for academic dishonesty was unfair, improper or unwarranted.

Informal Final Grade Review with Faculty Member(s)

The student must initiate a final grade review within 30 days of the beginning of the term following the term in which the grade in question was received or within 30 days after the Director of Academic Integrity notifies the student in writing of his or her appeal rights and procedures from an academic sanction based on academic dishonesty. The student must contact the faculty member responsible for the final grade or academic sanction and request an informal resolution. The student is encouraged to seek assistance and/or consultation regarding the informal resolution of a final grade appeal by contacting the Office of Academic Affairs (ASA) or a staff member at a Regional Campus. The student is responsible for keeping detailed records of all communications or attempts to reach the instructor.

The student making the appeal is responsible for presenting the faculty member who issued the final grade or academic sanction with information and rationale for changing the grade or sanction. The University encourages faculty members to respond to the student's request within 10 working days of receiving it by individual meetings (in person or via telephone) and/or written correspondence.

If the student and the faculty member reach an agreeable informal resolution which involves a change of the final grade, the faculty member will submit a Grade Change Request form to the Record's Office. If the resolution involves a modification of an academic sanction for academic dishonesty, the faculty member will document the resolution in writing and will notify the dean or director of the School or Division in which the course was given, the dean of the School in which the student is enrolled, and the Director of Academic Integrity by copying this documentation to them or other appropriate means of notice. This documentation will be kept in the student's academic integrity file.

If resolution between the parties is not reached during this period or if the instructor does not respond and the student wishes to initiate an informal resolution, the student should initiate a formal appeal through the Office of Academic Affairs or a Regional Campus Advisor within 60 days of the start of the term following the term in which the final grade in question was received or within 60 days after the Director of Academic Integrity notifies the student in writing of his or her appeal rights and procedures from a sanction based on academic dishonesty.

Formal Appeal Process

Students must initiate the formal appeal process within 60 days of the beginning of the term following the term in which the final grade was given by submitting a Grade Grievance form with the Office of Academic Affairs or a Regional Campus Advisor. Where the appeal is from an academic sanction for academic dishonesty, students must initiate the formal appeal process, within 60 days of the time the Director of Academic Integrity notifies the student in writing of his or her appeal rights and procedures by submitting a written notice of appeal to the Office of Academic Affairs or a Regional Campus Advisor. A failure to initiate the formal appeal process within these time periods will constitute a waiver of any further right to appeal the grade or academic sanction.

Prior to submitting the Grade Grievance form or written appeal from an academic sanction for academic dishonesty, a staff member of the Office of Academic Affairs or a Regional Campus will be available to speak with the student to review the appeal process.

The Grade Grievance Form or written appeal from an academic sanction for academic dishonesty should include the following information:

1. The final course grade or academic sanction being appealed;
2. The course and instructor responsible for the grade or academic sanction;
3. All dates of contacts (or attempted contacts) with the instructor;
4. The basis for the appeal; and
5. All supporting documentation.

Upon receipt of the Grade Grievance Form or written appeal from an academic sanction for academic dishonesty, the OAA staff member will promptly forward it to the appropriate Academic Dean for review. Regional Campus staff members should mail the form to the Office of Academic Affairs for processing.

Within 20 working days of receiving the Grade Grievance Form or written appeal from an academic sanction for academic dishonesty, the Dean of the School (or the Dean's designate) will render a decision, and will communicate this decision to the Office of Academic Affairs and to the instructor. The Office of Academic Affairs will communicate the decision to the student and other University personnel, as appropriate.

If the Dean's decision involves a change of grade, the Academic Dean will submit a Change of Grade form to the Record's Office. If the decision involves a modification or reversal of an academic sanction, documentation of that decision will be placed in the student's academic integrity file. The Dean's decision is final and is not subject to further appeal.