

## Grade appeal procedure

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It is the policy of CVCC that a student should have an opportunity to appeal any grade that he/she believes does not accurately and fairly represent the nature of the classwork the student has performed. Therefore, the College has established a grade appeal procedure to be used if a student has valid reason to believe that a grade he/she received for an examination, a written/ oral presentation, a project, or other required classroom activity, is inaccurate or unfair. A student must make the initial grade inquiry within seven calendar days after the student receives notice of the grade in question, except in the case of a punitive grade issued for academic misconduct, which must be appealed by the end of the class day following the date on which the sanction was imposed. Thereafter, each subsequent appeal must occur within a seven-calendar day increment after the respective decision is received by the student. If a student does not meet the deadline for appealing a grade, the right to appeal will be waived. For grades on final examinations or grades that represent the final grade for the course, the initial seven-day period will begin on the first class day of the next academic term. In appealing a grade, the student may have his or her concern about the grade reviewed through the following procedures:

The student will begin by stating either orally or in writing to the instructor that the grade in question is either inaccurate, unfair, or both, and include the justification for appeal. If the student and the instructor cannot successfully resolve the student's concern, the student may then contact the Chair of that instructor's division or program. The student shall appeal to the Division Chair by submitting the appropriate form stating his/her concern regarding the grade, and describing the prior discussion with the instructor. (If the instructor issuing the grade is the Chair of the respective division or program, the student may appeal directly to the Chief Academic Officer [CAO] or his designee.) The Division Chair will review the student's grade issue. The Chairperson has the authority to call in the instructor, to ask for the assistance of another CVCC instructor, or seek the opinion of an expert in the subject area under review. If the student's concern about the grade cannot be successfully resolved at this level, the student may appeal to the CAO. The instructor also has the right to appeal a decision of the Division Chair to the CAO. Appeal information must be submitted on the proper form and must contain the following:

1. Name and course number of the grade under appeal.
2. Names of the student and the instructor.
3. The term, day(s) of the week, and time of day that the course was taken.
4. A concise description of the student's complaint and narrative explanation of why he/she thinks that the grade was unfair, inaccurate, or both.
5. The date that the student first took the appeal to the instructor.
6. A summary of the result of the student's appeal to the instructor.
7. The date that the student took the appeal to the Division Chair.
8. A summary of the result of the student's appeal to the Division Chair.

In addition to the above information, the student and/or instructor should include a photocopy of documents that the student and/or the instructor believes would assist the CAO in reviewing the grade appeal. The CAO will review the appeal, schedule a meeting with the student and the instructor, and deliver a written report within 14 calendar days after the CAO's receipt of all of the appeal information. The CAO has the authority to consult with the instructor, the Division Chair, or other persons who have expertise in the subject area. When the CAO has completed the review of the grade appeal, a written report describing his/her findings and conclusions will be provided to the student, instructor, and Division Chair.

If the CAO determines that a change in the student's grade is in order, the student's official grade will be changed under the authority of the CAO, to render final rulings on grade appeals. Therefore, the decision of the CAO will be final and not subject to further appeal.

Note: The same general process may be used by a student who wishes to express a concern about the fairness and appropriateness of other strictly academic matters. In reviewing appeals regarding matters other than grades, the CAO will provide a memorandum of the findings, conclusions, recommendations, and/or directives regarding the matter under appeal, to the student, instructor, and Division Chair.

## **Emergency procedures**

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### **Fire**

In the event of a fire, the person detecting the fire should activate the fire alarm, which activates a continuous horn blast. College personnel who become aware of a fire or fire alarm are to immediately notify the ranking College official at the time by calling the campus switchboard or, during evening hours, the administrator on duty. Persons in the area of the fire should take precautions in the use of fire extinguishers and should not take unnecessary risks.

In the event of a fire in or near a College building, everyone inside the building must evacuate the building and remain at least three-hundred feet away from the building until the fire department provides clearance for re-entry. Elevators are not to be used by anyone during evacuation. Instructors are expected to provide leadership to students in their prospective classes and to provide assistance to students with physical disabilities or difficulties. Each instructor will make sure that all of his/her students are out of the respective building and notify the fire department if anyone is missing.

The Phenix City Fire Department should be phoned immediately when fire or suspicious smoke is detected on campus. The fire department may be reached by dialing 911. College officials will be responsible for assuring that all access roads are kept open for emergency vehicles.

College employees are responsible for using proper procedures to avoid or minimize a fire. Among the steps to be taken are the proper use and storage of flammable materials away from heat, reporting faulty electrical equipment or cords to the maintenance department, and learning the location and proper use of College fire extinguishers.

### **Bomb threat**

A bomb threat may be received by various means, but will usually be received by telephone. In the event of a bomb threat, the person receiving the threat should immediately notify the switchboard operator, who will notify the President, Deans, or other administrator on duty, who will call the Phenix City Police Department (334-298-0611) and the Russell County Sheriff's Office (334-298-6535).

### **Serious injury or illness**

If a person becomes seriously injured or sick, a faculty or staff person should contact the CVCC switchboard operator to call for emergency medical services and/or transportation to a local medical facility. Responsibility for cost of medical services, and transportation to medical services is that of the student and/or his/her parents or guardian. If first aid is requested by the injured person, first aid supplies are available upon request from the Office of Student Services.