

GRADE APPEAL PROCEDURE

It is the policy of CVCC that students should have the opportunity to appeal any grade which a student has reason to believe does not accurately and fairly represent the nature of the classwork which 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 which the student received for an examination, a written/oral presentation, a project, or other required classroom activity, is either an inaccurate or unfair grade. 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, if any, 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 shall begin to accrue on the first class day of the next academic term. In appealing a grade, the student shall have the opportunity to have his or her concern about the grade reviewed through the following procedures:

The student shall 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 Chairperson of that instructor's division or program. The student shall appeal to the Division Chairperson 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 Chairperson of the respective division or program, the student may appeal directly to the Dean of Instruction.) The Division Chairperson will review the student's grade issue. The Chairperson shall have the authority to call in the Instructor or 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 shall be given the opportunity to take the appeal to the Dean of Instruction. The faculty member shall also have the right to appeal a decision of the Division Chairperson to the Dean of Instruction. 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 it is felt 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 Chairperson.
8. A summary of the result of the student's appeal to the Division Chairperson.

In addition to the above information, the student and/or instructor should include a photocopy of any and all documents that the student and/or the instructor believes would assist the Dean of Instruction in reviewing the grade appeal. The Dean of Instruction shall review the appeal, schedule a meeting with the student and the Instructor and render a written report within fourteen calendar days after the Dean of Instruction's receipt of all of the appeal information. The Dean of Instruction shall have the authority to consult with the instructor, the Division Chairperson, or other persons who have expertise in the subject area. Once the Dean of Instruction has completed the review of the grade appeal, a written report describing her findings and conclusions will be provided to the student, instructor, and Division Chairperson. In the event that the Dean of Instruction 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 President of CVCC, which has been delegated to the Dean of Instruction, to render final rulings on grade appeals. Therefore, the decision of the Dean of Instruction 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 Dean of Instruction will provide a memorandum of the findings, conclusions, recommendations, and/or directives regarding the matter under appeal, to the student, instructor, and Division Chairperson.

GRADE APPEAL FORM

Name of Student _____

(Signature) _____

Social Security Number _____

Submitted to (Division Chairperson) 8/16/07

Date 8/15/07

Section A: (To be completed by the student)

I. Course information:

- a. Name of course ECCO 221.
- b. Course number _____
- c. Course section number _____
- d. Semester course was taken Summer.
- e. Days of week course met m/w
- f. Time of day course met 12:00 pm - 3:30 pm.

II. Name of Instructor _____

III. Date on which the specific item in question was received by the student _____

IV. Date on which the student presented his/her appeal to the instructor for the respective course 8/15/07

V. Concise, clear description of the specific nature of the complaint with particular regard to a description of how the grade at issue was either unfair, inaccurate, or both:

I was a late register for class and did not get all the information pertaining to the homework assignment and _____ counted the homework assignment against me, which had a different in a letter grade.

VI. Description of the results of the student's discussion with his/her instructor.

He gave the information after the 6 week of class and did not give me a time line in which homework was due.

VII. Date on which the results of student/instructor discussion were finalized 8/15/07

VIII. Attachments (from the student)

(Section A must be presented to the appropriate Division Chairperson for appeal)

[REDACTED]
8/20/07

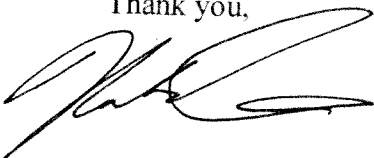
To Whom It May Concern:

For the summer quarter of 07, I was register for Economics 2251 and which professor [REDACTED] was the instructor. I register for the class in May and I was drop from the class by Troy University about change of home location, dealing with change of my major. After the completion of changing my home location, I was put back in Economics 2251 by Troy University a week in a half later and arrived to Economics 2251 as a late register.

My first day in class was on Wednesday and class met on Mondays and Wednesday from 12:30 to 2:45pm and I did not receive a syllabus at that time, which was my first official day of class. I returned to the same classroom on Monday of the next week and waited 40 minutes and nobody showed up and I figured that the instructor had obligations to tend to. The next class meeting, I came to the same classroom and again I waited 40 minutes and nobody showed up, so I went to the Dean office to get help, because the instructor did not leave any documentation behind. It took the Dean secretary to correctly give me the information for the correct classroom for Economics 2251. I came to class that day an hour and a half late and ask the instructor why he did not leave any documentation behind for the correct classroom, he said " his bad, glad I made it" and still did not receive a syllabus. The next class meeting, we were preparing for the test that was on Wednesday of that week and nobody was interacting with each other. Another week goes by, I'm trying to catch up with the speed of class, because the instructor is having a test every other week and I still have not receive a syllabus at that time. Finally a female student says, "She is having problems with the quizzes that were on line" and she needed help. That's when I said directly clearly and loud to the whole entire classroom that I did not know what she was talking about, that I had no knowledge of quizzes on line, review notes, the syllabus, note taken printout and the length of time for due dates for quizzes. Now that's when I confronted the instructor about the syllabus and then only then, he gave me the web sight to get the syllabus from. www.agrisun.net. Then it took me another week in the half to correctly login to the web sight and which I stated to the class and to the instructor, but always asked for help from the instructor on logging on.

Now I have missed more then 6 weeks of vital information that is pretty much the foundation for the entire class and paid for a service that I never received. Its two option that I can see that can take place, a refund of money with apology, or correctly change my grade with an apology from the instructor.

Thank you,



Appeal Response

Student – [REDACTED]

Appeal Date: 8/16/07

Appeal Response Date: 8/17/07

Allegations:

1. [REDACTED] did not give [REDACTED] notification regarding homework, and this failure to give notification resulted in Mr. Edmonds receiving a lower grade than he would have received had he known about the homework.
2. [REDACTED] did not give homework information to [REDACTED] until the 6th week of class.

Response to Allegations:

1. [REDACTED] was given notification about homework, and about the proper way to log in to do the homework, right after he started attending class. [REDACTED] did have problems logging in properly to do his homework, so I ([REDACTED]) logged in as [REDACTED] and demonstrated for him the proper way to log on to complete the homework. This was well before the 6th week of class. I repeated the above demonstration for [REDACTED] after he had the same problem on another occasion.

I reiterate to my students many times during the semester that I generally arrive between 5 AM and 6:30 AM on most weekdays and weekends, even if I have no office/on-campus hours scheduled. I also let them know that they can email me, leave a message in my mailbox, call me at my office number, or leave a message for me at the switchboard. [REDACTED] could have easily received additional help. Unfortunately, he did not seek additional assistance outside of class.

[REDACTED] stated that he would have received a different letter grade had he known about the homework. However, even if his grade were based strictly on his test scores, with no penalty for missing homework, [REDACTED] grade would be the same.

2. [REDACTED] stated in the appeal that was not given any information about homework until the 6th week of class. This statement is not correct. [REDACTED] was given homework information right after he started attending class. [REDACTED] finally completed his first homework assignment properly on the 24th of June, 2007, scoring 3 correct answers out of 20 questions. The 24th of June is only 4 weeks into the semester, not 6. After completing the homework on the 24th of June, [REDACTED] again stopped doing homework until the final two assignments of the course.

Additional Comments:

[REDACTED] is a good student. I have had the pleasure of working with him in a previous class where he made either an "A" or "B". I believe that [REDACTED] could have easily made an "A" or "B" in this class if he had not had the additional stress of a 15 hour load during a summer semester, and a handicap of a late start for the class.

I must base [REDACTED] score on objectively quantifiable demonstrated performance in the current course. He has received the appropriate score based on that performance. I must stand behind the grade of "D".

[REDACTED]
Instructor

8/17/07
Date

Name of Student _____

Section B: (To be completed by the Division Chairperson)

- I. Date on which the appeal was filed with the Division Chairperson August 16, 2007
- II. Actions/findings of the Division Chairperson
Please see attachment
- III. Attachments (from the instructor and/or Division Chairperson)
- IV. Decision of the Division Chairperson
The grade is legitimate; it should stand.
- V. Date of decision and notification (copies of Section A and B) given to the student and instructor _____

(Signature) _____

(Section A and B must be presented to the Dean of the College for appeal along with a Notice of Appeal)

Grade Appeal – [REDACTED]

Division Chair Response:

I was approached by [REDACTED] during Registration on Wednesday, August 15, 2007. He said that he wanted to talk with me about the grade he'd made in the class of one of the instructors in my division. He told me that he had already spoken with [REDACTED] about the problem. I arranged for [REDACTED] to meet with the instructor, [REDACTED], and me at 2:30 p.m. during the afternoon break of registration.

[REDACTED] stated that he missed the first two weeks of the course because of a mix-up between Troy University-Fort Benning and Troy University-Phenix City. He indicated that he thought his grade was unfair because he did not know that failure to complete the homework would count against him. He told me that [REDACTED] did not give him a copy of the course syllabus.

[REDACTED] noted that he had given [REDACTED] the URL address and log-in where the course syllabus and other course materials could be found. [REDACTED] said that he had problems logging-in to the web site, but acknowledged that he did not attempt to contact [REDACTED] between class meetings for assistance. Furthermore, he admitted that once he did get logged-in he still never read the syllabus. He told me that he was too busy trying to get caught up with the work he had missed to read the syllabus. It was his contention that [REDACTED] was at fault because he did not hand him a printed syllabus.

When I pointed out that the grades [REDACTED] reported to me as his course test grades averaged to a "D," he said that being unable to complete the homework because he had difficulty logging-in to the web site until the sixth or seventh week of the term resulted in his not being able to do as well on the course tests as he could have done. However, out of twelve homework assignments due after [REDACTED] began attending class, he completed only two, and the first of those was submitted approximately four weeks into the term. [REDACTED] made no complaint about being unable to complete the homework assignments until he learned that his grade of Incomplete ("I") had become a "D."

At our meeting, [REDACTED] asked for opportunity to double check his class records before making a final decision about the situation. [REDACTED] and I met with [REDACTED] again on Thursday, August 16, 2007. [REDACTED] said that under the circumstances he was not comfortable with altering the grade. Having weighted both sides, I told [REDACTED] that I supported [REDACTED] in his decision. [REDACTED] expressed his displeasure with the decision, and I told him that he could appeal to the Dean of Instruction.

Whatever the reason for the delay, I regret that [REDACTED] did not attend the class until the third week of the term. I believe that [REDACTED] was fair in his treatment of [REDACTED]. On more than one occasion he explicitly provided the web site information to [REDACTED]. The second time [REDACTED] expressed his difficulties in logging-on, [REDACTED] even interrupted the class to show [REDACTED] how to sign-in. Additionally, [REDACTED] accommodated [REDACTED] by allowing him to take the final exam late.

I believe that [REDACTED] not attempting to contact [REDACTED] outside of class-time when he had difficulty logging-in to the course web site and his failure to read the syllabus and other materials provided by [REDACTED] on the web site for all students in the course, especially knowing he had missed the first two weeks of a ten week term, are evidence that [REDACTED] did not fulfill his responsibilities as a student in the course.

[REDACTED]
Chair, Division of Business, Social Science and Technology

8-21-07
Date

NOTICE OF APPEAL

I, [REDACTED], wish to appeal the decision of the Division Chairperson, as presented on Sections A and B, to the Dean of the College.

Signature Via telephone conversation

SS# _____

Date 8/22/07

Attachments: Grade Appeal Form Sections A and B

Name of Student _____

Section C: (To be completed by the Dean of the College)

I. Date on which the appeal was filed with the Dean of the College 8/21/07

II. Actions/findings of the Dean of the College

The grade is legitimate, it should stand. The documented homework assignment on June 24th implies that _____ had access to the web site before the 6th week assertion.

III. Attachments (from the instructor and/or Dean of the College)

IV. Decision of the Dean of the College

The grade is legitimate.

V. Date of decision and notification (copies of Section A, B, and C) given to the student, instructor, and Division Chairperson _____

(Signature) _____

Appeal Response

Student: [REDACTED]
Appeal Date: 8/16/07
Instructor's Response Date: 8/17/07
Chair's Response Date: 8/21/07

Actions/finding of the Dean of the College:

[REDACTED] allegation is that he [REDACTED] did not give homework information and proper web access to him until the 6th week of class. [REDACTED] has documented proof that [REDACTED] submitted his first homework assignment properly, via the web, on the 24th of June, 2007, scoring 3 correct answers out of 20 questions. June 24, 2007 is only the fourth week of the term and [REDACTED] admits to missing the first two weeks of the semester. [REDACTED] has documentation verifying that [REDACTED] only completed two additional assignments, out of a total of twelve, after his successful completion of his first assignment.

I discussed this appeal with [REDACTED] via the telephone on August 22, 2007 and I informed him of [REDACTED] and [REDACTED] response to his allegation. I also informed him that if [REDACTED] could document the date of his first assignment submission then his allegation would not have merit and his appeal would be denied.

Decision of the Dean (8/22/07):

[REDACTED] 6th week allegation is incorrect, he only completed three of twelve assignments and his average is a "D"; therefore I must rule that the grade is legitimate.

[REDACTED]
Interim Dean of Instruction
2602 College Drive
Phenix City, Alabama 36869
(334) 291-4945