

Items in Document

- I. **Revised Grade Appeal Policy (April 2024)**
Blue font indicates change from original,
red font = language added during Senate meeting on March 22, 2024 and
suggestions submitted by members of Academic Affairs after reviewing the
policy
- II. **Original IUSB Grade grievance policy**
- III. **Grade Appeal Policy presented to Senate in March 2024**

I. **Grade Appeal Policy (revised April 2024) To be implemented Fall 2024**

General Overview

This policy outlines the procedures for undergraduate and graduate students to appeal final course grades for **all courses (in-person, hybrid, and online)** taught at Indiana University South Bend. Grade appeals in collaborative programs should proceed in accordance with the campus offering the **course**. Grade changes shall adhere to the ACA-66 IU-Wide policy. Students may go to either the Titan Success Center or their Academic Advisor for help with completion of these forms.

Faculty-initiated grade changes (includes clarification for reasons faculty-initiated change and structured similar to student-initiated section)

The grade assigned by the course instructor at the end of a term is the student's grade for that course. **Only in cases where the course instructor has made error(s) in grade calculations will this final grade be changed through this process.** Such requests should be initiated by the instructor through an electronic grade change request or Faculty Initiated Grade Change Request Form obtained from the Registrar's Office. Requests for a change of grade must be approved by the department chair or area coordinator (if applicable) and dean of the college or school. If the department chair, area coordinator, or dean disapproves the faculty-initiated grade change request, the request will be reviewed by the Academic Affairs Committee of the IU South Bend Faculty Senate (AAC) and a recommendation from the AAC will be forwarded to the Executive Vice Chancellor for Academic Affairs for a final decision.

A Faculty-initiated grade change request is to correct errors made by the course instructor, and not for addressing student disagreements. The only valid reasons for a course instructor to request consideration of a grade change are:

- 1) **Incorrect grade due to miscalculation (human error). These will be considered only if accompanied by detailed explanations of how the errors occurred and who are affected by these errors.**
- 2) **Errors in judgment. This will be considered only if any reevaluation done by the faculty member applies to the whole class.**

- 3) Procedural error (e.g., failure to follow announced grading procedures, failure to communicate grading procedures)

Work completed after the end of a course is not an acceptable reason for a grade change. If the student is unable to finish the assigned work by the end of the term, the instructor should consider whether or not a grade of I (incomplete) is appropriate. **Faculty-initiated grade changes should be submitted, approved and grades corrected by the corrected grade submission deadline.**

Student-initiated grade changes and limitations of time

If a student **disagrees** with her/his final course grade, the student **should** discuss the matter with the faculty member assigning the grade. **Grade appeals (including changes to a W, FN, or FNN) must be submitted within one year from the end of the term in which the grade was posted.** Grade appeals will not be accepted beyond the one year period.

The only valid reasons for a student to request consideration of a grade change are:

1. Incorrect grade due to miscalculation (human error)
2. Procedural error (e.g., failure to follow announced grading procedures, failure to communicate grading procedures)
3. Non-academic reasons (e.g., discrimination that is banned by University policy or requesting an Administrative late withdrawal due to extenuating circumstances. Late withdrawals must be accompanied by supporting documentation and must be for reasons other than poor academic performance.

Procedure for submitting a student-initiated grade appeal

Step One: Contact the Instructor

- Students seeking to contest a course grade should contact the instructor and attempt to resolve the matter informally first. It is suggested that the student and the instructor discuss the matter synchronously (by phone, virtually, or in person). If the instructor agrees that the grade should be changed, the instructor will initiate the Change of Grade process. **To ensure fair treatment of all students in the course, the Chair or next level supervisor should verify with the Instructor that grades have been calculated in the same manner for all students.**
- If the matter is not resolved informally or if the instructor does not respond within 10 business days of the student's initial contact, the student should submit a formal grade appeal. If the instructor is not available or has not responded within 10 business days from receiving the initial written appeal, the student may direct their initial formal appeal to the Department Chair or Program Director. Once the student has submitted the grade appeal, the student can follow up with the Registrar office about the status of their appeal.

Step two: Submit formal appeal to the Office of the Registrar

The Formal Appeal should include:

1) **Grade Change Request Form** – obtain from Registrar Office or access the electronic form here: <https://southbend.iu.edu/students/registrar/grades/grade-grievance-form-21.pdf>

2) Statement and Course syllabus:

- a. A statement that demonstrates a valid reason that the instructor would be obliged to assign a better grade. The statement should include an analysis of relevant evidence including (but not limited to): final exam, assignment instructions, and/or student's electronic gradebook, and/or copies of previous communications with instructor, and/or witness testimony.
 - b. Course syllabus
- The formal appeal will be sent to the Course Instructor first. The Course Instructor will approve or disapprove the request. The Instructor may add a response for rejecting the student's argument or an agreement to change the grade. If the instructor rejects the student's appeal, the instructor should inform the student that an appeal to the Department head or Dean is possible.
 - The appeal will then move to the Department head (Chair, Program Director, or Area Coordinator). The Department head should gather information from both the student and the faculty member and reach a decision as to the merits of the appeal.
 - The appeal will then be reviewed by the Dean. The Dean may appoint a faculty designee of the school (e.g., Assistant or Associate Dean) to review the appeal. The Dean or designee may request additional documentation.
 - In those instances where either the Department Head or Dean supports the student's appeal, the person supporting the appeal must submit a written letter to the Senate Academic Affairs Committee of the IU South Bend Academic Senate. If a lower level is unable to submit the support documentation, the next level (e.g., Chair or Dean) is acceptable.
 - The Academic Affairs Committee (AAC) of the IU South Bend Academic Senate will review each level of the appeal at the next scheduled meeting. The AAC may request additional documentation. The AAC will submit their recommendation in writing to the Executive Vice Chancellor for Academic Affairs (EVCAA), who makes a final resolution. The EVCAA decision will be sent to the Student, Instructor, Department Head, Dean of the College, and Registrar office. The EVCAA decision is final and cannot be appealed.
 - The decision and relevant documents will be filed with Indiana University South Bend Registrar's Office and will be archived for 10 years unless otherwise directed by University Counsel.

(approved by the Academic Senate 2/24/95, revised 4/19/2019, revised 04/19/2024).

II. **Original policy** – <https://southbend.iu.edu/students/registrar/grades/grievances.html>

Grade Grievances

Faculty-initiated grade changes

The grade assigned by the course instructor at the end of a term is the student's grade for that course. Only in exceptional cases will this final grade be changed. Such requests should be initiated by the instructor concerned through an electronic grade change request or Faculty Initiated Grade Change Request Form obtained from the Registrar's Office. Requests for a change of grade must be approved by the department chair or area coordinator (if applicable) and dean of the college or school. If the department chair, area coordinator, or dean disapproves the faculty initiated grade change request, the request will be reviewed by the Academic Affairs Committee of the IU South Bend Faculty Senate (AAC) and a recommendation from the AAC will be forwarded to the Vice Chancellor for Academic Affairs for a final decision.

Grade change requests arising from clerical errors will be considered only if accompanied by detailed explanations of how the errors occurred. Work completed after the end of a course is not an acceptable reason for a grade change. If the student is unable to finish the assigned work by the end of the term, the instructor should consider whether or not a grade of I (incomplete) is appropriate. Errors in judgment will be considered only if any reevaluation done by the faculty member applies to the whole class.

Student-initiated grade changes

If a student disputes his/her final course grade, the student must discuss the matter with the faculty member assigning the grade no later than the end of the next regular semester. Grade appeals submitted for semesters beyond that deadline and up to 3 years after the grade was originally assigned will only be considered in extremely serious and documented circumstances (e.g., prolonged hospitalization, military deployment) that prevented the student from filing the petition or the faculty member from responding within the stated time period. Grade appeals after the end of the next regular semester and up to 3 years will only be considered for grade changes to W, FN, or FNN. Grade appeals will not be accepted beyond the 3-year period. If the faculty member disagrees with the student's case for changing the grade, the student may appeal to the Chairperson of the Department that offered the course. If the Chairperson of the Department disagrees, the student may appeal to the Dean or Program Director of the area that offered the course. If the faculty member, Chairperson, Dean or Program Director all disagree with the student's request, the student may then appeal to the Academic Affairs Committee of the IU South Bend Academic Senate. That Committee then makes its recommendation to the Vice-Chancellor for Academic Affairs, who makes a final resolution.

In those instances where either the faculty member, Chairperson, or Dean or Program Director supports the student's appeal, the student and the person supporting the appeal must submit a written appeal to the Academic Affairs Committee of the IU South Bend Academic Senate. If the course instructor is unable to submit the support documentation, the next level (department Chair, Dean) is acceptable. That Committee will review the appeal and make a recommendation

to the Vice-Chancellor for Academic Affairs, who makes a final resolution. (approved by the Academic Senate 2/24/95, revised 4/19/2019).

Grade Change Request Form - Student Initiated

III. **Grade Appeal Policy (Policy presented to Academic Senate in March 2024)**

General Overview

This policy outlines the procedures for undergraduate and graduate students to appeal final course grades for **all courses (in-person, hybrid, and online)** taught at Indiana University South Bend. Grade appeals in collaborative programs should proceed in accordance with the campus offering the ~~collaborative program~~ **course**. Grade changes shall adhere to the ACA-66 IU-Wide policy. Students may go to either the Titan Success Center or their Academic Advisor for help with completion of these forms.

Faculty-initiated grade changes (no change from original wording)

The grade assigned by the course instructor at the end of a term is the student's grade for that course. Only in exceptional cases will this final grade be changed. Such requests should be initiated by the instructor concerned through an electronic grade change request or Faculty Initiated Grade Change Request Form obtained from the Registrar's Office. Requests for a change of grade must be approved by the department chair or area coordinator (if applicable) and dean of the college or school. If the department chair, area coordinator, or dean disapproves the faculty initiated grade change request, the request will be reviewed by the Academic Affairs Committee of the IU South Bend Faculty Senate (AAC) and a recommendation from the AAC will be forwarded to the Vice Chancellor for Academic Affairs for a final decision.

Grade change requests arising from clerical errors will be considered only if accompanied by detailed explanations of how the errors occurred. Work completed after the end of a course is not an acceptable reason for a grade change. If the student is unable to finish the assigned work by the end of the term, the instructor should consider whether or not a grade of I (incomplete) is appropriate. Errors in judgment will be considered only if any reevaluation done by the faculty member applies to the whole class.

Student-initiated grade changes and limitations of time

If a student **disagrees** with her/his final course grade, the student **should** discuss the matter with the faculty member assigning the grade no later than the end of the next regular semester after the grade was originally **posted**. Grade appeals submitted after the end of the next regular semester and up to one year will only be considered for grade changes to W, FN, or FNN. Grade appeals will not be accepted beyond the one year period.

The only valid reasons for a student to request consideration of a grade change are:

4. Incorrect grade due to miscalculation (human error)

5. Procedural error (e.g., failure to follow announced grading procedures, failure to communicate grading procedures)
6. Non-academic reasons (e.g., discrimination that is banned by University policy or requesting an Administrative late withdrawal due to extenuating circumstances. Late withdrawals must be accompanied by supporting documentation and must be for reasons other than poor academic performance. Please see the Administrative late withdrawal section for more information about criteria for late withdrawal requests.)

Procedure for submitting a grade appeal (Note: No change in process. Changed from paragraph to bullet format to make it easier for students to follow and added information for clarification of process)

Step One: Contact the Instructor

- Students seeking to contest a course grade should contact the instructor and attempt to resolve the matter informally first. It is suggested that the student and the instructor discuss the matter synchronously (by phone, virtually, or in person). If the instructor agrees that the grade should be changed, the instructor will initiate the Change of Grade process.
- If the matter is not resolved informally or if the instructor does not respond within 10 business days of the student's initial contact, the student should submit a formal grade appeal. If the instructor is not available or has not responded within 10 business days from receiving the initial written appeal, the student may direct their initial formal appeal to the Department Chair or Program Director. Once the student has submitted the grade appeal, the student can follow up with the Registrar office about status of their appeal.

Step two: Submit formal appeal to the Office of the Registrar

The Formal Appeal should include:

- 3) Grade Change Request Form – obtain from Registrar Office or access the electronic form here: <https://southbend.iu.edu/students/registrar/grades/grade-grievance-form-21.pdf>
- 4) Statement and Course syllabus:
 - a. A statement that demonstrates a valid reason that the instructor would be obliged to assign a better grade. The statement should include an analysis of relevant evidence including (but not limited to): final exam, assignment instructions, and/or student's electronic gradebook, and/or copies of previous communications with instructor, and/or witness testimony.
 - b. Course syllabus
- The formal appeal will be sent to the Course Instructor first. The Course Instructor will approve or disapprove the request. The Instructor may add a response for rejecting the student's argument or an agreement to change the grade. If the instructor rejects the student's appeal, the instructor should inform the student that an appeal to the Department head or Dean is possible.

- The appeal will then move to the Department head (Chair, Program Director, or Area Coordinator). The Department head should gather information from both the student and the faculty member and reach a decision as to the merits of the appeal.
- The appeal will then be reviewed by the Dean. The Dean may appoint a faculty designee of the school (e.g., Assistant or Associate Dean) to review the appeal. The Dean or designee may request additional documentation.
- In those instances where either the Department Head or Dean supports the student's appeal, the person supporting the appeal must submit a written letter to the Senate Academic Affairs Committee of the IU South Bend Academic Senate. If a lower level is unable to submit the support documentation, the next level (e.g., Chair or Dean) is acceptable.
- The Academic Affairs Committee (AAC) of the IU South Bend Academic Senate will review each level of the appeal at the next scheduled meeting. The AAC may request additional documentation. The AAC will submit their recommendation in writing to the Executive Vice Chancellor for Academic Affairs (EVCAA), who makes a final resolution. The EVCAA decision will be sent to the Student, Instructor, Department Head, Dean of the College, and Registrar office. The EVCAA decision is final and cannot be appealed.
- The decision and relevant documents will be filed with Indiana University South Bend Registrar's Office and will be archived for 10 years unless otherwise directed by University Counsel.

(approved by the Academic Senate 2/24/95, revised 4/19/2019, revised 03/10/2024).