

## **V.G. Student Final Grade Appeal Procedures**

These procedures supplement and clarify Section V.G. of the Lone Star College System District Policy Manual (“Policy Manual”) last revised by the Board of Trustees on **February 2, 2017**— setting out the College’s academic appeal policies. These procedures are meant to be read in conjunction with Section V.G. of the Policy Manual, and the Policy Manual controls when a conflict arises between it and the procedures below. These procedures were last updated on **February 25, 2019**. The notice and comment period was open online to the public from **September 18, 2018 to October 18, 2018** and from **March 4, 2019 to March 18, 2019**. Forms V.G.1. and V.G.2. referenced herein are included in the appendix to these procedures.

**1. Deadline for Submitting an Academic Appeal.** Students may not initiate an academic appeal more than 12 months after the final grade is posted.

**2. Bases for Submitting an Academic Appeal.** Students may submit an academic appeal for one or more of the three bases listed below:

- (a)** A mathematical error in the grade’s calculation, including a typo or scrivener’s error;
- (b)** An instructor materially deviates from the course syllabus or the College’s Policy Manual; or
- (c)** A student endures disparate treatment not covered by civil rights policies.

**3. Insufficient Bases for Submitting an Academic Appeal.** The Policy Manual specifically disallows considering an academic appeal merely because a student is dissatisfied with a grade or disagrees with the instructor’s professional judgment in assessing the quality of the student’s work or performance.

**4. Effective Notice.** Unless otherwise specified, any document under these procedures may be delivered in person, by emailing the document to the recipient’s designated College email address, or by mailing the document to the recipient’s mailing address on file with the College. All members of the College community must keep current and regularly monitor their designated College email addresses. For purposes of these procedures, working days end at 5:00 p.m. central time. Working days includes all days other than Saturdays, Sundays, and all days the College is closed according to its official academic calendar or at the direction of the Chancellor or designee. In calculating deadlines under these procedures, the working day on which an event occurs is “day zero,” and the following working day is “day one.” If an event occurs on a day which is not a working day, then the next working day is “day zero.” Any deadlines under these procedures may be extended with the recipient’s written consent.

**5. Procedural Steps Overview.** These procedures set out three steps a student may take to attempt to resolve an academic appeal: (1) attempted resolution with the instructor of record; (2) initial appeal and attempted resolution with the appropriate instructional dean; and (3) final appeal with the Academic Appeals Committee and Chief Academic Officer (“CAO”) over that department, who is the college’s Vice President of Instruction unless the

college president has designated another individual as the college's CAO. At all stages of these procedures, the student is responsible for tracking any deadlines applicable to a student action.

**5(a)(1). Required Resolution Attempt with Instructor of Record.** If unable to informally resolve a grade dispute, a student may initiate an academic appeal only by filing a Final Grade Dispute Form (Form V.G.1.) with the instructor of record for that course. If the College no longer employs the course's instructor of record, the Final Grade Dispute Form may be filed with the instructional dean over that type of course at the college where the instructor of record was employed. When an academic appeal is initially filed with the instructional dean, skip to 5(b) below.

**5(a)(2). Required Decision and Deadline by Instructor of Record.** The instructor of record must provide the student with a decision retaining or changing the disputed grade, including a decision basis, within 10 working days of receiving a Final Grade Dispute Form.

If the academic appeal's basis is insufficient under Sections 2 and 3 of these procedures, the instructor of record shall inform the student of that determination and not take any further action on the appeal.

**5(a)(3). Deadline for Student Appeal to Instructional Dean.** A student's right to appeal to the instructional dean expires 10 working days after the date the instructor of record delivers a decision on a Final Grade Dispute Form to the student or, if the instructor does not deliver a decision, 30 working days after the decision was due under these procedures.

**5(b)(1). Initial Appeal to Instructional Dean.** A student may appeal to the appropriate instructional dean only by submitting the Final Grade Dispute Form (Form V.G.1.) to the instructional dean over the instructor of record.

**5(b)(2). Required Decision and Deadline by Instructional Dean.** The instructional dean must provide the student with a decision retaining or changing the disputed grade, including a decision basis, within 10 working days of receiving a Final Grade Dispute Form.

If the academic appeal's basis is insufficient under Sections 2 and 3 of these procedures, the instructional dean shall inform the student of that determination and not take any further action on the appeal.

**5(b)(3). Deadline for Student Appeal to Chief Academic Officer.** A student's right to appeal to the CAO expires 10 working days after the date the instructional dean delivers a decision on a Final Grade Dispute Form to the student or, if the instructional dean does not deliver a decision, 30 days after the decision was due under these procedures.

**5(c). Chief Academic Officer Appeal and Academic Appeals Committee.** A student may appeal to the CAO only by submitting the Final Grade Dispute Form (Form V.G.1.) to the CAO of the college employing the instructor of record. Upon receiving a Final Grade Dispute

Form, a CAO must first determine whether the student followed the above procedures. If the student followed these procedures, the CAO must next determine if the academic appeal's basis is sufficient under Sections 2 and 3 of these procedures.

If the CAO determines that the appeal lacks a sufficient basis under the policy and these procedures, he or she shall communicate in writing to the student within 10 working days after receiving the Final Grade Dispute Form that the appeal is denied and will not be processed. The CAO's decision in this regard is final.

If the CAO determines that the appeal is appropriate under this policy, he or she will convene an Academic Appeals Committee to consider the appeal. Within 10 working days of receiving the Final Grade Dispute Form, the CAO will notify the student in writing of the appeals committee meeting date.

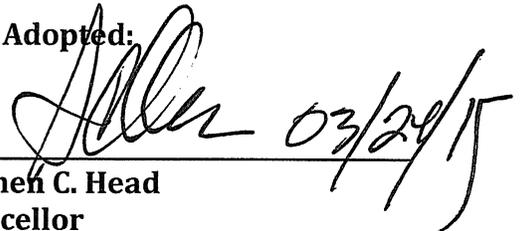
The appeals committee shall consist of three faculty members and two students chosen by the CAO from the faculty and students assigned to courses at the college or centers under the CAO's supervision. All committee deliberations are closed and confidential. Faculty from the same department as the instructor of record involved in the appeal may not serve on the appeals committee.

The appeals committee should meet as soon as possible, and no later than 30 working days after a written request for appeal at this level has been received and the CAO has determined that these procedures have been followed. The entire committee—the three faculty members and the two students—must be present to consider academic appeals. A majority of the committee must agree to reach a decision.

The appeals committee shall send a written decision to the CAO using Form V.G.2. within five working days of its meeting. The CAO must transmit the decision to all affected parties within 10 working days after the appeals committee meets. The appeals committee's decision is final.

**5(d). Informing the Office of Student Services/Student Success.** If an academic appeal results in a decision that the appealed grade should be changed, the CAO or designee will send the decision to the applicable college's Office of Student Services/Student Success employee who has access to officially change the student's grade within 15 working days of when the decision is final.

**Date Adopted:**

  
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**Stephen C. Head**  
**Chancellor**