**ISP 281P**

**Grade Appeal Procedure**

**PURPOSE**

States procedures by which a student can dispute their final grade as well as the guidelines for understanding faculty and administration responsibilities.

**SUMMARY**

The instructor maintains the right and responsibility to determine grades and other evaluations of students consistent with the criteria in the syllabus as outlined in ISP 160.

A student may appeal for a change in their final grade if the student believes that the evaluation standards and grading criteria were not met or were not clear.

Above all, CCC wishes to prevent such instances. Faculty are encouraged to make available and accessible both the grades for student work and the mathematical process that will result in the final grade. In cases of a grade appeal, faculty, administration, and students are all expected to maintain an attitude of facilitation, transparency, and respect.

**PROCEDURE**

1. Within one term of receiving the final grade to be appealed, a student will contact the course instructor in writing with a request for an explanation of the grade.
2. If available, the instructor will respond in writing within 14 days of the initiation of contact. The instructor may change the grade or decline to change it at their discretion.
3. If the instructor does not respond in writing within 14 days, the student will contact the instructor’s department chair or supervisor in writing to continue the appeal process.
4. If the instructor responds, but the student is not satisfied with the explanation, the student has 14 days to contact the instructor’s department chair or supervisor in writing to continue the appeal. Students uncertain of the department chair or supervisor’s information can contact the administrative assistant for the department or enrollment services.
5. The instructor’s department chair or supervisor will meet with the student within 14 days of the student’s written request. The department chair or supervisor may not change the instructor’s grade, but can provide information about how grades are assigned and this appeal process.
   1. If the department chair or supervisor does not respond within 14 days, the student will contact the Vice President of Instruction in writing to request a final appeal.
   2. If the department chair or supervisor responds, but the student is not satisfied with the response, the student will contact the Dean of the instructor’s division in writing. If this step does not apply, the student will move directly to contacting the Vice President of Instruction.
6. The Dean of the instructor’s division will meet with the student within 14 days of the student’s written request. The Dean may not change the instructor’s grade, but can provide further information about how grades are assigned and this appeal process.
   1. If the Dean does not respond within 14 days, the student will contact the Vice President of Instruction in writing to request a final appeal.
   2. If the Dean responds, but the student is not satisfied with the response, the student will contact the Vice President of Instruction in writing to request a final appeal.
7. The Vice President of Instruction may not change the instructor’s grade but will proceed in one of two ways:
   1. If the VP agrees with original grade, that decision is final.
   2. If the VP supports a change in grade, they must respond in accordance with Article 4 of the applicable Full-Time or Part-Time Bargaining Agreement.
      1. For Full-Time Faculty, the VP will request that the Full-Time Faculty Association select three faculty members who, in consultation with the instructor’s Dean, will review the grade and authorize a change if appropriate. The decision of this committee is final.
      2. For Part-Time Faculty, the VP will request that the Instructor’s department chair or supervisor and Dean will consult with three faculty members, including at least one part-time faculty member chosen by the association, to review the grade and authorize a change if appropriate. The decision of this committee is final.
8. If the instructor is no longer a faculty member at Clackamas Community College, the student will begin this process at step 3.

**REVIEW HISTORY**

|  |  |  |  |
| --- | --- | --- | --- |
| ISP Committee | Adopted | [Date] | DEI Reviewed |
| College Council | Reviewed | [Date] |  |