

Student Grade Appeal Procedure

Southside Virginia Community College is dedicated to a policy which provides that all grievances relating to students at the College, including grade appeals, will be handled fairly and equally without regard to race, color, creed, age, sex, disability, religion, national origin, veteran status, marital status, sexual orientation, political affiliation, genetic information or other non-merit factors. It is the policy of Southside Virginia Community College to provide fair, orderly, and timely procedures to resolve student grievances.

It is the goal of Southside Virginia Community College to provide an environment for the growth and development of all students where disagreements can be discussed and resolved in a manner befitting an education institution. It is in the best interest of students, faculty, and administrators to resolve grade complaint issues and appeals at the faculty level.

Grades issued by members of the College faculty can be appealed if the grade is alleged to be arbitrary and capricious. Arbitrary and capricious grading is defined as the following:

1. The assignment of a course grade to a student on some basis other than performance in a course, or
2. The assignment of a course grade to a student by resorting to unreasonable standards different from those that were applied to other students in that same course, or
3. The assignment of a course grade by a substantial, unreasonable, and unannounced departure from the faculty member's previously published standards.

(Note: For claims of discrimination, please follow the Discrimination Grievance Procedure.)

Step One

The appeal of a grade must be made to the faculty member who issued the grade no later than the last day of the full semester that follows the semester in which the grade was given. If the faculty member who issued the grade is no longer at the College, the appeal must be made to the appropriate academic dean. If the faculty member with whom you have the complaint has not responded to your multiple attempts to contact him/her over a period of time, the appeal may be made to the appropriate Academic dean.

Step Two

If, after appealing your grade with the faculty member, you are not satisfied with the disposition of the grade appeal, you may appeal to the appropriate Academic dean. You must do this within 30 work days after talking with the faculty member who issued the grade that you are appealing. The dean must hear your complaint within ten work days of your appeal. The dean will work with the student and faculty member to resolve the grade appeal. The dean must notify you (the student), in writing, of the disposition of your appeal within 10 work days of hearing your appeal.

Step Three

If after following step one and step two, you are still not satisfied with the response that you have received regarding your grade appeal, you have the right to file a grievance and must do so within 10 work days of the postmark on the written resolution from the academic dean. The following are the procedures for filing a grievance for a grade appeal:

- A. Obtain a copy of the Student Grievance Form from the office of the Director of Counseling.
- B. Complete this form, clearly describing the nature of the grievance. Assistance for filing a grievance is available for individuals with disabilities.
- C. Submit this form to the Director of Counseling.

Within ten days the Provost will appoint a Grievance Panel with the following membership:

1. One member of the Provost's staff, who will serve as chair of the panel.
2. One teaching faculty member, to be selected from a pool of faculty designated at the beginning of each academic year by the Campus Council.
3. One student to be selected from a pool of students designated at the beginning of each academic year by the Campus Council.

Within ten work days after the Grievance Panel has been designated by the Provost, the chair of the Grievance Panel shall set a time and place for the hearing and notify you in writing. The hearing shall be held within fourteen work days after the Grievance Panel has been designated.

The Grievance Panel shall make its decision by simple majority vote and will make a recommendation to the Provost within ten work days after the hearing is completed. The Provost will notify you, in writing, of the decision of the Grievance Panel within ten work days of the receipt of the panel's recommendation. The decision of the Grievance Panel may be appealed, in writing, by you to the Provost within ten work days of the postmark of the Panel's decision that is sent to you by the Provost. Either party in the grievance procedure has the right to appeal. If you appeal the decision of the Grievance Panel to the Provost, a decision will be made within ten work days of the postmark of the appeal. The decision of the Provost is final.

(Note: Deadline extensions will be granted for extenuating circumstances.)

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