## Procedure

This procedure is available to review allegedly unfair academic decisions and not mere differences of opinion regarding the professional judgment of the instructor or administrator in evaluating a student's work or making an academic decision.

Students wishing to appeal an academic decision must specifically allege and factually support the decision was made on one of the following:

A. a basis other than performance
B. by more exacting or demanding standards than were applied to other students. For grade appeals, these must be more exacting or demanding standards than were applied to other students in the same section of a course.
C. by a substantial departure from the instructor’s, program’s, department’s, or college’s stated standards as articulated in the course syllabus, catalog descriptions and/or other written materials, such as assignments or program handbooks.

If a sufficient claim exists under one or more of the specified grounds, the student may appeal the decision by taking the following steps:

1. **Within five (5) business days of notification of an academic decision**, such as grades posted in Banner, notification of acceptance of transfer credit, or formal dismissal from a program, etc., the student must meet with a college academic advisor and submit an Academic Decision Appeal form to the Executive Director of Instruction.

2. The Executive Director of Instruction will review the appeal and assign it to the appropriate director within two (2) business days of receipt.
   a. When a possible grade change is involved, the Executive Director of Instruction will also submit a Change of Grade form to the registrar's office changing the grade to an Incomplete until the matter is concluded. The matter is considered resolved when an appeal deadline has passed or a final decision by the CEO/Dean is made.
   b. Upon conclusion, the Executive Director of Instruction will submit a Change of Grade form to the registrar's office reflecting the final grade. The grade assigned before the appeal's filing may be changed after the appeal procedures are completed if the grade is found to be unfair or otherwise improper.

3. **Within ten (10) business days of receipt**, the appropriate director will make a determination and notify the student of the decision via the student's preferred email address.

For decision appeals involving an instructor, the instructor will be assigned a mentor (program director/department chair) by the division director to advise if needed during the appeal process.
Appealing the Director's Decision

The student, instructor or administrator may appeal the determination of the director by taking the following steps:

1. The person must submit an Academic Decision Appeal form to the CEO/Dean's office within five (5) business days of receiving notification of the decision. If a student wishes to appeal the director's decision, the student must meet with an advisor prior to submitting the form.
2. Within two (2) business days of receipt, the CEO/Dean's office will send an email to those involved notifying them that an appeal has been submitted.
3. Within five (5) business days, the CEO/Dean's office will convene a five-person committee to determine if the decision will remain or be adjusted. The committee will consist of a different director, two faculty members, a student services representative, and a college employee at large.
4. Within five (5) days of convening, the committee will notify the parties involved of its decision via email.
   a. If a grade change is warranted, the Executive Director of Instruction will change the assigned grade by submitting a Change of Grade form to the registrar's office after the time to appeal to the CEO/Dean has passed.

Appealing to the CEO/Dean

If the student, instructor, administrator or director wishes to appeal the committee's decision, the person may appeal to the CEO/Dean by taking the following steps:

1. Within five (5) business days of receipt of the determination, the person may submit an Appeal to the CEO/Dean form. A student must meet with a college academic advisor prior to submitting the form. The appeal must be based on one of the following grounds:
   a. There was an error in the appeal procedure which substantially affected the decision.
   b. The individual has discovered new evidence pertinent to the original decision since the appeal, not previously available, which would have materially affected the decision.
2. Within two (2) business days of receipt, the CEO/Dean's office will send an email to those involved notifying them that an appeal has been submitted.
3. The CEO/Dean will review the initial investigation materials, original appeal form and documentation, determination of the appeal committee, and the Appeal to the CEO/Dean form and information.
4. Those involved will be notified of the CEO/Dean's decision in writing by email within ten (10) business days of receipt of the appeal form.

All decisions made by the CEO/dean are final.

Related Manuals/Forms
Academic Decision Appeal form
Appeal to the CEO/Dean form