

Process for Grade Appeals, Voicing Complaints, Concerns, or Special Requests

The College of Education seeks to foster professional and ethical behavior in our teacher candidates and expects our faculty to model such behavior at all times. Any full or part time faculty, staff, or student worker behavior that is perceived as discriminatory or harassing in nature should be reported immediately to the Dean. Students have the right to be treated with dignity and respect, to have their concerns listened to empathetically and investigated in a right, reasonable, and timely manner. They have the right to pursue their professional goals and receive support and encouragement to reach them.

Students also have the obligation to adhere to the College of Education policies, procedures, deadlines and program requirements, to take responsibility for their actions or lack of actions and to understand that failing to do so may jeopardize their success in the Teacher Education Program. Occasionally, students may encounter a difficult situation involving discomfort or disagreement with a member of the NSU faculty or staff. Prompt, successful resolution of the situation is in the best interest of both parties. If the concern is about a grade received in a class, proceed to the next section which has specific steps to follow. If, as a student, you become involved in an uncomfortable or confrontational situation, that does not involve a grade appeal, please follow the guidelines below as you work toward resolution:

1. Meet with the faculty or staff member involved. Plan a visit during an office hour. Make them aware of your concern. Let them know you seek agreement or resolution. If agreement and/or resolution cannot be reached as a result of this initial meeting:
2. Inform the appropriate department chair in person or by e-mail. The department chair will likely ask to meet with you and have you state your concerns in written form. The department chair will also contact the faculty or staff member involved, gather facts, and contact you with a decision. If you are not satisfied or uncomfortable with the decision and actions provided by the department chair and wish to pursue further action:
3. Contact the dean of the college in which the situation arose. Schedule a meeting and be prepared to discuss the situation in detail. It is advisable to have the facts of the disagreement in written form prior to meeting with the dean. The dean will hear the pertinent facts, contact the faculty or staff member involved, and make a decision regarding further action or resolution. The dean will contact you and inform you of his/her decision. Depending on the nature of the request, complaint, or situation, the dean may convene the Retention and Review Committee or the Grade Appeals Committee to further consider the matter and make a ruling. If, after hearing the decision and action of the dean, you are not satisfied with the outcome and wish to pursue further action:
4. Contact the Dean of Student Affairs and schedule a meeting. It is advisable to have the pertinent facts of the situation ready in written form for this meeting. Discuss the facts of the situation with the Dean of Student Affairs. The Dean will hear the facts, contact the other party involved and render a decision or suggest further action. The dean will notify you of his/her decision.

Grade Appeals

Conditions Allowing for a **Grade Appeal**:

A. By student:

1. Allegations that an instructor's policy in assigning final grades is not applied consistently to all students within a class and section.
2. Allegations that the method of assigning grades differs from the method described in the instructor's course syllabus or in other material made available by the instructor to the students.
3. Allegations that the instructor's policy on assignment of grades was not made known to students.

B. By instructor:

Allegations that the student achieved a grade through plagiarism, cheating, or misrepresentation. There is no time limit for an instructor to take corrective action as a result of a grade received through plagiarism, cheating, or misrepresentation.

Procedures for **Student Appeal of a Grade**:

1. The first step in appealing a grade is for the student to consult with the instructor of the course for the purpose of seeking a satisfactory explanation and /or resolution.
2. If, after talking with the instructor, the student feels that his/her complaint has not been resolved, he/she may ask the college dean to review the matter. The dean shall discuss the matter with the instructor involved or refer the matter to the department chair seeking resolution of the complaint.
3. If, in the opinion of the student, the complaint is still not resolved, the student may discuss the matter with the dean. The dean shall then review the procedures and the conditions which allow for the appeal of the course grade.
4. If the student at this point desires to pursue the complaint, he/she may submit a formal request in writing to the college dean that the complaint be submitted to adjudication through a Grade Appeals committee.
5. Appeals should be initiated as soon as possible after receiving the grade in dispute and in no case later than four (4) months following the issuance of the grade.