

## Grade Appeal Policy and Procedure

The grade appeal policy was created to ensure a fair and equitable appeal process that allows a student to appeal a grade when they can demonstrate that the grade inaccurately reflects their performance in a course or rotation.

A grade appeal is a complaint about a final course grade, which involves one or more of the following conditions, the existence of which the student is required to prove:

1. The faculty member\* violated a University/College rule or policy pertaining to grading (e.g. syllabus; student handbook, etc.).
2. The faculty member made an error in calculating or recording the grade.
3. The faculty member applied inconsistent grading standards across students.
4. The faculty member violated a written agreement with the student.

### **Scope and Applicability**

- This policy and procedure applies to the processing of grade appeals concerning academic and instructional matters that are within the College of Pharmacy. Reasonable deviations from the timeline to submit a grade appeal will not invalidate a decision or proceeding.
- The appeal process applies to final grades in a course or rotation.
- The appeal process does not apply to individual questions on exams or quizzes, or rotation evaluations.
- The appeal process does not apply in cases concerning academic integrity, unless the case is adjudicated in a student's favor (Refer to TCUS Academic Integrity Policy)

A student with a grade appeal that meets one or more of the conditions above should initiate the formal grade appeal process within 14 working days after the online posting of final grade on Canvas.

### **THE GRADE APPEAL PROCESS**

#### **STEP 1 (INFORMAL TALKS):**

The student is responsible for contacting the **involved** faculty member to initiate this step, within 5 working days of posting of final course/rotation grades. The student must request, in writing (e.g. e-mail), a meeting with the faculty member. The written request must provide the basis for dissatisfaction with the assigned grade (i.e. the student must specify which of the 4 conditions stated above are the basis for the appeal). The faculty member is expected to discuss the matter with the student within 2 working days of receiving the written request. Reasonable deviations from the timeline to respond to a grade appeal will not invalidate the process. The faculty member will provide a written clarifying response to the student's inquiry the day of the meeting and, if appropriate, will adjust the disputed grade.

A student can invite their academic advisor to facilitate communication with the faculty member.

**STEP 2 (INFORMAL TALKS):**

If the student is not satisfied with faculty member's response, the student should then request, in writing (e.g. e-mail), a meeting with the faculty member's Department Chair / Assistant Dean of Experiential Education. The Department Chair/ Assistant Dean of Experiential Education is expected to discuss the matter with the student within 2 working days, and should provide a written response to the student on the same day as meeting with the student. A copy of the letter will also be sent to the faculty member.

**STEP 3 (FORMAL APPEAL):**

The formal grade appeal procedure will only be used if student concerns have not been resolved at the departmental level. The student must file a formal grade appeal within 14 working days of the online posting of the grade. The appeal must be in writing, signed, and dated by the student filing the appeal and submitted using the 'Grade Appeal Form' that is available at the end of the PharmD Student Handbook. Grade appeals will be submitted to the Associate Dean for Academic Affairs and Research (for didactic courses) or the Associate Dean of Clinical and Professional Affairs (for IPPE and APPE courses).

After receiving the completed Grade Appeal Form, the Associate Dean for Academic Affairs and Research / Associate Dean of Clinical and Professional Affairs will review all relevant facts gathered by the parties involved. In this process, the Associate Dean may contact the faculty member, any other faculty members involved with the case and/or any witnesses identified by the student or faculty member to answer questions. The Associate Dean will invite the student to meet and discuss his/her appeal, the faculty member's response and any other relevant facts/circumstances. Within 10 working days of receiving the grade appeal, the Associate Dean will render a decision.

After a decision has been made, the Associate Dean will send a letter to the student and the faculty member summarizing: the nature of the grade appeal; the investigation that was conducted; the decision; the reason for the decision; and any recommendations as a result of the decision. Students will also be informed of appeal procedures to the Dean, if student concerns have not been resolved at the Associate Dean level.

The original written appeal and written decision of the Associate Dean shall be placed in a file on student grade appeals to be maintained by the Assistant Dean for Pharmacy Student Services. A photocopy of all documents placed in the file on student appeals shall also be placed in the file of the student who submitted the original written appeal. All aspects of student appeals shall be treated as confidential, in accordance with Touro University policies on confidentiality of student records.

**Formal Appeal to the Dean**

If the student does not accept the Associate Dean's decision, they have seven (7) working days within which to submit a formal written appeal of the decision to the Dean of the College of Pharmacy. The request should be accompanied by a narrative explaining the basis for the appeal. The narrative should fully explain their situation and substantiate the reason(s) for advocating a reversal of the Associate

Dean's decision. Only the narrative and supporting documentation included in the appeal submission will be considered.

The Dean may grant an appeal only on showing one of the following:

1. Bias of one or more of the following individuals: Faculty member, Department Chair/Assistant Dean of Experiential Education; Associate Dean for Academic Affairs and Research / Associate Dean of Clinical and Professional Affairs.
2. New material or documented information not available to the above individuals at the time of their initial decision.
3. Procedural error.

The Dean may choose any of the following options when considering a grade appeal:

1. Concur with the recommendation of the Associate Dean regarding the decision for no grade change.
2. Amend the recommendation of the Associate Dean.
3. Convene an ad hoc committee consisting of three members to review the recommendation of the Associate Dean. The ad hoc committee will present their findings to the Dean for consideration.

The decision of the Dean is final and will be communicated to the student in writing. While the appeal is pending, the status of the student will not be altered.

*\*The faculty member may be a full-time or part-time faculty member, adjunct or preceptor.*

*(Policy adapted from Dartmouth, Creighton and University of Houston)*

**Touro University California  
College of Pharmacy  
Grade Appeal Form**

Student Information	
Name:	Date:
Address:	City,State,Zip:
Student ID:	Semester and Year:
Primary Phone Number:	E-mail address
Grade Appeal information	
Course Name and Number:	
Instructor Name:	
<p>Please indicate which of the following criteria are being used as the basis of appeal. (check all that apply)</p> <p><input type="checkbox"/> The faculty member violated a University/College rule or policy pertaining to grading.</p> <p><input type="checkbox"/> The faculty member made an error in calculating or recording the grade.</p> <p><input type="checkbox"/> The faculty member applied inconsistent grading standards across students.</p> <p><input type="checkbox"/> The faculty member violated a written agreement with the student.</p> <p>The following supporting documentation is required (unless otherwise noted):</p> <ul style="list-style-type: none"> <li>• Explanation of what occurred and how the criteria checked above applies to the situation</li> <li>• Correspondence from faculty member and department chair</li> <li>• Course syllabus</li> <li>• Timeline of events relevant to appeal</li> <li>• Copy of university regulation (if applicable)</li> <li>• Correspondence with faculty member (if applicable)</li> <li>• Any other documentation supporting the appeal</li> </ul>	
Grade Information	
Grade Received:	Grade Requested:

I understand that information contained in the grade appeal form will be held confidential to the extent possible. Grade appeal information may be shared with college officials in order to conduct a thorough investigation.

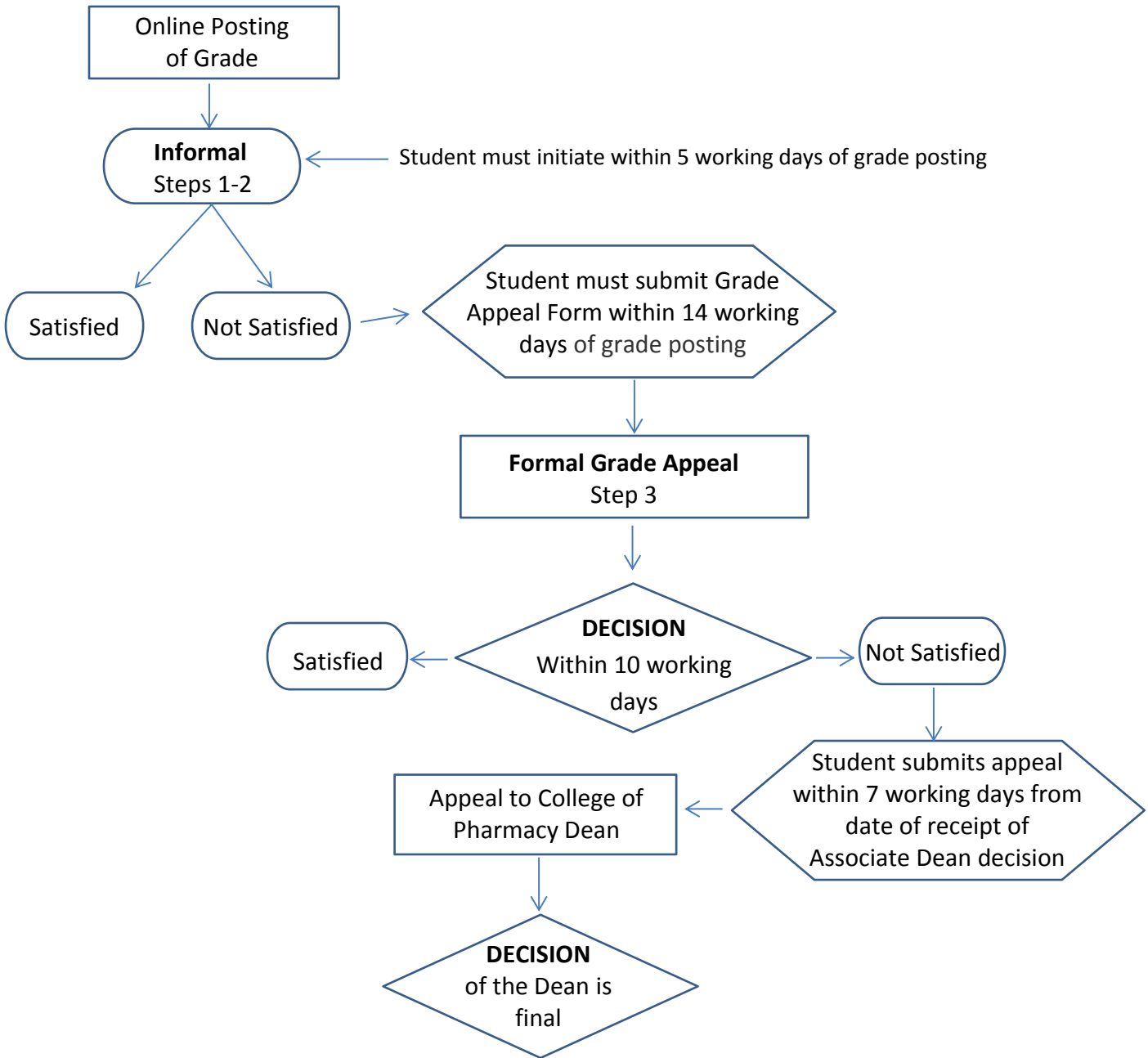
I understand that this is an appeal for a grade change, and the result may raise, lower or have no effect on my grade.

I hereby declare that the information is correct and complete to the best of my knowledge. I understand that any misrepresentation of information may result in disciplinary actions, in accordance with college disciplinary policies.

Student Signature: \_\_\_\_\_

Date: \_\_\_\_\_

**Grade Appeal Flow Chart**



*For Office use only:* Action taken by administrator:

- This appeal was investigated and no action was necessary.
- This appeal was investigated and it was necessary to change the student's grade.

Administrator Signature: \_\_\_\_\_

Date: \_\_\_\_\_