

Student Grade Appeal Process Flow Chart

STEP #1

Student has 60 business days from the start of the next semester (excluding the start of Summer II which shall be deferred to the Fall semester) to submit Grade Appeal Material (i.e. completed Formal Grade Appeal Process Form and supporting documentation) to instructor

If resolution is not achieved, Student can choose to pursue STEP #2.

STEP #2

The instructor must respond to the student regarding presented material within 15 business days of receiving it. If the instructor does not meet or respond in 15 working days, the student can choose to pursue step 3. Otherwise, both the instructor and student will sign Part A indicating that they have discussed the presented material. If a satisfactory resolution is reached the student will indicate that on the form and the matter is concluded. In the event there is not a satisfactory resolution the instructor will explain the next steps in the process, including the availability of an academic appeal volunteer liaison. A student can ask any faculty, staff or OCC student, who is familiar with the Grade Appeal Process, to assist them through the academic appeal process. This academic appeal volunteer liaison may attend any in-person meeting but not speak on the student's behalf. In the event that the instructor and student agree to meet in a different manner, it is incumbent upon the student to notify the liaison.

If resolution is not achieved, Student can choose to pursue STEP #3.

STEP #3

If no resolution is reached in step #2, the student has 15 business days from meeting with the instructor to submit Grade Appeal Material to the Department Chair, or designee. Once the Department Chair has been contacted by the student, the Department Chair will contact the instructor, notifying him or her that the issue has been moved forward. The instructor will then present copies of his or her Grade Appeal paperwork and any additional written comments or supporting data. The Department Chair must meet with the student within 15 business days of receiving the student's submitted material. The Department Chair (or designee) will review all presented data; meet with the student and liaison if requested; and if deemed necessary by either the Chair or instructor, meet with the instructor. Both the Department Chair, or designee, and the student will sign Part B indicating that they have met. If the student is in agreement with the Department Chair's, or designee's, resolution, they will indicate that on the form. The Department Chair, or designee, will inform the instructor of the grade appeal resolution. Both the student and instructor will sign the Formal Grade Appeal Process Form indicating they are aware of the Department Chair's resolution. If the student and instructor both agree with the resolution they will indicate their acknowledgement on the Grade Appeal Process Form and the matter is concluded. In the event there isn't a resolution or either the instructor or student does not agree with the resolution provided. either party can choose to pursue step 4.

If resolution is not achieved, Student or instructor can choose to pursue STEP #4.

Step #4

If no resolution is reached in step #3, the student or instructor can fill out the pertinent information on Part C of the Formal Grade Appeal Process Form and send the information to the appropriate Academic Dean within 15 business days of meeting with the Department Chair. The Academic Dean will review all presented data and will meet with or respond to the student (and liaison if requested) within 15 business days of receiving the submitted Grade Appeal Process material. If the Academic Dean determines that expert information is needed, they will request for information from the related Division. The Division has 15 days to respond with a minimum of three responses. If three responses are not received within the allotted time, the process of requesting expert information is repeated a second time. The Academic Dean will make the final binding decision.