



Century College Policy

3.10.1.0 Grade Appeal Procedure

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Part 1. Purpose

To provide a process for students to appeal a final course grade according to Century College 3.5.0.0 Grade Appeal Policy.

Part 2. Definitions

For the purposes of this policy and procedure, the following definitions apply:

- A. **Faculty.** Refers to the instructor of record whose grade is being contested.
- B. **Formal Grade Appeal.** A request for reconsideration of a final course grade alleging improper assigning of the final course grade by a faculty member under the College's Grade Appeal Policy and Procedure.
- C. **Retaliation.** Retribution of any kind taken against a student for participating in a grade appeal.
- D. **Student.** An individual who is enrolled in a Century College credit course, received a final course grade on the college transcript, and is appealing the final course grade.
- E. **Working Days.** Includes Monday through Friday, excluding holidays.

Part 3. Step-by-Step Procedure

If a student's grade in a course is changed through the Academic Integrity policy and procedure, that grade is not subject to an appeal through this policy and procedure. If a student's grade is not the outcome of an Academic Integrity process, and the student considers a grade to have been determined improperly, the student should follow the steps in this procedure.

A. Step 1. Informal Consultation with the Faculty Member

Within ten (10) working days of the first day of instruction of the next fall or spring semester, the student will communicate with the instructor via email, telephone, or by arranging a meeting with the instructor to fully explain their concern about their grade. The faculty will provide a response within ten (10) working days after receiving the student's inquiry. If the instructor is not available (e.g., extended or permanent absence), this consultation must occur with the Dean

who has oversight of the department/program (See Part 4).

B. Step 2. Formal Grade Appeal

If the matter is not resolved through informal consultation, the student may file a Formal Grade Appeal by submitting a Grade Appeal Form to the Dean who has oversight of the department/program in which the course is offered (Form can be accessed here: <https://www.century.edu/about/suggestions-complaint-process>). The Grade Appeal Form must be accompanied by all documentation that will serve as the basis of the grade appeal and must be submitted in electronic or paper format. At this time, the appeal is formally initiated and the thirty (30) working day timeline to resolution is active. The Dean will have five (5) working days to verify that the student has consulted or attempted to consult with the faculty member as required by Step 1, before moving forward with a formal grade appeal process. The Dean will reach out to the faculty member to inform the faculty that a formal grade appeal has been filed and will facilitate a meeting with the faculty member to resolve the matter.

A grade appeal decision is made based on whether the grade was issued according to the faculty member's syllabus. If review demonstrates the grade was determined according to the faculty member's syllabus, then the grade appeal process concludes.

After the decision is made, the student can only request a grade appeal review and proceed to Step 3 for the following reasons:

1. A procedural error was identified in Step 2 and the final grade was not changed; or
2. Failure of the dean or the faculty to respond to the student to hear the appeal or to render a decision based on the timelines within the policy.

C. Step 3. Request for Review of Formal Grade Appeal Decision

If the matter is not resolved due to one of the reasons as outlined in Step 2 and within fifteen (15) working days the student may file a Request for Review of the Grade Appeal Decision by contacting the Provost/Vice President of Academic and Student Affairs.

The grade appeal process proceeds to the Provost who then decides whether to convene a Review Committee. The Review Committee will consist of three members. Two members will be faculty chosen by the local MSCF President. The final member and chair of the Review Committee will be a different academic dean chosen by the Provost. The faculty member that issued the course grade under review may not serve on this Review Committee. The role of the Review Committee is to provide an external review of the process and grade calculations aligned to the syllabus. If there are any discrepancies, the Review Committee will present recommendations to the Provost for final review and determination.

The Provost will communicate a determination to the student within thirty (30) working days from when the Request for Review of Formal Grade Appeal Decision was submitted. The grade appeal process ends at this point. The student has the right to use other forms of due process other than the grade appeal.

Part 4. Extended or Permanent Absence of a Faculty Member

In the event of an extended or permanent absence of a faculty member (such as resignation, retirement, death, sabbatical, or other extended absence), review of the final grade will be coordinated by the Dean in consultation with the appropriate department chair or program director. The grading standards stated in the course syllabus will be utilized in this review. The department chair or program director will determine the accuracy and consistency of the grade in consultation with the Dean. The Dean will notify the student in writing of the final decision of the consultation.

Part 5. Retaliation Prohibited

No retaliation of any kind shall be taken against a student for participating in an informal grade consultation or a formal grade appeal. Retaliation may be subject to action under appropriate student or employee policies.

Related Documents and References

Century College Procedure 3.5.0.0 Grade Appeal Policy

Grade Appeal Form: <https://www.century.edu/about/suggestions-complaint-process>

Policy History

Policy Owner/Lead: Academic Affairs

Date Originally Adopted: 10/4/2018

Date Implemented: 10/4/2018

Date Last Reviewed:

Date and Subject of Revisions:

October 4, 2018: Initial implementation of policy

June 2, 2022: Major revisions to all sections

Grade Appeal Form
Corresponding to Grade Appeal Policy 3.5.0.0
and Procedure 3.5.1.0

This form is in reference to Century College [Grade Appeal Policy 3.5.0.0](#) and [Grade Appeal Procedure 3.5.1.0](#). Review both carefully before completing this form. This form may only be submitted after an informal consultation with the faculty about the final course grade and the matter has not been resolved through the informal consultation.

Email this form to the Dean who has oversight of the department/program or drop it off at E2340 or W3230. To request assistance with the policy, procedure, completing the form, or in identifying the correct dean, please contact Academic Affairs at 651-779-3360 (West Campus) or 651-747-4081 (East Campus).

Final course grades can be appealed only on the grounds that they were improperly assigned according to the course syllabus. Examples of improper final grade assignment include:

- significant irregularities between the stated grading policies and how the final grade was calculated (e.g. syllabus says that the final exam is worth 20% of the final grade, but it counts as 40% of the final grade)
- stated policies for late work were not followed in the assignment of the final course grade (e.g. syllabus states that late work will be allowed until the last day of class with a deduction of 5% for each day late, but the instructor will not accept a major assignment two weeks before the last day of class)

STUDENT INFORMATION

| | | |
|----------------------------------|---|-----------------------------|
| Printed Name | Student I.D. | Date Submitted (MM/DD/YYYY) |
| Street Address | City | State Zip |
| Daytime Phone (ex: 651-779-3000) | Email Address (Century Email preferred) | |

COURSE INFORMATION

| | | |
|--|----------------|----------------------------|
| Course Name, Number and Title (ex: ENGL 1021 Composition I) | Course Section | Semester Taken |
| Instructor Name | Grade Received | Grade You Think You Earned |

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APPEAL INFORMATION

The Grade Appeal Procedure 3.5.1.0 states, "The student will communicate with the instructor via email, telephone, or by arranging a meeting with the instructor to fully explain their concern about their grade." **What steps have you taken to communicate with your instructor and resolve the problem?**

Provide a statement of reasons to justify your claim that your final grade was improperly assigned according to the course syllabus. All documentation that will serve as the basis for the grade appeal must be submitted as evidence for your claim, such as the syllabus, screen shot of grade entries, instructor explanations of your grade, etc. (Attach additional pages, if needed).

Provide any additional information that you believe is relevant to this appeal.

Provide a statement of the solution that you are requesting as a result of this grade appeal.

Student Signature

Date (MM/DD/YYYY)

RECIPIENT USE ONLY

Date Received:

Action Taken:

Discussion with Student/Employee Forward to/Follow up:

Resolution: Century College Administrator/Respondent:

Date: