

GRADE APPEALS POLICY

Students must initiate a grade appeal within 10 business days following the final grade submission due date published by the Registrar. The appeal is initiated by first seeking a resolution with the instructor.

Students may appeal a final grade for one or more of the following reasons:

1. Procedural or clerical error by the instructor that had a negative impact on the student's grade.
2. The grading being arbitrary, capricious, or outside accepted norms with resultant negative impact on the student's grade. *Possible examples: work is graded differently than stated in the rubric; final grades are calculated with a different method than stated on the syllabus, etc.*
3. The evaluation was of a different standard than that required of other students in the class, resulting in a negative impact on the student's grade. *Possible examples: some students were permitted to submit late work without penalty and others were not; extra credit opportunities were provided to some, but not all students, etc.*

If the student believes that the grade received is based upon discrimination, harassment, or related retaliation, as defined and prohibited by Drake policy, the student should initiate the complaint process set forth in the related policy: [Non-Discrimination and Discriminatory Harassment Policy \(Non-Sex-Based\)](#) or [Sexual Harassment Policy](#).

Students must provide sufficient evidence to support how their appeal meets one or more of the grounds for appeal, and the inability to provide this evidence may result in dismissal of the appeal. To be clear, students may not appeal the final grade on the grounds that they disagree with the professional judgment of the instructor as to the quality of the students' performance or work or whether they met course standards.

It is expected that most, if not all, appeals will be resolved between the student and their instructor. If an agreement is not reached between the instructor and the student, the appeal may be escalated based on each college, school or unit's appeal process and time frame. If unsure about which college, school or unit offers the course please contact the Office of the Registrar (registrar@drake.edu). If an agreement between the parties involved occurs at any step of the appeals process, the appeal has concluded, and the grade may not be appealed again.

The timeline for a grade appeals process is as follows:

Step One:

The student appeals the final course grade with the instructor within 10 business days of the final grade being posted with the Registrar. Details are outlined above for the basis of the appeal and may be dismissed by the Associate Dean if it does not meet these bases. If the Associate Dean is the course instructor, the Dean will make this determination.

Step Two:

The student must consult with the Department Chair or supervisor of the instructor involved within 14 calendar days after notification of a lack of resolution with the instructor in Step One. If the department chair is the instructor involved in the circumstance, then one of the other department chairs will be designated by the Associate Dean to complete this step. The Department Chair will investigate the circumstance and seek to resolve the issues arising from the circumstance with the student and the faculty member/administrator. The Chair/supervisor will endeavor to resolve the grievance within 14 calendar days of notification from the student; a lack of response from the student will conclude the appeals process.

Step Three:

No later than 14 calendar days after the notification of a lack of resolution from the Department Chair in Step Two, the student must file a formal, written complaint stating specifically in what way the student has been wronged, indicating supporting evidence, and explaining the corrective action desired. Students will file their written complaint with the Associate Dean. Receipt of the complaint will be acknowledged in writing. The Associate Dean will then convene an Appeals Panel from the membership of the Academic Integrity and Appeals Committee within 14 calendar days. If the Associate Dean is the faculty member/administrator involved in the circumstance, the Dean of the College of Business and Public Administration will complete this step.

Step Four:

The Appeals Panel will consist of two faculty members and one student from the Academic Integrity and Appeals Committee. The student member should be of the same status (undergraduate or graduate) as the student bringing the appeal. The Appeals Panel will conduct whatever investigation it deems necessary and determine a date for a hearing. The chair of the Appeals Panel will notify the student of the date of the hearing. The hearing will follow the guidelines outlined below in the document. The Panel will make a written recommendation to the Dean regarding the disposition of the complaint. The Dean will review the recommendations of the Appeals Panel and provide a written conclusion to the student and the instructor. The Dean's decision is considered final.

Guidelines Related to Hearings from the Appeals Panel

- The hearing shall be private; it shall be attended only by the members of the Appeals Panel, the student, and the instructor or administrator involved; there may be advisors for the Committee, the student, and the instructor/administrator, and when called, witnesses for the parties. However, a party's advisor may not serve as a witness.
- At the request of either party or the Panel, the proceedings shall be recorded; a written transcript shall not be required.
- The hearing shall begin with the presentation of an opening statement by the instructor/administrator, summarizing concisely the basis of the actions taken or the practices at issue.

- The student shall then present an opening statement, summarizing concisely the basis of the appeal.
- The instructor/administrator may support his or her presentation by the testimony of witnesses and by other evidence. The student and the Panel members may question the instructor/administrator and the witnesses; the student's advisor or counsel may not question the instructor/administrator or the witnesses.
- The student may support his/her presentation by the testimony of witnesses or other evidence. The instructor/administrator and the Panel members may question the student and the witnesses, the instructor's advisor or counsel may not question the student or witnesses.
- At the close of the evidence presented by the student, the instructor/administrator shall be given the opportunity to introduce rebuttal testimony, which must be limited to any matters that have been raised in the testimony presented by or on behalf of the student.
- After all evidence has been presented, the instructor/administrator may make a final argument, after which the student may make a final argument.
- After due deliberation, the Panel shall report its findings, in writing, to the student, the instructor/administrator, the Assistant Dean for Student Affairs (if an undergraduate student is involved), the Assistant Dean of Graduate and Professional Programs (if a graduate student is involved), and the Dean.