COURSE GRADE CHALLENGE

The course grade given to each student shall be the grade determined by the instructor(s) of the course. The determination of the student’s grade by the instructor(s), in the absence of mistake, fraud, bad faith, or incompetence, shall be final (Ed. Code 76224(a)). A student who has evidence that the course grade awarded to him/her by the instructor(s) of the course is based upon mistake, fraud, bad faith, or incompetence may appeal the grade by following the steps below.

Step 1: Consultation with the Instructor(s). No later than the second week of the academic semester following the award of the grade, a student must attempt to resolve the course grade dispute through consultation with the instructor(s) of the course. In the event the course instructor(s) is no longer at the college, is on leave of absence, or refuses to consult with the student, the student may proceed to the next step. However, during times when faculty are not under contract to teach, the course instructor(s) is not required to respond to requests for course grade consultation or to meet with students. Students may need to wait until the beginning of the semester following the award of the disputed course grade for a response to their request for a consultation. Upon resuming their contract to teach, the course instructor(s) shall respond to a course grade challenge within fourteen (14) calendar days of the first instructional day of the term or within fourteen (14) calendar days of the student’s grade challenge request.

Step 2: Consultation with the Instructor’s(s’) Immediate Supervisor. If the student is not satisfied with the result of Step 1, the student may appeal the matter to the instructor’s(s’) immediate supervisor using the Course Grade Challenge form. The form is located in the department/division office or center campus office. The student must complete the form and supply all supporting evidence to the instructor’s(s’) immediate supervisor within fourteen (14) calendar days of completion of Step 1. Failure to submit these materials within fourteen (14) calendar days terminates the appeal.

The immediate supervisor will inform the instructor(s) that the student has completed a course grade challenge form. The instructor(s) is responsible for providing the criteria used in determining the course grade. Following the review of these materials, the instructor’s(s’) immediate supervisor shall meet, when possible, with the student and the instructor(s) together to attempt to resolve the dispute regarding the contested grade. If the appeal is not resolved or terminated at this step, the student may then proceed to Step 3. All materials related to the course grade challenge shall be forwarded to the Chief Instructional Officer for archival purposes and, if Step 3 is implemented, for a hearing.

Step 3: Appeal to Course Grade Challenge Committee. If the course grade challenge is not resolved or terminated at Step 2, the student may file a written request with the Chief Instructional Officer for a hearing with a Course Grade Challenge Committee. The written request for a hearing must be submitted within fourteen (14) calendar days of the completion of Step 2. Failure to submit this request within fourteen (14) calendar days terminates the process. Upon receipt of this request, the Chief Instructional Officer shall appoint and convene a Course Grade Challenge Committee comprised of two faculty members, two students, and the Chief Instructional Officer who shall serve as the non-voting chair. At its first meeting, the Committee will set the date, time and place for the appeal to be heard. The chair shall advise the student and the instructor(s) of the hearing date.
Step 4: Hearing. The hearing shall be informal and shall take place before the entire Course Grade Challenge Committee. The format and duration of the hearing shall be left to the discretion of the Committee. The burden of proof rests with the student. The student and the instructor(s) shall answer questions related to the materials submitted in Step 2.

Step 5: Decision. At the close of the hearing the Course Grade Challenge Committee shall meet and determine, by a vote of three out of four of the members, whether the grade shall be changed. The decision to change a grade shall be based solely upon substantiation of mistake, fraud, bad faith, or incompetence (Ed. Code 76224(a)). The decision of the Committee shall be final. The Committee shall submit a written report of its decision to the Chief Instructional Officer within three (3) working days of the hearing. The Chief Instructional Officer will notify the student, the instructor(s), and the instructor's(s') immediate supervisor of the final decision. If it is the decision of the Committee that the grade be changed, the Chief Instructional Officer shall notify the Manager of Admissions and Records, who will change the grade. This change shall be initialed by both the Chief Instructional Officer and the Manager of Admissions and Records.
COURSE GRADE CHALLENGE FORM

To be completed by the instructor’s (s’) immediate supervisor, signed by both parties, and submitted to the Course Grade Challenge Committee through the Chief Instructional Officer.

Name of Student: _____________________________________________         Date _____________
Name of Instructor(s):__________________________________________

Student's statement of challenge (be brief, but specific, and base your statement only on the following grounds: mistake, fraud, bad faith, or incompetence (Ed. Code 76224(a))). Attach supporting evidence.

Solution desired by student (be sure to include grade being requested):

Student's signature ______________________________________________       Date _______________

Instructors(s) comments. Attach supporting evidence.

Instructor(s) signature _____________________________________________    Date _______________

Instructor’s(s’) Immediate Supervisor Comments:

Instructor’s(s’) immediate supervisor signature __________________________   Date ________________

Copies to be distributed as follows: student, instructor(s), instructor’s(s’) immediate supervisor, Chief Instructional Officer.
COURSE GRADE CHALLENGE COMMITTEE REPORT

Date ________________________________

Name of Student ______________________

Name of Instructor(s) ___________________

Committee findings related to mistake, fraud, bad faith, or incompetence:

Action and Recommendation(s) of the Committee*:

*NOTE: A course grade change requires a three out of four vote to approve.

SIGNATURES:

Chair __________________________________

Faculty 1 ________________________________

Faculty 2 ________________________________

Student 1 ________________________________

Student 2 ________________________________