

Educational Policy on Grade Appeal	Effective date: Revised Oct. 2, 2017 Replaces: New
Application: University-wide Access: Public	Position responsible for facilitating compliance: Provost

## **POLICY**

Niagara University is committed to the just and equitable evaluation of academic work. The standards for grading shall be outlined in a course syllabus; students who believe the award of a grade is not in accordance with the standards outlined in the syllabus should follow the below procedure for appealing a grade.

## **PROCEDURE**

### **I. Grades Warranting Appeal**

Examples of grades warranting appeal include but are not limited to those awarded when an instructor may have:

- a. Diverted from or changed the standards set in the syllabus;
- b. Held a different student to a different standard;
- c. Assigned a grade based on something other than that student's performance in the course.

Students needing guidance as to what else could be a basis for appeal may consult their Advisor, or the Office of Academic Affairs.

### **II. Grade Disputes Specifically Excluded from this Process**

- a. Any grade that involves an accusation of the violation of academic integrity should be referred to the academic integrity policy rather than this policy.
- b. Students concerned that a grade was determined in whole or in part on the basis of discrimination based on race, color, gender, sexual orientation, military status, disability, predisposing genetic characteristics, marital status, or other status, should consult the Dean of Student Affairs and refer to the Niagara University Discrimination Policy (A-06).

### **III. Oversight of the Grade Appeal Policy**

If any situation occurs that is not covered in the procedure of this policy, the Provost will issue guidance consistent with the overall fair and collaborative spirit of the policy. The Provost's decisions regarding the procedure will be final.

#### **IV. Revision of this Policy**

Any revision of this policy must be approved by the Senate, upon the advice of the Academic Standards, Planning and Support Services Committee.

#### **V. Grade Appeals Filed By Groups of Students**

Should a group of students have similar complaints about the grades in a particular class, they may meet as a group with the Instructor and the Academic Supervisor as per the policy below. However, should these meetings fail to achieve a resolution, each student must individually file a complaint (if it is a grade during a semester) or a written appeal to the dean in the case of a final grade.

#### **VI. Student Guidelines**

##### **Introduction**

Niagara University is committed to assigning grades fairly. However, students should understand that the process of handing in work and getting feedback from the professor is an important part of the process of learning. Students should try to learn from the instructor's feedback and endeavor to learn from the process of evaluation. Often, it is in the best interest of the student to meet with the instructor to discuss grades and ways to improve performance rather than simply protest a grade.

If a student, having reviewed the syllabus and made a concerted effort to understand feedback from the instructor, still suspects the grade was unfair, the student may use the following procedure to appeal the grade.

##### **VI.A. General Student Guidelines**

1. Students should be familiar with the grading standards set out in the course syllabus for each course in which they are enrolled.
2. Excepting minors under 18, under no circumstances should a parent, friend, fellow student, or other individual be authorized by the student to contest a grade on their behalf.
3. To demonstrate adherence to deadlines, students are required to make requisite submissions via official Niagara University e-mail accounts.
4. In general, the student should work with the instructor as much as possible to resolve the dispute. Should mediation with the instructor not work, the student should contact the instructor's Academic Supervisor for guidance and a possible appeal (see VIII.A.1 for determining who the Academic Supervisor is)

5. Expedited proceedings: Students whose graduation, professional certification, or visa status warrants an expedited procedure shall submit a letter requesting an expedited process to the dean of the college offering the course. The letter must include the relevant dates, basis for the request, and all supporting materials.

#### VI.B. Procedure for Appealing a Grade Given During the Semester (Student)

1. When concerned about a non-final grade, a student should meet with the instructor and honestly attempt to resolve the dispute without lodging a formal appeal.
2. If the result of the meeting regarding a non-final grade is not satisfactory to the student, the student will notify the instructor's Academic Supervisor.
3. The Academic Supervisor will schedule a meeting with the student and the instructor. This meeting will be run as an informal and friendly mediation session, where it is hoped the matter of the non-final grade can be resolved to the satisfaction of all. The student must attend this session and must participate in good faith for further complaints to be registered. The Academic Supervisor will determine when the mediation session has ended.
4. If the mediation session does not determine a resolution about the non-final grade that is satisfactory to the student, the student may file a formal written complaint with the Academic Supervisor. The student may ask the Academic Supervisor for guidance in preparing the written complaint.
5. After the student files a formal complaint of the non-final grade, the Academic Supervisor shall retain the complaint, having forwarded a copy to the dean's office, and do nothing further, unless after the final grade is issued, the student files an appeal of that final grade.

#### VI.C. Procedure for Appealing a Final Grade (Student)

1. To appeal a final grade, the student should request a meeting with the instructor, and try to reach an understanding that will resolve the dispute without a formal appeal. This contact must take place within ten (10) academic days of the start of the next semester. The instructor must then schedule the meeting as soon as possible to the initial student contact.
2. If the instructor is unavailable, the student should contact the Academic Supervisor directly. The Academic Supervisor will determine how best to assure that the appeal moves forward while all sides are fairly represented.
3. If the dispute is not resolved within ten (10) academic days of the contact, the student should submit the relevant materials and an explanatory cover letter, to the

Academic Supervisor, within twenty (20) academic days of the contact with the instructor. The Academic Supervisor will add to this any complaints made during the semester.

4. Within ten (10) academic days of the student submitting the cover letter, the Academic Supervisor will schedule a meeting with the instructor and the student. It is hoped that at this meeting the matter of the final grade can be resolved to everyone's mutual satisfaction. If the Academic Supervisor sees fit, she or he may end a meeting, review materials and call another meeting. The Academic Supervisor will decide when this meeting or series of meetings has been concluded.

5. If the Academic Supervisor ends the final grade appeal mediation which the student does not find satisfactory, the student may file a formal written appeal with the dean of the college offering the course (if the dean is the Academic Supervisor, this filing should be sent to the Provost). The student must do this within ten (10) academic days of the end of the mediation with the Academic Supervisor.

6. The written appeal to the dean should include any supporting evidence and an explanatory cover letter outlining the reason the student believes the grade is not in accordance with the standards outlined in the syllabus. The dean will provide a copy of this submission to the Instructor and the Academic Supervisor.

*NOTE: The Academic Supervisor and the instructor shall also submit a written rationale to the Dean summarizing their decisions along with any supportive documents. Students will be given a copy of these documents by the dean or Provost.*

7. Within ten (10) academic days of the receiving the appeal from the student and the letters from the instructor and academic supervisor, the dean -- or someone appointed by the dean -- will determine if the appeal warrants a review by the Grade Appeal Board. If the Dean does not think it warrants an appeal, then the instructor's grade stands. If it does warrant an appeal, all documents are forwarded by the dean to the Grade Appeal Board.

8. The chair of the Grade Appeal Board will choose three members of the Board to serve on a hearing panel. If the course is offered at the Graduate Level, the members of the panel will have taught graduate courses.

9. The student shall cooperate as needed with the Hearing Panel.

10. The Hearing Panel will review the case within thirty (30) days of the Panel being convened and the chair of the panel being selected. The ruling of the Hearing Panel will be final.

11. If the Hearing Panel does decide to change the grade, the Hearing Panel Chair will notify the Chair of the Grade Appeal Board and the Dean of the decision by official Niagara University email. The GAB Chair will then sign and submit a grade

change form and send it to records. The Dean will then notify the student, instructor and Academic Supervisor of the decision via official Niagara University e-mail.

12. The Hearing Panel's decision is final.

## **VII. Instructor Guidelines**

### **VII.A. General Instructor Guidelines**

1. Instructors should be mindful that, except for students under 18, parents, guardians, and others should under no circumstances be the conduit through which a student contests a grade. Instructors who are contacted by parents, or any other third party, should check the student's FERPA status on the myNU FERPA database prior to discussing any educational record or matter with a parent. Instructors with questions about FERPA can contact either the Director of Records, or the General Counsel.
2. Instructors shall include the standards for grading a course in the course syllabus.
3. Instructors may always seek guidance about grading concerns from their Academic Supervisor, their dean, or the Provost.
4. Instructors should be prepared to submit full grade rolls to the Academic Supervisor or Dean if called upon.
5. The instructor is obligated to participate in all meetings with the student and academic supervisor. If the instructor cannot participate in a timely fashion, the instructor should work with the Academic Supervisor to find a way to handle the situation as fairly and quickly as possible. If the instructor cannot or does not participate in this process, the Academic Supervisor will move the appeal forward as she or he sees fit.
6. To demonstrate adherence to deadlines, instructors are required to make the following requisite submissions via official Niagara University e-mail accounts.

### **VII.B. Procedure for an Appeal of a Grade Given During the Semester (Instructor)**

1. When approached by a student concerning a grade given during the semester, instructors should meet with the student, and use their best efforts to resolve the dispute.

2. If the result of the meeting is not satisfactory to the student, the student may consult the instructor's Academic Supervisor (as defined in VIII.A.1). The Academic Supervisor will then call a meeting with the student and instructor.
3. The instructor is expected to participate in good faith in a mediation session with the Academic Supervisor and the student, where it is hoped the matter of the non-final grade can be resolved to their mutual satisfaction. This meeting will be run as an informal and friendly mediation session, where it is hoped the matter of the non-final grade can be resolved to the satisfaction of all. The Academic Supervisor will determine when the mediation session is concluded.
4. If the mediation session does not determine a resolution about the non-final grade that is satisfactory to the student, the student may file a formal written complaint with the Academic Supervisor, to be referred to in the event the student files a final grade appeal. The Academic Supervisor will forward a copy of this complaint to the dean.

#### VII.C. Procedure for an Appeal of a Final Grade (Instructor)

1. To appeal a final grade, the student must request a meeting with the instructor who must again use her or his best efforts to resolve the dispute without the student having to file an appeal. This request must take place within ten (10) academic days of the start of the next semester.
2. The Instructor must make a sincere effort to meet with the student as soon as contacted to try to resolve the dispute. If there are any issues preventing the meeting happening in a timely fashion, the Academic Supervisor should be informed so that the Academic Supervisor can find an alternative way of holding a fair meeting that keeps the process moving forward.
3. If the dispute is not resolved within ten (10) days of the contact with the student, the student may submit to the Academic Supervisor the relevant materials, including any formal complaints made during the semester, and an explanatory cover letter outlining the reason they believe the grade is not in accordance with the standards outlined in the syllabus. This submission must be made within twenty (20) academic days of the contact with the instructor.
4. The Academic Supervisor will schedule a meeting with the instructor and student within ten (10) academic days of receiving the submission from the student. It is hoped the matter of the final grade can be resolved to at this meeting to everyone's mutual satisfaction. The Academic Supervisor may determine that a second meeting is needed to mediate the dispute. The Academic Supervisor will determine when this stage of the mediation process is concluded.
5. If the mediation session does not produce a resolution that the student finds satisfactory, the student may file a formal written appeal with the dean of the

college offering the course. The student must do this within ten (10) academic days of the end of the mediation with the Academic Supervisor and instructor. The dean will provide a copy of this appeal to the instructor.

6. Within ten (10) academic days of receiving the student's appeal from the dean, the instructor will then submit a letter to the dean, including any supporting materials, justifying the instructor's position. The Academic Supervisor will also submit such a letter. The dean will give copies of both letters to the student.

7. Within ten (10) academic days of receiving all of the letters, the dean will determine if the process has been conducted fairly up to this point and whether the appeal warrants a review by a Hearing Panel. If the dean determines that the final grade does not need a review, then the Instructor's final grade will stand.

8. If the dean determines that a hearing is warranted, the chair of the Grade Appeal Board will select 3 members to constitute a Hearing Panel to review the case. All the materials submitted to the dean will then be forwarded to the panel for a hearing.

9. The instructor shall cooperate as needed with the Hearing Panel.

10. The Hearing panel will make a decision within 30 days of being called and selecting a chair. If the Hearing Panel does decide to change the grade, the Hearing Panel Chair will notify the Chair of the Grade Appeal Board and the Dean of the decision by official Niagara University email. The GAB Chair will then sign and submit a grade change form and send it to records. The Dean will then notify the student, instructor and Academic Supervisor of the decision via official Niagara University e-mail.

11. The Hearing Panel's decision is final.

### **VIII. Academic Supervisor Guidelines**

#### **VIII.A General Academic Supervisor Guidelines**

1. Generally, the Academic Supervisor is the chair of the department in which the course is being offered. There are two primary exceptions to this.

a. If the course is offered in a particular program such as Writing 100 or a course in Women's Studies, the director of the program shall be the Academic Supervisor. If there is a dispute over whom the director should be, the dean of the college offering the course determines who the Academic Supervisor is.

b. When the chair or program director is teaching the course, the Academic Supervisor is the dean or someone appointed by the dean. If the dean is teaching the course, the Academic Supervisor is the Provost or a representative appointed by the Provost.

If there is any dispute in identifying the Academic Supervisor, the Dean or the Provost will determine the Academic Supervisor.

2. Should the Instructor be unwilling or unable to participate in this process for any reason, the Academic Supervisor will determine how best to assure that the appeal process moves forward in a way that all sides are fairly represented.
3. The role of the Academic Supervisor is to try to mediate between the instructor and the student. It is expected that the Academic Supervisor always respect both parties and make a good faith effort to be fair to both parties.
4. To demonstrate adherence to deadlines, the Academic Supervisor is required to make the following requisite submissions via official Niagara University e-mail.
5. Academic Supervisors should be mindful that, except for students under 18, parents, guardians, and others should under no circumstances be the conduit through which a student contests a grade. Academic Supervisors who are contacted by parents, or any other third party, should check the student's FERPA status on the myNU FERPA database prior to discussing any educational record or matter with a parent. Academic Supervisors with questions about FERPA can contact either the Director of Records, or the General Counsel.

#### VIII.B Procedure for an Appeal of a Grade During the Semester (Academic Supervisor)

1. A student may come to the Academic Supervisor to complain about a grade given on a particular assignment during the course of the semester. The student should have already met with the Instructor. If the student has not, the Academic Supervisor should direct the student to do so.
2. If the student has met with the instructor and comes to the Academic Supervisor, the Academic Supervisor will schedule a meeting with the student and instructor. This meeting will be run as an informal and friendly mediation session, where it is hoped the matter of the non-final grade can be resolved to the satisfaction of all. The student and instructor must attend this session and must participate in good faith. If the student is not participating in good faith, the Academic Supervisor may deny any further complaints from the student.
3. The Academic Supervisor should try to mediate the final grade appeal in one meeting. However the Academic Supervisor may decide to call additional meetings if the Academic Supervisor needs time to review the situation. When the Academic Supervisor has decided that no further progress may be made, the Academic Supervisor will determine when the mediation has come to a conclusion.

4. After concluding the mediation, the student may not be satisfied with the result. The Academic Supervisor may receive a formal written complain from the student. The Academic Supervisor is expected to give guidance to the student in preparing this complaint if the student requests.
5. The Academic Supervisor will then retain a copy of the complaint of the non-final grade for use if the student appeals the final grade. The Academic Supervisor will also forward a copy of this and all other complaints by the student to the Dean's office.

#### VIII. C. Procedure for Appealing a Final Grade (Academic Supervisor)

1. At the end of a semester, the student may inform the instructor of the intent to protest a final grade, regardless of whether a complaint was filed during the semester. The student must do this within ten (10) academic days of the start of the next semester.
2. After meeting with the instructor, if the student is not satisfied, the student will submit any relevant materials and an explanatory cover letter to the Academic Supervisor. The student must do this within twenty (20) academic days of the contact with the instructor. That Academic Supervisor will then add to this any complaints made during the semester.
3. The Academic Supervisor will then call a mediation session with the student and the instructor where it is hoped the matter of the final grade can be resolved to their mutual satisfaction. This meeting will happen within ten (10) academic days of receiving the letter from the student.
4. The Academic Supervisor should try to mediate the final grade appeal in one meeting. However the Academic Supervisor may decide to call additional meetings if the Academic Supervisor needs time to review the situation. When the Academic Supervisor has decided that no further progress may be made, the Academic Supervisor will determine when the mediation has come to a conclusion.
5. If the student is not satisfied with the result of the mediation session, then the student will submit a formal appeal to the dean within ten (10) academic days of the end of the mediation. The student will supply any supporting evidence and a cover letter. The Dean will provide a copy of the letter to the instructor and Academic Supervisor. *The Academic Supervisor will then submit a written rationale to the Dean summarizing her or his opinion about the situation with any supporting documents. She or he will do this within ten (10) academic days of receiving the copy of the student appeal from the dean.* The instructor will also submit a rationale. The Dean will give a copy of these documents to the student.

5. This is the end of the formal role of the Academic Supervisor in the process. However, in further steps of the appeal, the Academic Supervisor is expected to participate if called upon by the Dean or the Academic Appeal board.

## **IX. Dean Guidelines**

### **IX.A. General Dean Guidelines**

1. The Dean shall always be the Dean of the college in which the course is offered, not the college in which the student is enrolled.
2. When the Instructor or the Academic Supervisor is the Dean, the role of the Dean shall be taken by the Provost or a representative selected by the Provost.
3. If the Dean chooses, the Dean may, at any time, appoint a representative to review cases and generally operate in the role of the Dean.
4. The academic appeal policy is designed to resolve grade complaints at the level of Academic Supervisors (usually the department chair). While the dean may freely choose to advise anyone involved in a grade appeal – especially if an Academic Supervisor is confronted with a unique situation -- the dean is not compelled to investigate a case until the a student decides that a final grade appeal has not been satisfied at the level of the Academic Supervisor. *The only exception to this is when a grade complaint is being filed against a department chair, in which case the Dean or the Dean's representative serves as the Academic Supervisor.*
5. The role of Academic Supervisor is defined in VIII.A.1. However, if there is any ambiguity, the Dean of the college offering the course will select the Academic Supervisor. The Dean's decision will be final.
6. If, at any time, the Dean decides that the student is not acting in good faith, the Dean may end the process. If the Dean decides that the Academic Supervisor is not acting in good faith, the Dean may replace the Academic Supervisor.

### **IX.B. Procedure for Appealing a Grade Given During the Semester (Dean)**

1. When asked by a student, the dean's office shall inform the student, via Niagara University e-mail, who is the Academic Supervisor of a particular instructor.
2. Should the student be taking a course in a particular program, the supervisor of the program is the Academic Supervisor. Should there be a dispute as to whom the Academic Supervisor is, the Dean's decision is final.
3. Should a grade complaint be filed against a department chair, the Dean or the Dean's representative will be the Academic Supervisor.

4. Beyond this initial decision of who is the Academic Supervisor, the Dean plays no official role in appeals of grades made during the semester, unless the Dean is the Academic Supervisor.

5. Should a student file a complaint about a grade given during the semester, this will be forwarded to the Dean's office and held upon a future appeal.

#### IX.C. Procedure for Appealing a Final Grade (Dean)

The Dean, or the Dean's Representative, has up to three decisions to make in this process.

##### IX.C.1 Determination of the Academic Supervisor

As in appeals of grades during a semester, the Dean may determine who the Academic Supervisor is.

##### IX.C.2 Determination of an Expedited Hearing

a. Students whose graduation, professional certification, or visa status warrants an expedited procedure shall submit a letter requesting an expedited process to the dean of the college offering the course. The letter must include the relevant dates, basis for the request, and all supporting materials.

b. The Dean will determine if the request for an Expedited Hearing should be granted. If so, the Dean will determine what the deadlines ought to be and determine how a fair decision can be made within the given time frame.

##### IX.C.3 Determination of the Need for Hearing by the Academic Review Board

a. The student will submit a formal letter with supporting evidence explaining why he or she suspects a final grade is unfair. The student must do this within ten (10) academic days of the conclusion of the mediation process conducted by the Academic Supervisor. The Dean's office must forward copies of this letter to the Academic Supervisor and instructor.

b. The Academic Supervisor and instructor then have ten (10) academic days to respond to the student via formal letter. The Dean's office will send copies of these letters to the student.

c. The Dean, or the Dean's representative, will review these materials. The Dean will decide whether the appeal policy to that point has been conducted fairly and whether a hearing of the Grade Appeal Board is warranted. The Dean must make this determination within ten (10) academic days of receiving the materials from the Academic Supervisor and instructor. If the Dean decides that no hearing is

warranted, the instructor's grade stands. That decision is final. If the Dean decides a hearing is warranted, then the Hearing Panel to determine the final grade.

c. The Dean is not expected to meet, either individually or as a group, the student, instructor or Academic Supervisor. The Dean is expected to make the decision on the basis of the written evidence. However, the Dean may choose to meet with any of the parties involved. If the Dean does meet with some of the parties, particularly the student or instructor, it is generally expected that the Dean meet with both, individually or together. *The Dean is not expected to serve as a mediator since that is the role of the Academic Supervisor. The Dean is to serve as a gatekeeper for the Grade Appeal Board.*

d. Should the Dean determine that a hearing is warranted, the Dean's office will forward copies of all materials to the chair of the Grade Appeal Board.

e. Should materials be submitted to the Dean and they be incomplete or all of the steps have not been followed, the Dean shall refer the matter back to the Academic Supervisor.

#### IX.C.4: Final Grade Change

1. If the Hearing Panel does decide to change the grade, the Hearing Panel Chair will notify the Chair of the Grade Appeal Board and the Dean of the decision by official Niagara University email. The GAB Chair will then sign and submit a grade change form and send it to records.

. The Dean will then notify the student, instructor and Academic Supervisor of the decision via official Niagara University e-mail.

2. The Hearing Panel's decision is final.

### **X. Grade Appeal Board**

#### X.A Constitution of the Grade Appeal Board (GAB)

1. The GAB will consist of at least 10 tenured faculty. This will include representation from each college. Further, at least 4 members will have taught at the graduate level.

2. The Provost will call for volunteers and then nominate 10 faculty for the board. The University Senate will then approve the nominations.

3. Members of the GAB will ordinarily serve a 3 year term.

4. When the GAB is first called, 3 members will have a 1 year term, 3 will have a 2 year term and 4 will have a 3 year term.

5. Members of the GAB may serve consecutive terms on the GAB.
6. The GAB will meet at the beginning of each Academic Year to review the procedure for academic grade appeals. They will also review both the legal and moral implications of grade appeal decisions. At this meeting, the GAB will also select a chair.

#### X.B Role of the Grade Appeal Board for a grade appeal during a semester

The Grade Appeal Board will not have any official role in the appeal of a non-final grade.

#### X.C Role of the Grade Appeal Board for a Final Grade Appeal

1. Should a Dean determine that a hearing is warranted, the Dean will forward all materials to the chair of the Grade Appeal Board.
2. The chair of the Grade Appeal Board will then select three members to constitute a Hearing Panel. If the Appeal occurs in a graduate class, then the three members of the Panel must have taught at the graduate level at Niagara University at some point in their career. The chair should select members of the Hearing Panel in a way that distributes the workload fairly to all on the Board and with an eye to selecting members who will be knowledgeable about the class under review but not serve with a conflict of interest, or the risk of appearing biased.
3. The chair of the GAB may select herself or himself to serve on a particular Hearing Panel.
4. The Hearing Panel will appoint a chair from among the three members of the panel. If they cannot agree, the chair of the GAB will make the decision. If the chair of the GAB is on the Hearing Panel, a vote of the other 7 members of the GAB shall determine who will be chair.
5. The Chair of the Hearing Panel shall be responsible for facilitating and documenting the function of the Hearing Panel.
6. The Hearing Panel will review the case within thirty (30) academic days from the appointment of the Hearing Panel Chair unless it is determined there needs to be an expedited hearing in which case the Dean will determine the timetable.
7. The Hearing Panel will base their decision on the written materials submitted.
8. Under special circumstances, the Hearing Panel may call the parties in for further information. In the event of such special circumstances, the student and instructor

shall each have the right to be present at the presentation of the other, and shall have a right to address comments to the Hearing Panel.

9. The Hearing Panel Chair shall be responsible for the orderly and respectful conduct of the proceedings, which shall not resemble a court of law, but rather, a fact-finding body charged with protecting the integrity of the university's grading process.

10. If the Hearing Panel decides the grade is to be changed, the Hearing Panel Chair will notify the Chair of the Grade Appeal Board and the Dean of the decision by official Niagara University email. The GAB Chair will then sign and submit a grade change form and send it to records.

11. . The Dean will notify the student, instructor and Academic Supervisor of the decision via official Niagara University e-mail.

12. The Hearing Panel's decision is final.

## **XI. Deadlines**

a. An "Academic Day" is any weekday (Monday - Friday) when classes are in session and academic offices are open, excluding summer.

b. To appeal a final grade, the student should request a meeting with the instructor, and use their best efforts to resolve the dispute with lodging a formal appeal. This contact must take place within ten (10) academic days of the start of the next semester. The instructor will meet with the student as soon as possible to discuss the grade. If the instructor is unavailable, the student must contact the Academic Supervisor as soon as possible.

c. If the dispute is not resolved in the initial meeting, the student should submit the relevant materials, including any formal complaints made during the semester, and an explanatory cover letter, to the Academic Supervisor within twenty (20) days of the contact. The Academic Supervisor will schedule a mediation session with the student and instructor within ten (10) academic days of receiving the letter.

d. The Academic Supervisor will then conduct a process of mediation as fairly as possible. The Academic Supervisor will determine when this process has reached a resolution.

e. If the mediation process does not determine a resolution about the final grade, the student may file a formal written appeal with supporting evidence to the Dean of the College offering the course. The student will have ten (10) academic days to submit these materials to the dean.

- e. Upon receiving an appeal from the student, the Dean will forward the appeal to the instructor and Academic Supervisor. The Academic Supervisor and instructor will then have ten (10) days to each write a written response to submit to the Dean.
  
- e. The dean will have ten (10) academic days to decide if the mediation process has been conducted fairly and whether a hearing is warranted. If the dean believes there is evidence supporting reconsideration, a panel of faculty selected from the Grade Appeal Board will be convened within ten (10) academic days of accepting the appeal.
  
- f. The Hearing Panel will review the case within thirty (30) academic days from the appointment of the Chair.
  
- g. Should any deadline not be met by any of the parties involved, either the Provost or the Chair of the Academic Review Board may decide if and how an appeal process may move forward.

EXPEDITED PROCESS: Students whose graduation, professional certification, or visa status, warrants an expedited procedure shall submit a letter requesting an expedited process to the Dean. Upon being notified that the Dean, or designee, has determined expedited process is warranted, the Chair will take appropriate steps to facilitate a timely proceeding