

## Graduate Student Grade Appeal Policy and Process

**Purpose:** The purpose of this document is to explain the procedures for the appeal of grades and results of graduate student culminating experiences. These procedures are aligned with the University Policy for Student Appeal Procedures on Grades found at <https://catalog.asu.edu/appeal>.

**NOTE:** *If the student complaint is for an **unresolved grade issue that is the result of discrimination, harassment, or retaliation**, the student should utilize the university process through the Office of Equity and Inclusion, **in addition to following the Grade Appeal Procedure**. ASU expressly prohibits discrimination, harassment, and retaliation by employees, students, contractors, or agents of the university based on any protected status: race, color, religion, sex, national origin, age, disability, veteran status, sexual orientation, gender identity, and genetic information ([ACD 401: Prohibition Against Discrimination, Harassment, and Retaliation](#)). A student who believes they have been unlawfully discriminated against may discuss their concerns with the director or an assistant director of the Office of Equity and Inclusion, file a report, and/or file a complaint of unlawful discrimination with the Office of Equity and Inclusion (<https://cfo.asu.edu/equity-and-inclusion>).*

### **Definitions:**

In this document, the term “instructor” refers to the course instructor listed in the course schedule. For graduate students, “instructor” may also refer to the graduate committee chair as noted on the student’s iPOS (interactive Plan of Study) when a faculty committee issues a grade for a culminating experience.

In this document, the term “SFIS” refers to the School for the Future of Innovation in Society.

**What may be appealed:** Final course grades and grades for culminating experiences

**When grade appeal must be submitted:** To receive consideration, grade appeals must be submitted to the Course Instructor **no more than 10 business days** after final grades are due for the semester the course is taken, as noted in the Academic Calendar. The academic calendar is available at <https://students.asu.edu/academic-calendar>.

**Reasons for grade appeal:** A student may appeal a grade only when they can document that one or a combination of the following has occurred:

- a. The instructor erred in calculating points or acknowledging timely submission of assignments;
- b. The instructor did not apply grading standards equitably (that is, there is evidence of bias, for example, due to race, age, sex, religion, disability, or national origin – **student should also utilize the university process through the Office of Equity and Inclusion as referred above**);
- c. The instructor did not assign grades consistently with the standards and procedures for evaluation announced at the beginning of the course in the course syllabus. The instructor may amend or supplement the standards and procedures during the course by providing written or oral notice to the entire class.

### **Informal Grade Appeal procedure:**

#### **Step 1: Informal conference with instructor – This step is mandatory.**

1. The student must contact the instructor for the course (or the graduate committee chair for the culminating experience if that is the nature of the appeal) and submit the attached Grade Appeal Form. The student must provide any additional relevant documentation to support the appeal and reasons for disputing the grade to the instructor. The narrative accompanying the Grade Appeal Form may not exceed five (5) pages double spaced.
2. The student must confer with the instructor (face to face, phone, video, email). If this interaction does not

resolve the grievance, the student may move to step 2 and submit the Grade Appeal Form to the Degree Program Chair for the student's degree program.

**Note: If the required interaction with the instructor has not taken place, the appeal will be accepted only if the student supplies evidence that the student contacted the instructor and (a) has received no reply for five business days, or (b) has been unable to schedule a meeting within 10 business days of the date of the student's initial contact.**

### **Step 2: Degree Program Chair for the student's degree program**

If the grievance is not resolved in step 1, the student may forward the grade appeal to the Degree Program Chair for the degree program in which they are enrolled. The Degree Program Chair will meet individually with the student and the instructor to try to resolve the issue. If these meetings do not resolve the grievance, the Degree Program Chair will take the grade appeal to the SFIS Associate Director for Academic Programs. **If the Degree Program Chair is the course instructor, the student should skip Step 2 and go directly to Step 3.**

### **Step 3: SFIS Associate Director for Academic Programs**

If the grievance is not resolved in step 2, the student may forward the grade appeal to the SFIS Associate Director for Academic Programs. The Associate Director will review the grade appeal and may request additional information or additional interviews with the student and the instructor. The SFIS Associate Director for Academic Programs will make the final decision on the Informal Grade Appeal and will notify the student of the outcome. **If the Associate Director for Academic Programs is the course instructor, the student should skip Step 3 and go directly to the Formal Grade Appeal procedure described below.**

### **Formal Grade Appeal procedure:**

If the student is not satisfied with the outcome of the decision made by the SFIS Associate Director for Academic Programs, they may make a formal grade appeal to the Director of the School for the Future of Innovation Society.

### **Step 4: Appeal Decision to the SFIS Director**

- Per University policy, the student may appeal the decision of the SFIS Associate Director of Academic Programs to the SFIS Director or their designee, whose formal grade appeal decision is final. **The student must appeal within five business days of receiving the decision from the SFIS Director or their designee.**
- To submit an appeal to the SFIS Director, the student must forward the original appeal and the response from the SFIS Associate Director of Academic Programs to the SFIS Director.
- Only the issue appealed to the SFIS Associate Director for Academic Programs may be appealed; no new issues or complaints may be added.
- The SFIS Director or their designee has full discretion as to whether to refer the appeal to the SFIS Graduate Student Standards Committee. The committee consists of the SFIS Associate Director for Students and the Degree Program Chairs from each graduate degree program in SFIS. See <https://catalog.asu.edu/appeal> for University policies on grade appeals.
  - Should the instructor hold a position on the Graduate Student Standards Committee, they will be excused from deliberation.
- The SFIS Director will make the final decision after full consideration of the committee's recommendation. Any recommended grade changes may be made by the SFIS Director.
  - Should the instructor be the SFIS Director, the SFIS Associate Director for Students will make the final decision.
- The decision of the SFIS Director and/or the SFIS Graduate Student Standards Committee is final.
- The SFIS Director will notify the student, instructor, Degree Program Chair and Associate Director of Academic Programs of the decision by mail.

**It is university policy that students filing grievances and those who are witnesses are protected from retaliation. Students who believe they are victims of retaliation should immediately contact the Office of Equity and Inclusion (<https://cfo.asu.edu/equity-and-inclusion>).**

For more information on University grading policies, see <https://catalog.asu.edu/appeal>.

## School for the Future of Innovation in Society

### Graduate Student Grade Appeal Form

**Deadline:** To receive consideration, this form and supporting documentation must be submitted to the instructor **no more than 10 business days** after final grades are due for the semester the course is taken, as noted in the Academic Calendar (see <https://students.asu.edu/academic-calendar>).

**Submit Form:** When requesting a meeting with the instructor, please submit this form via email to your instructor and the academic advisor for your graduate degree program. Your email will count as an electronic signature.

Name (Last, First, MI):	ASU ID #:	Degree Program:	
Email Address:		Phone Number:	Academic Advisor:
Course Prefix & Number:	Semester/Year:	Instructor Name:	
Date of Required Meeting with Instructor:		Requesting Grade Change from          to	
<p>RATIONALE: Please attach a statement of grievance and any supporting documentation of the following:</p> <p style="margin-left: 20px;"> <input type="checkbox"/> Instructor error in grade calculation or grade entry  <input type="checkbox"/> Grading standards not applied equitably  <input type="checkbox"/> Grade not consistent with course syllabus or written directions         </p>			
<p><b>For appeal of Culminating Experience Grade:</b> Describe what culminating experience result is being appealed and the change you are requesting. Attach an explanation and copies of supporting documentation that support your claim.</p>			