

ACADEMIC SENATE POLICY

<http://www.csueastbay.edu/senate>

GRADE APPEAL AND ACADEMIC GRIEVANCE DOCUMENT

History:

87/88 BSA1 (formerly 79/80 BEC 9)

Approved by the Academic Senate 11/22/88; Approved by the President 12/06/88)

Revised (91/92 BEC 11)

Approved by the Academic Senate 10/31/92; Approved by the President 11/10/93.

Revised (99-00 BEC 12)

Approved by the Academic Senate 1/25/00; Approved by the President 1/31/00.

Revised (03-04 BEC-3); Approved by the Academic Senate 10/7/03

Revised (03-04 BEC 7); Approved by the Academic Senate 12/2/03

Revised (05-06 BEC 8); Approved by the Academic Senate on 05/30/06

Revised (06-07 FAI 1); Approved by the Academic Senate on 6-5-07; appr by the President

Revised (07-08 CFAI 1); Approved by the Academic Senate on 6-3-08; approved by the President

Revised (08-09 CFAI 1); Approved by the Academic Senate on 5-19-09; approved by the President

Revised (10-11 CFAI 1-revised); Approved by the Academic Senate on 5-17-11; approved by the President

Revised 13-14 cFAI 1; app by Senate 5/20/14; app by President 6/11/14

Revised 20-

ARTICLE IV
Procedures for Filing a Petition for a Grade Appeal and Academic Grievance Hearing

- A. **Initiation of an Academic Grievance.** Note that Step 1 through Step 3 (see below) must occur within the first semester following the alleged irregularity. For example, if an irregularity occurs Fall Semester, the grievant has until the conclusion of Spring Semester to complete the steps listed below. However, Spring Semester courses may be submitted in the Summer term but will not be formally considered by the GAAG Committee until the subsequent Fall Semester.

A grievant requesting to file a grade appeal after the above-stated deadline must first seek approval from the Presidential Appointee and, upon receiving it, must file the appeal no later than the end of the semester in which approval was granted. Acceptance of a petition beyond this stated deadline is at the discretion of the GAAG Committee.

1. If a student wishes to pursue a grade appeal or academic grievance, the student should begin by attempting to resolve the issue by speaking with or electronically communicating with the relevant faculty member. If a satisfactory remedy is not reached the student should contact the department chair. Again, if a satisfactory conclusion is not reached the student should contact the college dean or their designee. At any step in this process, if a face-to-face meeting cannot be conveniently arranged, a student should be allowed to consult via alternative conferencing such as Zoom, Skype or Google Hangout. If a satisfactory resolution is not reached after the above-listed steps are taken,, the student should proceed to Step 2 below.
2. If no satisfactory resolution was reached at the departmental or college level, the student should consult informally with the Presidential Appointee. The Presidential Appointee will assist the student to understand the procedures and the normal channels to be explored in advance of formally initiating a grievance. The Presidential Appointee may assist the grievant by reviewing the *Petition for a Grade Appeal and Academic Grievance Hearing*, but will not serve as an advocate for the grievant.
3. The formal grievance is then initiated by completing and submitting a *Petition for a Grade Appeal and Academic Hearing* ([*Grade Appeal and Academic Grievance \(GAAG\) Petition Form*](#)). A completed petition includes:
 - a. a completed online form which will serve as a cover sheet;
 - b. a Statement of Grievance i.e. a Word document in which the issues involved in your case are explained;
 - c. relevant supporting evidence (e.g., a course syllabus, copies of relevant email exchanges, copies of relevant assignments, letters of support or corroboration, etc.).

Once submitted, the Presidential Appointee or their designee will forward the petition to the relevant College Associate Dean or their

b. a copy of the petition, a description of required next steps, and the deadline by which those

- a. CSUEB follows federal and state laws and its own internal policies when students, staff, or faculty feel they have been discriminated against on the basis of race, ethnicity, color, gender, sex, national origin, ancestry, disability, medical condition, age, religion, and/or sexual orientation. These complaints must follow reporting procedures and be resolved within prescribed timelines. [More information can be found here.](#)
- b.

the roles and responsibilities of the Hearing Panel members. At this meeting, the Hearing Panel will choose one of the faculty members to serve as the Chair and the other as the Secretary. The second meeting will be the time during which the Hearing Panel proceedings will occur. The Presidential Appointee or designee will notify the instructor and student(s) involved of the time and place of the hearing and their right to submit a written statement or to appear in person at the hearing (or to do neither and allow their existing contributions to the case file to stand as-is).

- f. The Panel has twenty academic days to conclude its business from its initial convening. It will begin by considering the written complaint submitted by the student, and any written response(s) from other parties. The Hearing Panel may gather any additional information it deems necessary for its deliberations.
- g. The Hearing Panel will conduct a hearing to consider the charges, determine the facts of the case, and, where appropriate, institute remedies.
 1. The Hearing Panel shall not find for the student if it concludes the actions which gave rise to the complaint resulted from the exercise of compelling judgment.
 2. There is a presumption that any grade assigned by the instructor is correct; an assigned grade will not be changed in the absence of compelling evidence provided by the student.
 3. work. If the Hearing Panel determines that a grade should be changed, or that a s faculty from the department involved (or closely related departments) when assigning a new grade.
 4. No grade may be lowered by any action of the GAAG Committee or its Hearing Panels. If a Hearing Panel determines that a grade should be raised, the Presidential Appointee to the GAAG Committee will submit the new grade.
 5. The Hearing Panel will report its determinations and judgments to the Presidential Appointee to the GAAG Committee in writing within twenty academic days of its convening. All three members of the Panel must sign the final report. A minority view may be expressed when appropriate. The Secretary of the Panel will submit recorded minutes of all Hearing Panel proceedings to the Presidential Appointee.
 6. The outcome of the Hearing Panel will be reported to the GAAG Committee at its next meeting by the Presidential Appointee.
 7. The recommendations of the Hearing Panel will be completed by the designated faculty member or department and reported to the Presidential Appointee within 15 academic days following the receipt of the report of the Hearing Panel.
 8. The Presidential Appointee to the GAAG Committee will report in writing the results to the student, instructor, and Department Chair. Upon request in writing, copies of the Panel's report will be made available to the student, instructor, and/or Department Chair.
 9. None of the contents of the minutes or other records of the Hearing Panel may ever be included in any faculty personnel file or student folder. The minutes are confidential and shall all be forwarded by the Presidential Appointee to the Office of

Academic Programs and Services which shall destroy them six months after the final resolution of the grievance.

10. If the student or the instructor (or the Department Chair in the instructor's absence) believes the Hearing Panel followed improper procedures, they may appeal to the GAAG Committee within five academic days of receipt of the Hearing Panel