

**PURPOSE** Any student at Galveston College has the right to appeal academic decisions or actions which he or she considers manifestly unjust or improper. The primary responsibility for assigning grades in a course belongs to the individual course instructor, and in the absence of compelling evidence of discrimination, differential treatment, or procedural irregularities, the judgment of the instructor responsible for the course must remain determinant.

**LEVEL ONE INFORMAL STEPS** A student who believes that an improper or incorrect grade was assigned should first take informal steps to resolve the situation. The request for a grade correction must occur within 30 calendar days of the end of the semester in which the grade was issued. The student should first discuss the matter with the instructor of record. If the matter is not resolved at this point, the student should discuss the matter with the appropriate program coordinator, program director, or division director, who will attempt to resolve the grade dispute. If the informal measures fail to satisfy the complainant, the student may file a formal appeal.

**LEVEL TWO** If an informal attempt to resolve the grade issue is unsuccessful, the following procedures will be observed at level two:

1. The student will submit within 15 calendar days of completing the informal process, but not later than 45 days from the end of the semester in which the grade was issued to the appropriate Dean or Division Director, in writing, a request for review using a Grade Appeal Form, which is available in the Office of the Dean or Division Director.
2. The Dean or Division Director, on receiving the request, will inform the instructor, the program coordinator or program director of the appeal, provide the instructor with a copy of the appeal, and request a written response from the instructor.
3. The Dean or Division Director shall review all material and information and seek an appropriate solution.

LEVEL  
THREE If an appropriate solution is not forthcoming at the Dean's level, the Dean or the Division Director shall forward the appeal to the Student Affairs Committee. The Committee's responsibility shall be to:

1. To review the complainant's request and evidence;
2. To consider the instructor's response;
3. To consider the Dean's or Division Director's decision; and,
4. To call any witnesses, if deemed appropriate by the committee, to corroborate documentary evidence; (A witness requested to testify by either the complainant or the instructor, or both, may decline.)
5. The Student Affairs Committee shall render a decision which shall be communicated to the Dean or Division Director who in turn shall communicate the decision in writing to the student and to the instructor within ten working days following the report of the committee.

LEVEL  
FOUR If the matter is still not resolved to the student's satisfaction, he or she may present a written request for review by the Vice President of Instruction. The Vice President of Instruction will review the appeal with the appropriate Dean or Division Director and render a decision.

LEVEL  
FIVE If the outcome of the appeal to the Vice President of Instruction is not to the student's satisfaction, the student may, within 10 working days of receiving notice of the decision, submit a written appeal to the College President. The written appeal at a minimum must include a written reason for the appeal or a statement of the problem and/or complaint, and the expected resolution. The President may, at his/her sole discretion, choose to allow oral arguments on the petition. The President may act to affirm, modify, remand, or reverse the decision. If no action is taken within 60 days, the Vice President's decision will thereby be affirmed. The grade appeal process ends with the decision of the President.

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