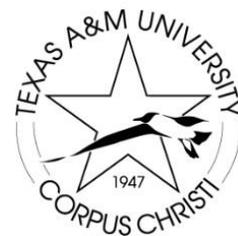


13.02.99.C0.03 Student Grade Appeals



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Procedure Statement

Students at Texas A&M University-Corpus Christi are allowed to appeal course grades they feel were not given fairly.

Reason for Procedure

This procedure outlines the grade appeal process for students of Texas A&M University-Corpus Christi.

Definitions

See Article II of the Student Code of Conduct for definitions (link in the Appendix section of this procedure).

Procedures and Responsibilities

1. General
 - 1.1 While the professor should encourage free discussion, inquiry, and expression, student performance should be evaluated solely on an academic basis and not on opinions or conduct in matters unrelated to academic standards.
 - 1.2 Faculty are responsible for outlining the objectives and setting standards for each course and for making clear the means of evaluation for purposes of grading students. Students are responsible for participating in and out of class, for learning

the content of any course of study, and for maintaining standards of academic performance established for each course in which they are enrolled.

- 1.3 Students shall have protection through orderly procedures against prejudices or arbitrary academic evaluation. A student who believes that his/her/their final grade reflects academic evaluation, which is arbitrary, prejudiced, or inappropriate in view of the standards and procedures outlined in the class syllabus, may appeal the grade given for the course.
 - 1.4 The burden of proof is upon the student to demonstrate the appropriateness of the appeal, and a preponderance of the information standard of proof will be used. A preponderance of the information is defined as a standard of proof that indicates that the information provided leads the hearing body to the conclusion that “more likely than not” a violation did or did not occur.
 - 1.5 A student who has failed to meet the grade requirements of a prerequisite course and is appealing the grade in that course is not allowed to register for the subsequent course(s) unless a decision has been reached in the grade appeal process to change the prerequisite course grade to one that meets the prescribed prerequisite.
 - 1.6 This procedure does not apply to grades that may be affected by academic misconduct or dishonesty cases. Academic misconduct is defined in the Student Code of Conduct Article III, and the procedure is outlined in University Procedure *13.02.99.C0.04, Academic Misconduct Cases*. Grade appeal cases involving academic misconduct will be heard after the resolution of the associated academic misconduct case.
 - 1.7 Each college will be responsible for maintaining records of all grade appeals, including collecting and storing files associated with individual appeals. These records must be retained for a period consistent with the Texas A&M System Records Retention Policy, which can be found at <http://rattler.tamucc.edu/Records/>. Both logs and records will be made available upon request to demonstrate compliance with Southern Association of Colleges and Schools Commission on Colleges accreditation standards.
 - 1.8 For assistance and/or guidance in the grade appeals process, students may contact the Office of the Associate Dean of the college in which the course is taught.
2. College Grade Appeal Committee
 - 2.1 Each of the academic colleges will have a College Grade Appeal Committee (CGAC) made up of no fewer than three (3) faculty members, one of whom will serve as chair of the CGAC, and two (2) students to consider student grade appeals. At a minimum, college policy will specify each of the following:
 - 2.1.1 Appointment of Faculty Members: the process of selecting faculty

members for the CGAC, qualifications, required training, and term of service.

2.1.2 Appointment of Student Members: the process of selecting student members for the CGAC, qualifications, required training, and term of service.

2.1.3 Replacement or substitutions: provisions for replacement of committee members unable to serve, or substitutions for any member of the committee in any way involved in a particular case.

3. The Appeal Process

3.1 With the advice of the Office of Judicial Affairs and the approval of the Office of the Provost, each of the academic colleges will establish procedures to include the steps and actions indicated below:

3.1.1 Presentation of Grievance to Instructor (Informal)

3.1.1.1 The instructor of the class is the primary authority with respect to a student's proficiency and final grade in that course. Most problems or complaints can be resolved through discussions between the student and the instructor. Therefore, before beginning the formal appeal process the student must discuss the matter with the instructor unless the instructor is, for any reason, unavailable.

3.1.2 Appeal to Department Chair

3.1.2.1 If the student believes the matter is not satisfactorily resolved at the student-faculty level, or if the instructor is unavailable or no longer with the university, an appeal of the final grade in the class may be submitted, in writing, to the appropriate department chair in the college in which the course is taught. If the course is a first-year seminar, the student may submit the appeal to the chair of the Department of Undergraduate Studies.

This formal written appeal should be initiated no later than twenty (20) business days after the start of the next long semester.

Normally, within five (5) business days, the department chair will consult with the student and the instructor to attempt a successful resolution of the appeal. If successful, the department chair will issue to the student and instructor a written statement of the findings and any actions agreed to and follow up to see that any such actions are executed.

If no satisfactory resolution can be found as agreed upon by the faculty member, department chair, and student, the department chair will refer the matter, normally within five (5) business days, to the associate dean for a hearing by the CGAC. The department chair will secure from all parties whatever information deemed helpful to making a decision and will issue to the student, instructor and associate dean of the college a written statement of findings indicating that this stage of the appeal process is complete.

If the instructor in the case is the department chair the role of this officer, as described above, will be assumed by the appropriate college associate dean.

3.1.3 Action by the Associate Dean of the College

3.1.3.1 The associate dean will schedule a hearing before the CGAC normally within twenty (20) business days. The case will be heard at a time and place that does not conflict with class schedules of the students and faculty involved. If the hearing is set with the concurrence of the parties and the student or instructor cannot attend, the hearing may proceed as scheduled.

If the instructor in the case is the associate dean the role of this officer, as described above, will be assumed by the appropriate college dean.

4. Proceedings of the College Grade Appeal Committee (CGAC)

4.1 Each of the academic colleges will include at least the following elements in the procedures of the CGAC.

4.1.1 Burden of Proof: The burden of proof shall rest with the student.

4.1.2 Standard of Proof: The standard of proof shall be a preponderance of the information.

4.1.3 Quorum: A statement of what shall constitute a quorum of the CGAC.

4.1.4 Objections to Panel Membership: While the student will have no right to preemptory challenge or challenge for cause of any committee member, the CGAC may, by majority vote, recess to consider a student objection in a closed session. In closed sessions, the member in question may choose to recuse themselves, a majority of the panel may vote to recuse the member, or a majority of the panel may vote to continue with the member in question

impaneled. If the member is recused for any reason and the remaining members of the panel present constitute a quorum, the hearing will continue. If after such recusal the membership present does not constitute a quorum, the hearing will be rescheduled and a substitute member of the panel will be appointed.

- 4.1.5 Privacy: The proceedings, findings, and recommendations shall not be open to the general public or available to any individuals other than those involved with the case.
- 4.1.6 Hearing Protocol: College procedures shall include at least the following elements of hearing protocol.
 - 4.1.6.1 Role of the chair: The chair of a CGAC will preside at the hearing, maintain orderly proceedings, and assure that all parties receive a fair hearing. The chair will be a voting member of the CGAC. The chair will keep appropriate records of meetings and actions of the CGAC and is responsible for all communications by the CGAC with other officials and parties to a hearing. The chair will have the right to adjust procedures, given the circumstances, to ensure fairness.
 - 4.1.6.2 Evidence and Testimony: The committee shall hear all parties to the case and review all information presented. Both the faculty member and student shall be present at the same time during the formal hearing. Students not residing at or near Texas A&M University-Corpus Christi may request to attend the hearing via video conference call, as appropriate.
 - 4.1.6.3 Counsel: All parties to the hearing may be accompanied by another person in an advisory capacity only. Such person may not testify or ask questions.
- 4.1.7 Decision: The CGAC will determine the facts of the case and attempt to affect a fair and appropriate resolution to the complaint. Depending on the circumstances of the case, the CGAC may recommend to the associate dean of the college that 1) the original grade given by the instructor is upheld or 2) that the grade in question is changed to a specific alternate grade. In cases where the instructor is no longer affiliated with Texas A&M University-Corpus Christi, the dean may initiate the change of grade, if so requested.
- 4.1.8 Notification of Findings: The chair of the CGAC will present its findings and recommendations, in writing, to the associate dean (or dean, if the associate dean is a party to the case) normally within five (5) business days after completion of its hearings and deliberations. The notification should

include a short summary of the facts of the case, the hearing, and the specific recommendations of the committee. The associate dean (or dean) will send written notification of the decision to the student and the faculty member involved normally within five (5) business days after receiving the CGAC's findings and recommendations. This decision is final.

Related Statutes, Policies or Requirements

System Policy [13.02, *Student Rights and Obligations*](#)

University Procedure [13.02.99.C0.04, *Student Academic Misconduct Cases*](#)

This procedure supersedes:

- [13.02.99.C2.01, *Student Grade Appeal Procedure*](#)
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Appendix

[University Student Code of Conduct](#)

Contact Office

Contact for interpretation and clarification: Provost and Vice President for Academic Affairs
(361) 825-2722