

Morgan State University
The College of Liberal Arts

POLICY AND PROCEDURE FOR GRADE DISPUTES

POLICY:

As a general rule, a student, if he/she has valid reasons and documented proof, has the right to contest the grades that he/she receives in a course. When a student disputes the grade received from a faculty member, he/she bears the burden of proof to show that the grade received was inaccurate or unfair. The basis for his/her appeal of the grade may be error in calculation and/or failure of the faculty member to follow published grading policy or other departmental, college, or University policy. Although a student may allege failure of the faculty member to apply considered academic judgment in grading his/her work, such charges are handled with utmost caution, since a student, alone, does not have the credentials or expertise to render such judgments and since the merits of the case cannot be decided solely on his/her assessment.

PROCEDURE:

In a case of a grade dispute, a student should pursue the following steps, in this sequence, in order to seek a resolution of the dispute:

- ✓ **Appeal to Faculty Member:** The student should hold a conference and seek accord on, or resolution of, the grade dispute with the faculty member.

- ✓ **Appeal to Departmental Chairperson:** If resolution is not reached between the student and the instructor, the student may bring a written dispute of the grade to the departmental Chairperson within six weeks of the next semester of enrollment after receipt of the grade. That complaint should present the case fully and should include any documentation that the student wishes to submit in support of the case. The departmental chairperson will confer with the faculty member to seek resolution of the dispute. If the matter is not resolved between the two, the Chairperson will submit the case to the Departmental Student-Faculty Adjudication Committee for its review, investigation and recommendations. The departmental chairperson, upon receipt of the Committee's recommendation, will render a decision on the dispute to the student and faculty member.

If the department sustains the student's complaint, the departmental Chairperson will direct the faculty member to undertake measures to correct the error and to make the grade whole.

If the department finds no validity to the grade dispute, thereby sustaining the faculty member's grade, it will dismiss the student's complaint; and the students may, by signed statement, agree to close the matter.

- ✓ **Appeal to Dean:** If the grade dispute is not resolved to the students and faculty member's satisfaction at the departmental level, the student or faculty member may appeal the matter to the Dean within ten (10) working days of the departmental decision. The Dean will submit the case to the College Student-Faculty Adjudication Committee for its review, investigation and recommendations, and upon receipt of its recommendations, render the decision of the College.

- ✓ **Appeal to the Vice President for Academic Affairs:** Of the grade dispute is not resolved to the student's faculty member's satisfaction at the College level, the student or faculty member may appeal the matter to the Vice President for Academic Affairs within ten (10) working days of the Dean's decision.