



# KSU Grade Appeals Policy

Undergraduate  
Students

Graduate  
Students

Faculty & Staff



*Disclaimer: E. The Provost's decision is final, and decisions regarding grades may not be appealed to the Board of Regents (BOR Policy 407.01). F. Nothing in this grade appeals process prohibits the parties from settling this matter at any stage with the assistance of mediation through the Ombuds office. However, any attempt to settle the matter through mediation does not affect time deadlines for this grade appeals process.*

# Grade Appeals Process

## Introduction

Your education is a collaborative process, and students have the right to appeal any final grade that they deem inaccurate. The following text outlines the grade appeals procedure with the appropriate timelines.

## Students (Undergraduate)

### 1. Informal resolution

Undergraduate students are encouraged to discuss concerns and disputes over final course grades with the faculty members before filing a formal grade appeal.

If a student-faculty meeting is unhelpful, The Office of the University Ombuds, an impartial third party, can help students and faculty by resolving disputes before the initiation of a formal complaint. If the student has evidence of the incident, they may bring their concerns directly to the Ombuds Office without first reviewing the matter with the faculty member.

### 2. Formal resolution

For formal resolutions, the student may submit a written appeal for the final course grade to the faculty's Department Chair. **The last day to submit an appeal for an incident is within 20 business days after the first day of classes of the next academic term in which the final grade was awarded.**

#### Tips:

- Appeal must be written and include detailed information on the incident.
- Some colleges offer an official form for this process. The form for Radow College – Humanities and Social Sciences (RCHSS) can be found [here](#).

### ***Appealing to the Department Chair***

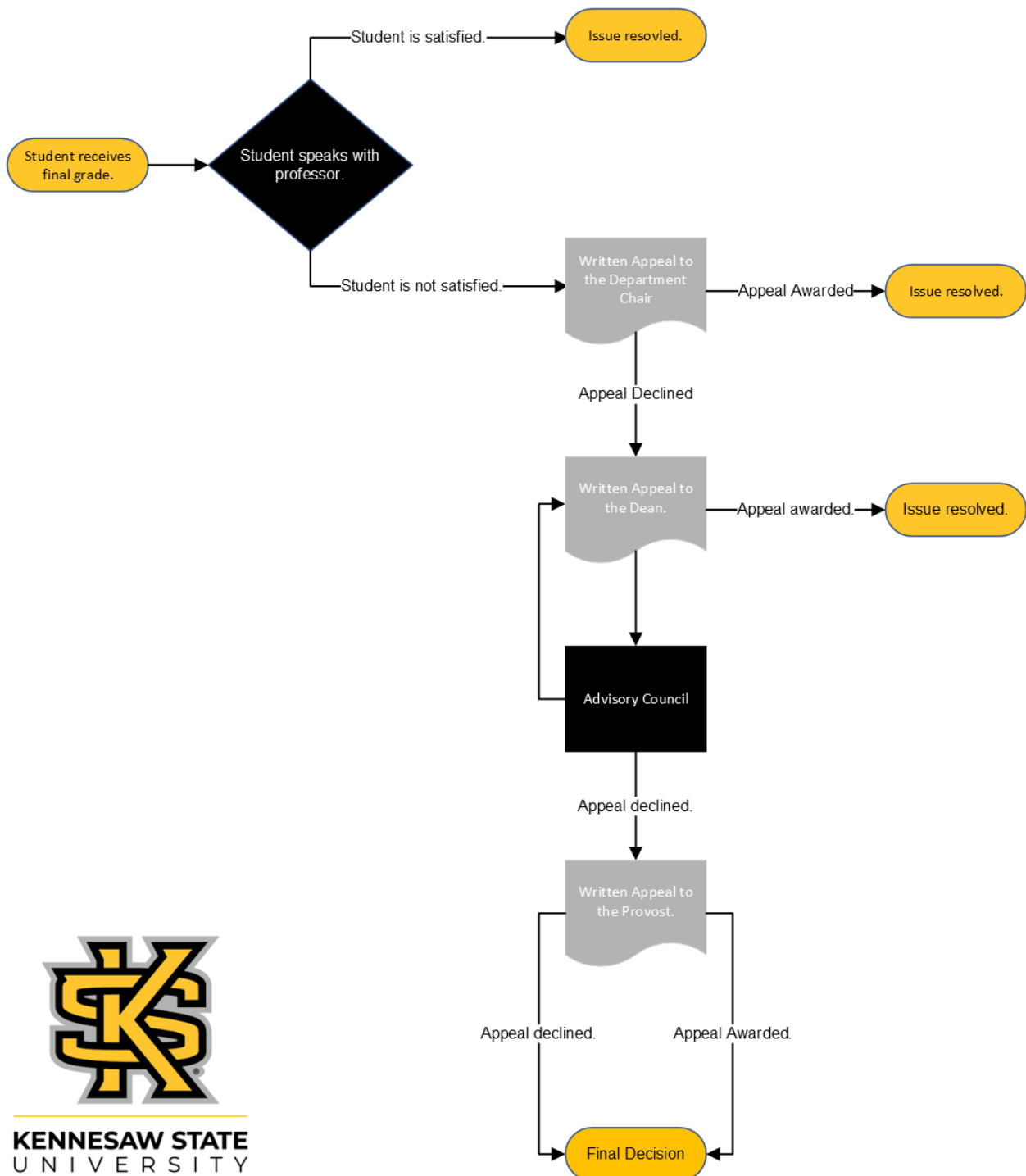
<b>1</b>	First, the Chair will invite the faculty member to provide a written response to the student's appeal statement.
<b>2</b>	Then, the Chair (or the Chair's designee) will review the allegations and conduct any necessary investigation and will provide a decision in writing to the student, within 20 business days of the receipt of the complaint in the Department.
<b>3</b>	Next, the Chair's written decision will specifically address the relevant issues raised by the student. In preparing the written decision, the Chair must consult with the Equal Employment Officer (EEO), or the Chief Diversity Officer, if there is a serious allegation made by the student that had an impact on the grade that was awarded.
<b>4</b>	If unsatisfactory, the student may appeal the Chair's decision in writing within 20 business days of being notified. The appeal must be made to the Dean of the College in which the Department is located. *
<b>5</b>	Then, at the Dean's discretion, he or she can appoint an advisory panel, consisting of 2 faculty members from outside the department where the grade was awarded and 1 student to review the written documentation and make a recommendation.
<b>6</b>	If the Dean does not appoint a decision panel, the student will receive a written decision from the Dean within 20 business days. Otherwise, the advisory panel may invite the student and the faculty member who awarded the grade to meet with the panel to share their position on the grade dispute. The panel will then provide a written recommendation to the Dean within 10 business days after receiving the appeal.

*\*Graduate students will direct this written appeal to the Graduate Dean. The Graduate Dean will issue a written decision to the student within 20 business days of receiving the appeal.*

### ***Appealing to the Provost***

<b>7</b>	If the decision is still unhelpful for the student, the student may submit a written appeal of the Dean's decision to the Provost, the senior academic administrator, within 20 business days of being notified of the Dean's decision.
<b>8</b>	Lastly, the Provost's decision is final, and decisions regarding grades may not be appealed to the Board of Regents.

# Grade Appeals Process Flow



## **Students (Graduate)**

The appeals process for graduate students is identical to the process for undergraduate students except that appeals (step 4) are made to the Graduate Dean of the appropriate college. *See the undergraduate student policy [here](#).*

## Faculty & Staff

Faculty are encouraged to be available to students for such discussion regarding grades so that, if possible, grade disputes can be resolved informally.

- The grading policy must be specified at the start of the semester.
- Every faculty member must publish a written grading policy. This will allow staff to sustain their assignment grade when a student appeals. The policy must be written to be valid. Some departments require faculty to file their policy in their department office.
- Staff may change their policy when they notify students of the changes ASAP.
- A student has 60 days to appeal a grade, so keep any projects or tests for at least 70 days.
- The faculty member must find time to discuss the appeal with students.
- If the department chair is involved with the student's appeal, the faculty member will write a written response to the statement.
- If the faculty is having a debate with the students, the Ombuds can assist. As the third party, they will provide their experience on the grading policy and make the final decision.