



Operating Policy and Procedure

OP 26.002 Academic Appeal

DATE: May 20, 2020

PURPOSE: The purpose of this Operating Policy/Procedure (OP) is to establish the policy regarding the ability for students to appeal academic decisions.

REVIEW: This OP will be reviewed in October for even-numbered years by the Vice President for Instruction and Academic Cabinet, with revisions forwarded to the Board of Trustees through President's Council by the Office of the President.

POLICY/PROCEDURE

1. General Policy

A student has the right to appeal a grade or decision made pertaining to their academic career.

2. Scope

This policy applies to all academic students at Kellogg Community College.

3. Definitions

- a. *Business Day:* Monday through Friday, excluding any days that the College is closed or classes are not in session (i.e. Spring Break).
- b. *Grade Appeals:* The grade issued by the instructor of record in which the student has concerns.
- c. *Good Academic Standing:* Good standing is defined as maintaining Satisfactory Academic Progress (SAP) standards, or does not have any current sanctions of academic dismissal or academic expulsion.

4. Grading Standards

- a. A student has the right to appeal a grade issued.
- b. The course instructor's grading policy, as published in the course syllabus, shall be the grading standard for the course.
- c. The student is responsible for knowing the grading policy, which may include class attendance requirements, and for meeting the requirements for grades as specified by the instructor's policy.
- d. Any modifications the instructor makes in the original grading policy during the semester should be minor and must be announced and published in written form and distributed to all student participants in the course.

5. Grade Appeals Procedure

- a. Within five (5) business days of the alleged unfair evaluation/grading event, the student must request a meeting (in person or otherwise) with the instructor of record to discuss the student's complaint and any related supporting documentation gathered by the student. If the complaint is regarding a final grade in a course, the student must contact the instructor of record within ten (10) business days of the grade being officially published.
- b. The meeting between the student and the instructor of record must occur within five (5) business days of the request.
 - i. In cases where the student fails to attend the scheduled meeting, the process is considered complete. The student will be deemed to have withdrawn the allegation.
 - ii. In cases where the student attends the scheduled meeting, KCC strongly encourages the instructor of record and the student to informally arrive at a resolution. If they agree upon a resolution, the process is concluded. The instructor of record will maintain any documentation relating to the complaint and resolution.
- c. If the student and instructor of record are unable to reach a mutually agreeable resolution, the student has five (5) business days from the date of the notification of the instructor of record's decision in which to submit in writing an outline of the complaint and to request an administrative review by the appropriate dean or designee.
 - i. The dean/designee will proceed with an investigation of the complaint, and within ten (10) business days of receiving the student's request for an administrative review, will render a decision on the issue.
 - ii. The dean/designee will provide the student and the instructor of record with a written outcome notice and will notify the vice president for instruction. The dean's/designee's decision is final unless additional relevant information is discovered.
- d. The student may appeal the dean's/designee's decision, but such an appeal is permissible only when new information has been discovered.
 - i. Appeals must be submitted in writing to the Vice President for Instruction within five (5) business days from the date of the notification of the dean's/designee's written outcome.
 - ii. The written appeal must clearly state the basis for the appeal, specifically detailing the new information that has been discovered for review.
 - iii. The Vice President for Instruction will provide the student, the instructor of record, and the dean/designee with a written outcome notice within ten (10) business days of receiving the student's written appeal.
- e. The decision of the Vice President for Instruction is final; there is no further appeal.

6. Grade Appeals Roles and Responsibilities

- a. All written communication with the student regarding appeal outcomes are delivered via the College's email system. It is the student's responsibility to monitor their KCC email account to stay abreast of matters relating to the process and to respond in a timely manner.
- b. Student discusses the grade issue with the faculty member.
- c. If a resolution is not obtained, the student may appeal the grade issue with the Dean/designee.
- d. Only if new information is discovered, the student may appeal the grade issue with the Vice President for Instruction.

7. Non-Grade Standards

- a. A student has the right to appeal a decision made that affects their academic career.
- b. The institution will follow a formal complaint process for students to seek review of academic decisions alleged to be arbitrary and capricious. These academic decisions may involve non-admission to or dismissal from any program that were made by instructional personnel.

8. Non-Grade Appeals Procedure

- a. Students are first expected to meet with the initial decision-maker and/or head of the department involved to attempt to resolve issues in an informal manner. If the complaint is not resolved at the informal meeting, the following complaint process is to be followed:
 - i. The student files a written complaint with the next-level supervisor within ten (10) business days from the date of the alleged decision.
 - ii. The next-level supervisor, or Dean of the division, will investigate and attempt to resolve the complaint.
 - iii. Written notice of the decision, based on the results of the investigation, will be sent to the student. Any administrative action is not public information, except when disclosure is compelled by law, and will not be included in the written notice.
 - iv. If the decision in the written notice is unsatisfactory to the student, the student may appeal to the appropriate Vice President for Instruction within ten (10) business days.
 - v. The Vice President for Instruction will render a final decision.

9. Non-Grade Appeals Roles and Responsibilities

- a. All written communication with the student regarding appeal outcomes are delivered via the College's email system. It is the student's responsibility to monitor their KCC email account to stay abreast of matters relating to the process and to respond in a timely manner.
- b. Student appeals the non-grade issue with the next-level supervisor, or Dean of the division.
- c. If a resolution is not obtained, the student may appeal the non-grade issue with the Vice President for Instruction. The Vice President's decision is final.

10. Persons/Departments Affected

- a. Students

- b. Registrar
- c. Business Office
- d. Chairs/Directors
- e. Deans
- f. Vice President of Instruction,
- g. Faculty
- h. Academic Departments

11. Right to Change Policy

The College reserves the right to interpret, change, modify, amend, or rescind this policy, in whole or in part, at any time, without prior notice or consent.

12. Approval Date: March 17, 2021

13. Past Revisions:

- a. March 17, 2021: Policy amended to clarify policy review requirements.