

Policy:	Grade Appeal Policy
Applicability:	All PharmD Didactic and Experiential Courses
Who is affected:	Students, Course Managers, Vice Chairs of Academic Affairs, Department Chairs, Associate Dean of Academic Affairs
Effective Date:	February 19, 2015
Last Revision:	May 20, 2013
Initiated By:	Curriculum Committee
Responsibility:	Associate Dean for Academic Affairs Assistant Dean for Experiential Learning

Policy Link:

<http://go.pharmacy.umaryland.edu/policygradeappeal>

Background

While grades assigned to student work are normally final, course managers may change a grade under certain limited circumstances. The situations in which a grade may be changed include:

- a) A computational or recording error updated by the grade deadline each semester
- b) Changing a NM or I to a letter grade within the allowed 1 year timeframe
- c) Pursuant to a grade appeal when it is determined that the grade was the product of factors other than good faith judgment as to the student's achievement of the course outcomes.

In addition to all students and course managers, the following individuals have specific administrative responsibilities in the implementation of this policy: the Vice Chair of Academic Affairs and Chair of the department in which the course is offered and the Associate Dean for Academic Affairs. Questions about the Grade Appeal Policy should be directed to the Associate Dean for Academic Affairs.

Goal

The goal of this policy is to establish a uniform process and a well-defined timeframe in which a student may appeal a grade that he/she feels is the product of factors other than the student's achievement of the course outcomes.

Policy

If a student believes that a grade that he/she has received is a product of factors other than good faith judgment, the student may initiate the following procedure.

1. Within **5 business days** of grades being available to students in SURFS, or in the case of experiential grades, RXpreceptor, the student should deliver to the course manager a written explanation of why he/she believes the grade he/she received is a product of factors other than good faith judgment.
 - a) This written documentation should explicitly state the action, with respect to the grade, that is requested by the student.
 - b) The course manager will return a written response to the student within **5 business days** of receipt of the student's written documentation.
2. If a response is received within 5 business days and the student does not agree with the course manager's response, the student may appeal to the course manager's vice chair of academic

affairs within **5 business days**. If the course manager is the vice chair of academic affairs, then the student may appeal to the department chair.

- a) The student must provide the vice chair of academic affairs, or department chair when applicable, with the following written documentation:
 - i. The original written explanation of why he/she believes the grade was a product of factors other than good faith judgment as to the student's achievement of the course outcomes.
 - ii. The course manager's written response
 - iii. Their written explanation as to why they disagree with the course manager's response.
 - b) The vice chair of academic affairs, in consultation with the department chair, will work with the course manager to resolve the situation
 - c) The vice chair of academic affairs and the course manager will review and approve the response.
 - d) The vice chair of academic affairs will provide the student and the course manager with a written response within **5 business days** of receipt of the student's documentation.
 - e) When the vice chair of academic affairs is also the course manager the department chair will assume the vice chair of academic affairs responsibilities in the abovementioned procedures.
3. If the course manager does not respond within 5 business days, the student may deliver their original explanation, noting non-response from the course manager, to the course manager's vice chair of academic affairs. If the vice chair of academic affairs is also the course manager, then the student may appeal to the department chair.
- a) The vice chair of academic affairs, in consultation with the department chair, will work with the course manager to resolve the situation
 - b) The vice chair of academic affairs and the course manager will review and approve the response.
 - c) The vice chair of academic affairs will provide the student and the course manager with a written response within **5 business days** of receipt of the student's documentation.
 - d) When the vice chair of academic affairs is also the course manager the department chair will assume the vice chair of academic affairs responsibilities in the abovementioned procedures.
4. If the student disagrees with the explanations of the course manager and vice chair of academic affairs (or department chair when applicable), the student may deliver all written documentation for review by the associate dean for academic affairs for didactic courses and the assistant dean for experiential learning for experiential learning courses, within **5 business days** of receipt of the vice chair of academic affairs or, when applicable, department chair's response.
5. Upon receipt of all written documentation and discussions with the student, course manager, and vice chair of academic affairs, and when applicable the department chair, the associate dean of academic affairs for didactic courses and assistant dean of experiential learning for experiential learning courses shall make a determination as to whether the grade

was the product of factors other than good faith judgment as to the student’s achievement of the course outcomes.

- a) The associate dean will inform the student, the course manager, the vice chair of academic affairs, and when applicable the department chair, of this determination in writing within **5 business days**. The associate dean’s decision is final and cannot be appealed further.
 - b) In the event that the appeal involves an experiential course, the assistant dean for experiential learning will inform the student, the course manager, the vice chair of academic affairs, and when applicable the department chair of this determination in writing within **5 business days**. The assistant dean’s decision is final and cannot be appealed further.
6. When a grade change, retesting or other form of student reassessment is found to be appropriate, the course manager is expected to begin implementation of the action within 5 business days.

Amendment Date
05/20/2013 Adoption
02/19/2015 Revision