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Grade Appeals
Name of Policy

December 20, 2019
Implementation Date

Senior Education Administrator
Positions(s) Responsible

December 20, 2019
Date of Last Revision

ACE Community College (ACC) has created this outline to outline the process of student grade appeals, which must be addressed in a fair, equitable, and efficient manner. This policy applies to all students enrolled at the College.

Process for Addressing Grade-Related Disputes

1. If a student is dissatisfied with a grade that has been received, the student is required to discuss the issue with their Faculty Member within three (3) business days of receiving the grade in question.
2. A student cannot appeal a final overall grade received for a Course. An appeal can only be made for a grade received on an assessment.
3. Upon receiving the Grade – Related Dispute, the Faculty Member is required to review the graded student work in question.
4. The Faculty Member must inform the student of their decision in writing and if applicable, assign a new grade within ten (10) business days. The Faculty Member should ensure that the Faculty Support Department is copied in all communications so that the department can provide it to Student Services for placement in the student's file.

Student Grade Appeal Process

1. If a student is not satisfied with the decision of their Faculty Member, he or she must communicate their Grade – Related dispute in writing by using the prescribed Grade – Related Dispute Form and submit the document to Student Services along with the original graded assignment within seven (7) business days from

receiving the decision of the Faculty Member, after which the Grade – Related Dispute must no longer be considered.

2. Once Student Services receives the Grade Dispute Request Form, they must forward the appeal to the Senior Education Administrator for review, and if applicable, the Senior Education Administrator must arrange for a different, qualified Faculty Member to review the assignment and if applicable, assign a new grade within ten (10) business days of the Grade Dispute Request Form being received.

3. The grade assessed via the process outlined in line 2. must be the student's final grade, regardless of whether it is higher or lower than the original assessment. The new grade cannot be appealed.

4. The student must be notified of their final assignment grade within fifteen (15) business days of the student submitting the Grade Dispute Request Form to Student Services and necessary documentation must be placed in the student's file.