

GRADE GRIEVANCES

Applicable Circumstances

1. Graduate students may appeal a final course grade within 30 business days of the posting date, if:
 - a. The grade assignment is detrimental to the student; and,
 - b. One of the following is true:
 - i. The grade was calculated in a matter inconsistent with University policy, the syllabus, or changes to the syllabus; or,
 - ii. There was an arithmetic or clerical error; or,
 - iii. The instructor failed to assign or remove an Incomplete ("I"), or to initiate a grade change as agreed upon with the student; or,
 - iv. A No Report ("NR") grade caused a student to be placed on probation or dismissed from the graduate school.
2. This grievance procedure does not apply to test grades, partial grades, or grade changes resulting from Academic Integrity violations that are administered by the Office of Student Rights and Responsibilities.

Grade Grievance Procedure

1. If an attempt to obtain an informal resolution is unsatisfactory, then the student may submit a written complaint or email to the instructor who assigned the grade, with a copy to the department head for review.
2. If the instructor is no longer employed at UNCG, the department head assumes the role of the instructor.
3. The written complaint must identify the basis of the grade appeal and must state in detail the applicable criteria for the appeal and why the student believes that the grade should be changed.
4. If the request is approved by the instructor and endorsed by the department head, then the instructor will change the final course grade.
5. If the appeal is not endorsed by the instructor and department head, then the student may forward the written complaint to the Unit dean for further review, within fifteen (15) business days.
6. The Unit Dean reviews the written complaint and informs the instructor of the student's appeal. The instructor may file a written response within ten (10) business days of receiving notice from the Unit Dean. Within a reasonable time, normally no longer than fifteen (15) business days, the Unit Dean sends a written response to the student, with a copy to the department head and instructor. The Unit Dean's response shall include a recommendation of whether or not the instructor should re-evaluate the student's work in the course(s).
7. The instructor determines if a grade change is warranted, and if so, will submit a grade change.
8. If this outcome is not satisfactory to the student, then the student may file an appeal with the Graduate School by submitting the same written complaint to the Dean of the Graduate School within 15 business days of receiving notice of the unsatisfactory outcome. No additional documents may be submitted.
9. This appeal is governed by the steps listed in Section above for Graduate School Appeals.