

Appendix C

[DLI 1996.10A and 1996.10F] (En 23 May 78; Am 21 Feb 96, 20 May 05; CC 31 Aug 06; EC 31 Aug 99)

Undergraduate Academic Assessment Grievance Procedure (Am 20 May 05)

- I. A grievance may be filed if the student believes that the instructor has given a course grade or evaluation of the student's work by criteria that were not clearly and directly related to the student's performance in the course for which the grade or evaluation was assigned, as by the use of: (Am 20 May 05)
 - A. Non-academic criteria such as ethnicity, political views, religion, age, sex, financial status, or national origin; (Am 20 May 05)
 - B. Capricious or arbitrary application of academic criteria in a manner not reflective of student performance in relation to course requirements. (Am 20 May 05)
- II. A grievance must be initiated within the time limits specified in Part III of this Regulation. (Am 20 May 05)
- III. Resolution of a grievance should follow these steps in this sequence: (Am 20 May 05)
 - A. A student who has a grievance concerning an evaluation or grade should first approach the instructor to see if the issue can be resolved. The initial contact must take place within one regular academic quarter from the issuance of the grade or evaluation. (Am 20 May 05)
 - B. If the matter is not resolved, the student should submit the grievance and documentation in writing to the executive officer of the academic sponsoring unit (department chair or college provost). The executive should attempt to facilitate a consensual resolution of the grievance between the student and the instructor. (Am 20 May 05)
 - C. If the grievance is not resolved by steps A and B, the student may appeal to the Academic Assessment Grievance Committee. A formal appeal must be filed within six months for summer, fall, and winter quarter courses or nine months for spring quarter courses of the date on which the disputed grade or evaluation was made part of the student's permanent record by the Registrar. (En 21 Feb 96; Am 20 May 05, 6 Mar 09)
 - D. The Academic Assessment Grievance Committee will review the grievance and consult with the appropriate chair(s). If the Committee finds there is substantial evidence that the grievance has merit, it will hold a hearing at which the student and instructor can present evidence. (Am 21 Feb 96, 20 May 05; CC 20 May 81)
 - E. After the hearing, the Academic Assessment Committee shall attempt to facilitate a consensual resolution of the grievance with the student and the instructor. If no resolution is reached, the Committee will vote on a decision and report the matter to the Committee on Educational Policy for implementation. The decision may include: 1) no change, 2) removal of course from transcript, 3) removal of evaluation from transcript, or 4) change of grade to Pass, No Pass, or Withdraw. In the case of option 4, if the course was originally taken for a letter grade, the change to a Pass will not affect the student's ability to graduate under letter grade requirements. The Committee's vote is

final. A faculty member may request his or her name be removed from the course in the official transcript. (Am 21 Feb 96, 20 May 05; CC 20 May 81)

These procedures are designed solely to determine whether non-academic criteria or the capricious or arbitrary application of academic criteria have been used in assigning a grade, and if so to affect a change of that grade.

No punitive actions may be taken against the instructor on the basis of these procedures. Neither the filing of charges nor the final disposition of the case shall, under any circumstances, become a part of the personnel file of the instructor. The use of non-academic criteria in assigning a grade is a violation of the Faculty Code of Conduct. Sanctions against an instructor for violation of the Faculty Code may be sought by filing a complaint in accordance with CAPP 002.015. A complaint may be filed by the student or by others.

No punitive action may be taken against the complainant on the basis of these procedures. Neither the filing of charges nor the final disposition of the case shall, under any circumstances, become a part of the complainant's file. The instructor may, if he or she feels that his or her record has been impugned by false or unfounded charges, file charges against the complainant through the office of the Vice Chancellor for Student Affairs.

[Am 20 May 05]