

Policy and Procedures Regarding Appeal of Disputed Grades

UMKC SCHOOL OF PHARMACY

July 2018

Policy Statement

The School of Pharmacy affirms the principle that students are responsible for meeting the standards of academic performance established for each course. Further, the course coordinator is responsible for setting the criteria for grades, evaluation of student performance, and assignment of grades.

Students have the right to appeal for change of the grade they received in a course. Grade appeal is only available for reviewing allegedly capricious grading, and not to review the instructor's evaluation of the student's academic performance. **Capricious grading, as that term is used here, consists only of any of the following:**

1. the assignment of a grade to a particular student on some basis other than the performance in the course;
2. the assignment of a grade to a particular student by resorting to more exacting or demanding standards than were applied to other students in the course; (Note: Additional and/or different grading criteria may be applied to graduate students enrolled for graduate credit in 300 and 400 level courses.)
3. the assignment of a grade by a substantial departure from the instructor's previously announced standards.

Procedures for Appeal of a Disputed Grade

Informal Disposition

Students are encouraged to meet with the course coordinator to discuss the disputed grade prior to formally initiating a grade appeal. If the student is still not satisfied with the grade, they can then initiate the formal grade appeal process as outlined below. The student can also discuss their case with their faculty advisor* as they seek informal resolution.

Pre Appeal Meetings

The student and their faculty advisor may meet with Associate Dean for Student Affairs before entering Step 1a or 1b or at any other time throughout the process to ensure all parties understand the processes involved in a grade appeal. The Associate Dean for Student Affairs is also available to meet with the course coordinator and the relevant division chair to discuss procedural issues.

Appeal Step 1 – Appeal to Course Coordinator

Step 1a - Appeals involving didactic courses

The student will first discuss any disputed grade with the course coordinator. **The student must clearly state in writing that they are enacting Step 1 of the grade appeal process and provide a written petition stating how the disputed grade meets one or more definition(s) of capricious grading.** This must be done within six weeks after the beginning of the succeeding regular academic semester.

Step 1b – Appeals involving Experiential Education

The student will first discuss any disputed grade with the instructor responsible of the assignment of an experiential rotation grade. In the case of a grade being assigned by an *adjunct* faculty preceptor, the Director of Experiential Rotations will serve as arbitrator on behalf of the adjunct member **The student must clearly state in writing that they are enacting Step 1 of the grade appeal process and provide a written petition stating how the disputed grade meets one or more definition(s) of capricious grading.** This must be done within six weeks after the beginning of the succeeding regular academic semester.

Appeal Step 2 – Appeal to Division Chair **

If the matter cannot be resolved during Step 1, the student will describe their case in a written petition. The petition must be given to the Division Chair within 10 consecutive calendar days following the meeting with the course coordinator. An airing of the petition with the appropriate Division Chair and the student's faculty advisor* provides the student an opportunity to present the matter in dispute and to assist all parties to comprehend the issue germane to the situation. The Division Chair will report the outcome in writing to the student within 10 consecutive calendar days.

Appeal Step 3 – Appeal to School of Pharmacy Executive Committee

If the grade appeal is not resolved to the satisfaction of the student in Step 2, the student requests in writing that that the Division Chair refer the matter, with all pertinent records, to the Dean** of the School of Pharmacy. The request must be made within 10 consecutive calendar days of the Chair's notification to the student. The Dean will refer the entire case to the School of Pharmacy Executive Committee (members holding academic appointments) as soon as possible, but no later than 21 consecutive calendar days.

The Executive Committee will:

- Review the Chair's decision and all documents reviewed during Step 2.
- Hear from the student.
- Hear from the course coordinator.
- Find and consider other pertinent data as indicated. The student has the right to submit additional evidence during Step 3.

By formal motion and vote, the Executive Committee will arrive at a recommendation to the Dean to either sustain the grade as assigned or to alter the grade in favor of the student. (NOTE - In this deliberation, the Dean, as Chair, may enter into the deliberation but will not vote on the recommendation, except as necessary to break a tie.) The outcome of this hearing will be reported in writing to the student within 10 consecutive calendar days.

Appeal Step 4 – Appeal to Provost

In the event that the student is not satisfied with the outcome of Step 3, the student can appeal to the Provost 10 consecutive calendar days after notification of the Dean's decision.

Additional Procedural Considerations:

- Students can request permission to take next semester courses while appealing their grade from the previous semester. The student makes their request in writing to each course coordinator who teaches in the upcoming semester. The coordinator grants or denies permission to the student, in writing, on a case by case basis. The student must have permission from all course coordinators to attend their class while a grade is under appeal in order to progress. The student provides all written permissions to the Associate Dean for Student Affairs who will facilitate registration for that semester.
 - No student will be allowed to continue into APPE's until all coursework through the P3 year is complete and all grade appeals are completed.
 - If a student exhausts all steps in the appeal process and the grade is upheld, permission to attend the classes is immediately rescinded. Depending upon the timing the grade appeal decision – fees for that semester may or may not be able to be recouped.
- *The student's has the right to use someone other than their assigned faculty advisor to assist him/her through the appeal process.
- **The Dean, Associate Dean or Department Chair can name a designee if they are unable to fulfill their role in the appeal process.
- Witnesses or statements of support are not allowed as part of any School of Pharmacy grade appeal hearing. Students can bring their faculty advisor or another individual of their choosing to the hearing. That individual cannot directly address the school representative hearing the case at that step. The student and the individual can speak to each other during the hearing step(s).
- Step 4 procedures are determined by the Provosts office. Appeals must include the following form found at the Provost website under Student Success <https://www.umkc.edu/provost/>. Appeals are submitted to gradeappeals@umkc.edu.

UMKC Grade Appeal Policy – Modifications: 6/02; 7/12; 1/14; 7/14

- July 2018- Updated with new Provost Information