# Student Grade Appeal Process (2015)

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Approved by the Faculty Senate, October 1, 2015 (FS 15/16-39/APC/EX)
Approved by the President, June 16, 2016
I. Introduction

The Grade Appeal Process allows students to appeal course grades in the semester immediately following the semester in which the course was taken and the grade assigned. This process and the corresponding procedures defined and outlined in this document are administered by the Grade Appeal Manager in the Office of Academic Affairs (Sacramento Hall 230). Students wishing to file a complaint about an instructor, but not appeal a grade, are encouraged to direct their concerns to the department or division Chair where the instructor is employed.

Generally, there is a presumption that instructors have the right and responsibility to provide careful and thorough evaluation of student academic performance and the assignment of appropriate grades. Additionally, there is a presumption that the assigned grades are an accurate reflection of the academic performance and are final. Student objections to course design or management are beyond the scope of a grade appeal and should be discouraged by unit chairs and the Grade Appeal Manager. Students who believe that an inappropriate grade has been assigned and choose to file a formal grade appeal should follow the procedures outlined in this document.

II. Grounds for Appeal and Burden of Proof

Given the presumption that assigned grades are generally accurate, a student choosing to appeal a grade must provide evidence that the assigned grade falls into at least one of the following categories:

A. The instructor assigned the grade arbitrarily.

For a student to prove that a grade was assigned arbitrarily and to convince the Grade Appeal Panel, evidence must be provided that the instructor would not or could not provide reasons for the assignment of the grade; that the grade was based on random choice without reason.

B. The instructor assigned the grade capriciously.

For a student to prove that a grade was assigned capriciously and to convince the Grade Appeal Panel, evidence must be provided that the grade was assigned in an inconsistent and unpredictable manner.

C. The instructor assigned that grade based on prejudice.

For a student to prove that a grade was assigned because of prejudice and to convince the Grade Appeal Panel, evidence must be provided that the instructor unfairly evaluated work based on some unreasonable bias, including but not limited to sex, gender, race, ethnicity, or sexual orientation, toward the student and/or the academic work itself.
D. The instructor violated one or more university policies.

Policies that apply in this category include, but are not limited to, the Student Excused Absence Policy\(^1\) and the Academic Honesty Policy\(^2\).

Incomplete grades may not be appealed until a final letter or Credit/No Credit grade has been assigned. Grades assigned to individual pieces of student work may not be appealed independent of their influence on the final course grade. Grades assigned to performances on comprehensive degree examinations, theses, projects of other culminating experiences may be appealed when they are offered in partial fulfillment of graduate degree requirements. Additionally, the Grade Appeal Process is bound by decisions made by instructors or the Office of Student Affairs under the California State University, Sacramento Policies and Procedures Regarding Academic Honesty.

III. Informal Process

Before a grade can be formally appealed, students must try to resolve the issue informally with the instructor who taught the class. Students should make every effort to contact and communicate with the instructor to discuss the assigned grade. If a student is unable to communicate or meet with the instructor, the student must arrange a meeting with the Chair or Division Head of the department where the course was taken. The informal process must be completed by the end of the second week of the semester after the grade was assigned. If the dispute is not resolved with the instructor, the student must notify the Chair or Division Head of the inability to reach a resolution. The Chair or Division Head will then attempt to resolve the dispute informally by the end of the third week of classes of the semester following the one in which the disputed grade was assigned.

IV. Formal Process

If the dispute is not resolved, the student has the option to file a formal grade appeal with the Office of Academic Affairs by the end of the fifth week of the semester after the grade was assigned. The Chair or Division Head must sign and date the Grade Appeal Form (See Appendix A), indicating that the student has discussed the dispute with him or her and attempted an informal resolution. The student must also complete and submit the Grade Appeal Checklist document (See Appendix B), indicating that all required steps have been taken before submitting the formal grade appeal.

A. Composition of University Grade Appeal Panels

The Provost designates a tenured member of the full-time faculty to serve as the Grade Appeal Manager, who oversees and administers the Grade Appeal Process. The Grade Appeal Manager establishes a minimum of three Grade Appeal Panels, each consisting of two full-time tenured or probationary faculty members and one student in good academic standing. For at least one of the three panels an undergraduate and a graduate student representative will be assigned, enabling the service of the appropriate student depending on the level of course being appealed (i.e.

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\(^2\) Academic Honesty Policy and Procedures, [http://www.csus.edu/umanual/student/STU-0100.htm](http://www.csus.edu/umanual/student/STU-0100.htm)
undergraduate student will be assigned to undergraduate course grade appeals and graduate student will be assigned to graduate course grade appeals). Faculty serve three year terms and are eligible for reappointment. Students serve one year terms and are eligible for reappointment.

Each spring semester the Faculty Senate will designate faculty to serve on grade appeal panels based on the responses to the Senate preference poll. Whenever possible, the panels will contain members with the greatest possible variety and ensuring as many representations possible of academic units and colleges on campus. The Grade Appeal Manager will maintain a pool of nine or more full-time tenured or probationary faculty as alternates and will ask the Faculty Senate for recommendations to fill vacancies in order to maintain the pool.

Each spring semester the Grade Appeal Manager will direct each college to select and recommend to Associated Students, Inc. (ASI) four or more students to serve as panel members who agree to serve throughout the following academic year. Each recommended student must be enrolled in a program of study within the university and at least one-half of the students must be classified graduate students. ASI will select, from the nominees from each college, two or more students from each college to be recommended to the Grade Appeal Manager for panel appointments. Graduate student panelists will be assigned to graduate student appeals, while undergraduate panelists will deliberate over undergraduate student appeals.

If a panel member is unwilling or unable to serve on a panel in a particular case, the Grade Appeal Manager will select an alternate to serve during the member’s absence.

Once a Grade Appeal Panel has been constituted, members of the panel will regard themselves as reviewers of fact, not advocates of the parties or representatives of a college or section of the student body. They will approach the matter before them impartially.

B. Procedures to Govern Panel Hearings

When making grade appeal decisions, panels will rely on written submissions of evidence made by the student and the instructor who are involved in the grade appeal. Findings of fact by the grade appeal panel must be supported by substantial evidence in the case it is reviewing. The preponderance of the evidence standard remains the applicable standard in all grade appeals.

C. Written submissions to University Grade Appeal Panels

1. Student’s Submissions

A student who wishes to file a formal grade appeal will be advised by the Provost or the Grade Appeal Manager in Academic Affairs of his or her right to make a written submission to the panel that explains the nature of the appeal.

Students appealing a grade should provide a written narrative that explains exactly what the student is appealing. The narrative needs to be fact-based and should state clearly and concisely what the instructor did or did not do that caused the student to appeal the grade. The student should also explain what steps were taken to address their concerns with the instructor as soon as the student learned of the assigned grade. Students should clearly
explain why they believe their grade that is being appealed was assigned arbitrarily, capriciously, with prejudice or as a grossly disproportionate sanction for cheating. In terms of evidence, students will submit the course syllabus and all graded course assignments that have been returned to them, which directly relate to the course grade in dispute. Students may submit their own written testimony, testimony from other individuals, or other physical evidence that supports facts provided in the student’s written narrative.

Students are allowed to get assistance with the written submission to the Grade Appeal Panel. Students also have the right to have their submitted course work returned to them from the instructor whose grade is disputed. Additionally, students have the right to review or copy all work submitted for grading, if for some reason the course work cannot be returned to the student. If the instructor is uncooperative, the student may seek assistance from Academic Affairs to make the student’s course work available for review or copying.

Once the evidence is gathered and the narrative written, the student will submit one (1) copy of the submission, including the Grade Appeal Form and the Grade Appeal Checklist, signed by the department Chair, to the Grade Appeal Manager in the Office of Academic Affairs, or secretary in Academic Affairs by the fifth Friday of the semester at 5:00 p.m. Physical evidence that cannot be reduced to writing and then copied should be submitted in original form. If the student fails to submit a copy of the submission by this deadline, the appeal process comes to an end.

The Grade Appeal Manager will make five (5) copies of the student’s submission and will then distribute a copy of the student’s submission and make available the original physical evidence, if submitted, to each member of the panel and the instructor whose grade is being appealed. The Grade Appeal Manager will also provide a copy of the student’s submission to the Chair of the unit in which the grade appeal arose and as well as in his or her file in Academic Affairs.

Before the instructor whose grade is being disputed is invited by the panel to respond in writing to the student’s appeal, the panel will meet to determine whether or not the student has successfully stated a grade appeal. The panel will look to see if the student has alleged and offered to prove one or more of the reasons for appeal and submitted the required written information to the panel. If the student initially fails to state a grade appeal, the panel will allow the student up to five (5) business days to amend the written submission in order to comply with the requirements for written submissions.

If the panel determines that the student has not stated a legitimate (as defined in the Introduction) grade appeal in his or her written submission, even after amending the initial submission, the panel will dismiss the appeal for failure to state a claim of irregular grading. Permission to refile the grade appeal will not be granted in these cases.

Once the panel has a statement of grade appeal that satisfies the requirements defined in the Introduction, it will determine whether the student has overcome the presumption that
the grade in dispute was assigned reasonably. The panel will make this determination based on facts derived from the statement and evidence provided by the student in the submissions. Facts that overcome the presumption of reasonable grading need not be conclusive, but must tend to support the student’s allegations.

If the panel finds that the facts supported by the student’s submissions do not adequately provide evidence of unreasonable grading, it will dismiss the appeal and notify the Grade Appeal Manager. Dismissal will end the appeal. If the panel finds that the facts are sufficient to overcome the presumption of reasonable grading, it will notify the Grade Appeal Manager. The Grade Appeal Manager will invite the instructor to respond to the student’s allegation(s).

2. Instructor’s Submissions

The Grade Appeal Manager will advise the instructor, whose grade is in dispute, of their right to submit a written response to the panel regarding the student’s appeal. The instructor should provide a clearly and concisely written narrative regarding the student’s assigned grade and offer any testimony or physical evidence that supports his or her claims of fact. The instructor may also present an argument for the reasonableness of the disputed grade. Like students, instructors are allowed to seek assistance with the preparation of the materials they wish to submit.

Within ten (10) business days of receiving the student’s written submission and being informed of their right to respond, the instructor will deliver one (1) copy of the response, including the written testimony and physical evidence, if any, that supports their response to the Grade Appeal Manager or Secretary in Academic Affairs. If the instructor fails to submit one (1) copy by this deadline, the instructor forfeits the right to respond. The Grade Appeal Manager will distribute a copy of the instructor’s written response to each member of the panel and the student appealing the grade. The Grade Appeal Manager will keep a copy of the instructor’s written response on file. If there is any physical evidence that cannot be reduced to writing and copying, the Grade Appeal Manager will make it available to the student and panel for review.

If the instructor is unavailable, unwilling or unable to respond, the grade appeal will move forward anyway. The Grade Appeal Manager will inform the panel of the reasons why the instructor did not or could not submit a response. The panel will make a determination of the appeal on the evidence before it.

D. Student's Rebuttal

If the instructor chooses to defend the assigned grade, the student has five (5) business days from the day of receiving the instructor's response to file one (1) copy of a written rebuttal with the Grade Appeal Manager or a Secretary in Academic Affairs. The Grade Appeal Manager will make five (5) copies of the student’s rebuttal and then distribute the student’s rebuttal to each member of the panel, to the instructor, to the Chair of the unit in which the grade appeal arose and to the file in Academic Affairs.
The student and the instructor each have the right to submit written statements from other people who witnessed or played some role that is relevant to the appeal. Those written statements are subject to the same listed deadlines.

E. Panel Deliberations

The panel will meet to consider the appeal within five (5) business days after a student rebuttal is filed. The panel decides the grade appeal on the basis of a preponderance of the evidence. Preponderance of the evidence shall be the standard of proof in grade appeals. The preponderance standard requires the Grade Appeal Panel (the panel) to consider or weigh the evidence before it as to quantity, in the sense of enough to support a finding of fact, quality and source and to reach conclusions of fact supported by a preponderance of the evidence before it. Determining preponderance is a matter of judgment, not a calculation of a quantity of units. It involves considering carefully the knowledge and credibility of witnesses and the kind and quality of physical evidence before the panel. The result of that careful consideration is a determination of the facts that define the grade appeal and either support or refute the student's allegation that a grade has been assigned arbitrarily, capriciously, with prejudice or as a grossly disproportionate sanction for cheating. A fact has been established by a preponderance of the evidence if the panel judges on the basis of the evidence that it is more likely than not that the fact exists.

If the panel needs additional information from either the student or the instructor, they may request more information in writing. Copies of that request must go to each person involved with the appeal, including the Grade Appeal Manager. Replies to those requests must also be in writing and copies must go to each person involved with the appeal, including the Grade Appeal Manager.

F. Decision of the appeal is made by simple majority of the panel.

Within five (5) business days of deciding the appeal, the panel will provide the Grade Appeal Manager with a written statement of findings to support its decision. The statement will include the following:

1. A narrative of its understanding of the facts presented. In cases where conflicting evidence is presented, the panel will indicate how the conflict was resolved by a preponderance of evidence.

2. A statement of its understanding of the student’s objections to the disputed grade.

3. A thorough statement of its reasons supporting the decisions made.

The panel will submit its written decision to the Grade Appeal Manager who will forward it promptly to the student, to the instructor and to the unit Chair.

G. Procedures Following Findings in Support of a Student’s Grade Appeal

Upon notification that the panel has found a disputed grade to have been assigned in violation of this policy, the Grade Appeal Manager will refer the matter of assigning a reasonable grade first to the instructor who assigned the disputed grade with copies to the unit chair and the student. The referral will direct the instructor to assign a reasonable grade that is no lower than the disputed grade and to specify the reasons for it within five (5) business days of the date of the
referral. Return of the reasonable grade and reasons for it will be made to the Grade Appeal Manager with copies to the panel, the unit chair, and the student.

The panel will promptly review the grade assigned. If it finds the grade reasonable and no lower than the disputed grade, it will inform the Grade Appeal Manager who will at once report the grade to the Registrar for entry on the student’s record and inform the instructor, the student, and the unit Chair of this action.

If in the opinion of the Panel, the instructor has not substituted a reasonable grade for the panel’s review within five (5) business days, the Grade Appeal Manager will refer the matter to the Department Chair. The Chair will then select and promptly refer the matter to two (2) faculty members from the unit or if the unit is less than three, one faculty member from the unit and one faculty member from the college. When making the selection, the chair will limit the choice to faculty members “. . .with academic training comparable to the instructor of record who are presently on the faculty . . .” [Source: Executive Order 1037, effective date 1 August 2009, “Grading Symbols, Assignment of Grades, and Grade Appeals,” Section D.6.] The Chair’s choice of two (2) faculty members under this subsection will not be subject to appeal.

The two faculty members of the unit who become responsible for assigning a reasonable grade in default of an instructor’s doing so will act promptly to determine the course grade and the reasons for it. The course grade awarded will be a function of the professional judgment of the faculty members. In no case will the grade assigned be lower than the grade disputed by the student.

Decision of the grade to be awarded requires the agreement of the two faculty members.

Having determined a reasonable grade, the faculty members will report their decision with reasons for it to the unit Chair for transmittal to the Grade Appeal Manager, who will in turn provide copies to the panel, the student, and the instructor.

Having received the report, the panel will promptly review the assigned grade. If the panel finds the grade reasonable and no lower than the disputed grade, it will so inform the Grade Appeal Manager, who will promptly report the grade to the Registrar for entry on the student’s record and inform the instructor, the student and the unit chair of this action.

H. Summer Grade Appeals

Normally, students wishing to initiate a formal grade appeal will do so during the fall or spring semesters in the manner specified above. Students may, however, pursue a grade appeal (of a Spring semester grade) during the Summer recess when they can demonstrate to the satisfaction of the Grade Appeal Manager that significant hardship would result from a delay in this process beyond the Summer recess. Significant hardship is defined as a student being admitted into an academic program or secured employment contingent upon graduation.

The Provost’s designee will grant the student’s application provided that (1) the application is made within two weeks of the date on which the student knew or could have known of the posted disputed course grade but no later, (2) the student has made a good faith effort to settle the grade dispute informally as provided elsewhere in this document, (3) the student has demonstrated to the satisfaction of the Grade Appeal Manager that significant hardship would result from a delay in this process beyond the Summer recess, (4) the instructor has received notice of the request for
a summer grade appeal, (5) the instructor, although not required to do so, has agreed to participate in the summer appeal or to allow it to proceed without his/her direct participation or by way of a designated representative during the summer recess and (5) a panel of qualified members can be assembled from among faculty and students willing to serve voluntarily.

I. Retention of the Record in Grade Appeals

The Grade Appeal Manager will preserve a copy of the panel’s decision of the grade appeals, its report of its review for reasonableness of any assignment of grade worked by a successful grade appeal and the Student Grade Appeal Form together with a copy of all correspondence and written submissions pertaining to the formal grade appeal including procedural appeals, if any, in possession of Academic Affairs in a case file devoted to that purpose. Academic Affairs will retain this file intact until a calendar year has elapsed since the date of the filing of the formal grade appeal with Academic Affairs.

Thereafter Academic Affairs may dispose at its discretion all of the files except the panel’s decision, its report of its review of a grade, if any, for reasonableness, the decision or decisions of procedural appeals, if any, arising out of the grade appeal and the Student Grade Appeal Form. The retention of these documents will be governed by Executive Order 1031, d. February 27, 2008, “System wide Records/Information Retention and Disposition Schedules Implementation”.

J. Summary Report of Formal Grade Appeals

A summary report of the number of cases heard, the grounds of appeal in each case and the disposition of each case will be prepared by the Grade Appeal Manager each year, and copies forwarded to the President, the Faculty Senate and the Grade Appeal Procedural Appeals Board.

V. APPEAL OF VIOLATIONS OF PROCEDURE

A. Procedural Appeals Board

A Procedural Appeals Board will be appointed by the President or the President’s designee on the nomination of the Faculty Senate to decide questions of violation of grade appeal policy procedures.

The Board will be composed of two tenured members of the full-time instructional faculty and one student in good academic standing. Both an undergraduate and a graduate student representative will be identified and the undergraduate student will be assigned to undergraduate procedural appeals and graduate student will be assigned to graduate procedural appeals. Each faculty member will serve for a term of three years and the student representative will serve a term of one year. The terms of service will be staggered so that each year the Senate will nominate and the President will appoint a member of the Board to fill an expired three-year term. Each member is eligible for reappointment.

The Board elects its own Chair, which will be the Board's first order of business on convening for the first time each year. A member of the Board may decline to consider and decide an appeal in the case of a conflict of interest. In that case, the Board will proceed to consider and decide the appeal with a quorum of two.
B. Filing, Conduct and Disposition of Procedural Appeals

University policy recognizes that a procedurally perfect process is impossible to achieve and therefore not required to satisfy due process. It also recognizes that due process is satisfied by a showing that the University's written procedures and its practice under them produce a final decision by a process that is fundamentally fair.

1. Who May Appeal

Either the student or the instructor named in a grade appeal may appeal procedural violations occurring during the grade appeal process when denial of fundamental fairness in the course of reaching a final decision of a grade appeal is perceived to have occurred by the party filing the appeal.

2. Grounds for Appeal

The party appealing will allege and show that the policy or action giving rise to the appeal deprives the grade appeal process of fundamental fairness and has had an adverse effect on the final decision of the grade appeal.

3. When to Appeal

Procedural appeals of the final decision of a grade appeal panel begin no later than five (5) business days from the date on which the party was expected to have known of the final decision of the panel.

C. Letter of Appeal

A party wishing to begin a procedural appeal will file a letter of intent to appeal, and any supporting documents, with the Office of the Provost and Vice President for Academic Affairs, Sacramento Hall, Room 230. Failure to supply this letter for distribution will end the procedural appeal.

The Grade Appeal Manager will make eight (8) copies of this letter and any supporting documents and will also deliver the letter and supporting documents to the other party to the grade appeal, the members of the panel whose decision has been appealed, each member of the Procedural Appeals Board, the Chair of the unit in which the grade appeal arose and the case file in Academic Affairs a copy of the letter of intent and any supporting documents that accompanied the letter.

Having received a letter of intent to appeal, the Grade Appeal Manager will prepare for delivery to each member of the Procedural Appeals Board a copy of the case file containing a copy of the Grade Appeal Form, the written submissions of the parties and their witnesses, the panel’s written announcement of its final substantive decision in the case and any other documents that may appear in the case file. The intent of the delivery will be to provide the Procedural Appeals Board with as complete a record of the transactions before and within the panel as possible.

The Grade Appeal Manager will also provide a mailing list specifying a campus or home address to which hard a copy may be sent to each member of the panel whose decision is being appealed, the Chair of the unit in which the grade appeal has arisen, the student who initiated the grade appeal and the instructor whose grade is in question.
The party appealing will seek to persuade the Procedural Appeals Board in the letter of appeal and by the documents submitted the following:

1. That a panel, the Chair of an academic unit or the Grade Appeal Manager may have committed a violation or violations of procedure.

2. That the alleged violation or violations may have deprived the process of fundamental fairness; and that the panel’s decision was based only on the unfairness of the process.

3. The letter of appeal will contain:
   a. a narrative of the facts describing the policies or actions giving cause for a procedural appeal;
   b. the writer's reasons for believing that the policies or actions giving cause for the appeal have actually denied fundamental fairness and;
   c. the writer’s reasons for believing that the panel’s final decision would have been otherwise but for the procedural violation being appealed.

D. The Procedural Appeal Process

If the Procedural Appeals Board finds itself unable to understand the basis of the appeal from the letter, the Board may return the letter to the writer and invite revisions. The Board will allow up to five (5) business days for completion of the revisions. If after reviewing one (1) attempted revision for clarity and pertinence, the Board remains unable to determine an appeal consistent with this document the Board will dismiss the appeal without option to refile it.

If the Procedural Appeals Board is able to conclude from the letter of appeal that an appeal as defined by this document has been stated, the Board will identify the issues of practice and policy raised by the letter: (1) It will identify in writing the statement of issues, invitation and schedule of written argument addressed to each party to the appeal, the Chair of the Grade Appeal Panel, (with copies to the members of it) and the Chair of the academic unit in which the grade appeal arose. (2) The Board will invite the party appealing to argue in writing the issues stated for it by the Board and to submit those written arguments within ten (10) business days of delivery of the invitation to a campus address designated by the party. (3) In the course of its invitation to argue, the Board will direct each party to the appeal to provide to the Grade Appeal Manager one (1) copy of the response submitted to the Board. The Grade Appeal Manager will promptly distribute one copy to each member of the Board, each member of the panel, the Chair of the unit in which the grade appeal arose, the other party to the grade appeal and the case file; (4) Students appealing may choose to have documents delivered to them in the academic unit’s office or the Office of Academic Affairs. If a student cannot arrange to receive documents in the academic unit’s office or Academic Affairs between 8:00 a.m. and 5:00 p.m. of a business day, the student will arrange with the Grade Appeal Manger an alternative for delivery.
Having received the arguments of the party appealing, the party or parties against whom the appeal has been made may respond in writing. One (1) copy of the response will be submitted to the Grade Appeal Manager. The written response should contain each of the following:

1. a narrative of the facts that in the writer’s mind define the appeal;

2. an argument that the policy or practices set forth in the narrative did not cause an actual denial of fundamental fairness, or that even if it did, the denial did not adversely affect the final decision of the panel.

The Procedural Appeals Board may disregard as irrelevant submitted material that is beside the point of the stated appeal.

The Board will permit the party appealing to submit a rebuttal to the response or responses submitted by the other parties. The rebuttal must be confined to the points at issue between the parties. Nine (9) copies of any rebuttal will be submitted to the Grade Appeal Manager.

When inviting a written argument, the Board will allow ten (10) business days between delivery of its invitation and submission of arguments in response to that invitation. It will allow ten (10) business days between the deadline for submitting initial arguments and submitting responses to them. It will allow five (5) business days between the deadline for submitting a response and submitting a rebuttal to it by the party appealing. It will meet to consider the arguments, responses and rebuttals soon thereafter.

E. Disposition of Appeals

The Procedural Appeals Board will decide appeals before it in a prompt and expeditious manner. Decision of the Board will be made by simple majority.

The Board may:

1. find that a procedural violation amounting to a denial of fundamental fairness did not occur or did not adversely affect the final decision of the Grade Appeal Panel even if it did occur or

2. find that a procedural violation amounting to a denial of fundamental fairness occurred and adversely affected the final decision of the Grade Appeal Panel.

A finding of no violation or no adverse effect will conclude the appeal; and the panel’s decision will stand.

A finding of a procedural violation amounting to a denial of fundamental fairness and adversely affecting the final decision of the panel will cause that decision to be set aside.

1. If in the Board’s judgment, the violation may be remedied adequately by returning the matter to the panel that decided it, the Board will return it to the panel for action consistent with the Board’s decision.

2. If in the Board’s judgment, the violation may not be remedied adequately by returning the matter to a panel, the Board will direct that the matter be assigned to another panel and that the Grade Appeal Process be repeated.
The final written decision of appeals by the Board will at a minimum state:

1. a narrative of the facts that gave rise to the procedural appeal.

2. a statement of each of the appellant’s claims of procedural error including, with regard to each claim, how in the opinion of the appellant the claimed procedural error denies fundamental fairness to the process as the cause of the Grade Appeal Panel’s deciding the grade appeal adverse to the party claiming the procedural error.

3. a statement of the Board’s decision of each claimed procedural error including a discussion of the facts that support the Board’s conclusions.
Appendix A

Student Grade Appeal Process
California State University, Sacramento

STUDENT GRADE APPEAL FORM

<table>
<thead>
<tr>
<th>Name:</th>
<th>E-mail:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Student ID#:</td>
<td>Phone:</td>
</tr>
<tr>
<td>Street Address:</td>
<td></td>
</tr>
<tr>
<td>City:</td>
<td>State:</td>
</tr>
<tr>
<td></td>
<td>Zip:</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Course Prefix and Number:</th>
<th>Course Taken:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Instructor:</td>
<td>Semester Course Was Taken:</td>
</tr>
</tbody>
</table>

**Student’s Statement**

1. Following the provisions of the Student Grade Appeal Process, I appeal the grade of _____ received in the course cited above.

   I allege and offer proof that the grade appealed violates the Student Grade Appeal Process in the following way(s): (Check one or more of the following that apply.)

   _____ A. The grade was assigned arbitrarily.
   _____ B. The grade was assigned capriciously.
   _____ C. The grade was assigned with prejudice
   _____ D. The grade assigned violated one or more university policies.

   Student Signature ____________________________ Date ____________

2. I have followed the informal process outlined in the Student Grade Appeal Process and have been unable to reach a satisfactory resolution of my appeal.

   Student Signature ____________________________ Date ____________

3. I have attempted and failed to resolve the grade dispute informally in this case.

   Department Chair ____________________________ Date ____________
Submit one (1) copy of this form together with one (1) copy of the student’s written submissions to the Office of Academic Affairs, Room 230 Sacramento Hall, by the end of the last business day of the fifth (5th) week of classes of the semester following the semester in which the disputed grade was assigned. Failure to meet this deadline will conclude the appeal.

Appendix B
GRADE APPEAL CHECKLIST
to be Submitted by Student filing a Formal Grade Appeal to Office of Academic Affairs
Sacramento Hall 230

All of the following steps must be taken prior to submitting a formal grade appeal using the University Grade Appeal Process (see document at http://www.csus.edu/acaf/academic%20resources/policies%20and%20procedures/Student%20Grade%20Appeal%20Process.pdf).

Please indicate each step has been completed by providing a check mark (✓) next to each item below.

1. I initiated the informal process with the instructor by the end of the second week of classes of the semester following the one in which the disputed grade was assigned.

2. I notified the unit or division Chair of the failure to settle the dispute informally by the end of the first day of business of the third week of the semester following the one in which the disputed grade was assigned.

3. The unit or division Chair reviewed the grade appeal process with me.

4. The unit or division Chair completed his or her effort to produce an informal settlement by the end of the third week of the semester following the one in which the disputed grade was assigned.

5. I completed a written submission (narrative) explaining my position in the grade dispute and submitted it to the Office of Academic Affairs by the end of the fifth week of the semester following the one in which the disputed grade was assigned (5 copies).

6. I compiled documents as evidence, including a syllabus, and any written assignments pertaining to the dispute (e.g. tests; essays; lab assignments) and submitted them to the Office of Academic Affairs by the end of the fifth week of the semester following the one in which the disputed grade was assigned (1 copy of each document).

7. I provided written statements (if necessary) from witnesses and submitted them to the Office of Academic Affairs by the end of the fifth week of classes of the semester following the one in which the disputed grade was assigned (1 copy).

8. I completed the Student Grade Appeal form with the unit or division Chair’s signature and submitted it to the Office of Academic Affairs by the end of the fifth week of the semester following the one in which the disputed grade was assigned (1 copy).

Signed _________________________________________________________________________

Date ___________________________________________________________________________

Submit 1 copy of this form with the Grade Appeal Form and all other documents to the Office of Academic Affairs, Room 230 Sacramento Hall, by 5:00pm of the last business day of the fifth (5th) week of classes of the semester following the semester in which the disputed grade was assigned.