

Undergraduate Final Grade Grievance Policy

As stated below, formal academic grievances are limited to the final course grade. Nonetheless, if a student has a concern about assignments, exams, grades or issues related to a course, that student should discuss the issue with the course instructor as soon as possible. Except in the event of discrimination or harassment (see below), it is not appropriate for a student to carry a complaint to a department chair, dean, or academic advisor prior to the meeting with the course instructor in an attempt to resolve the issue. After a discussion of the concern with the instructor, the student may, in turn, talk with the instructor's department chair, dean and finally, the Provost. If the student believes he or she has the basis for a formal grievance at the end of the semester, the student should keep all documents that might pertain to the grievance for use at that time.

A final course grade is only subject to review when 1) a procedural error has been discovered in the calculation or recording of a grade, or 2) there is a basis or need for an academic reevaluation.

For non-academic grievances, please refer to the Community Standards Student Code of Conduct in the Lourdes University Student Handbook. The Student Complaint Policy applies to student complaints that are received by the Dean of Students in writing, signed by the student, and not addressed by the Final Grade or Academic Concerns Grievance Policies, the Student Code of Conduct procedures, or the Non-Discrimination/Non-Harassment Complaint procedures. In most instances, student complaints will be responded to by the appropriate office of the institution.

Students are always encouraged to attempt to resolve the issue directly with the member of the faculty, staff, or administration involved in an informal manner. If a student wishes to have a final grade reconsidered, the student must meet with the instructor and attempt to resolve the difference. In no case will a grade be revised in accordance with criteria other than those applied to all students in the class. If the instructor agrees that an error in the calculation or recording of the grade was made, or agrees to assign a different grade after reevaluation, this will be communicated to the Registrar's Office on a Change of Grade form. If no resolution can be reached with the instructor, the student may initiate a formal grievance.

A Final Grade Grievance Form may be obtained from the University web site. The student must use the form to describe the problem in writing and the reason(s) the grade should be changed. The student will then obtain a signature from the instructor to show that they have met to discuss the issues in the grievance. At this point, the student must return with the form to the Executive Assistant to the VPAA (LH 138) to have it dated and recorded. This date marks the official beginning of the grievance.

The Final Grade Grievance Form must be presented and signed at each of the subsequent selected appeal steps. Please note that in some cases (e.g., regarding Nursing and Education courses) the individuals to be seen by the student may vary from those listed below. The grievance procedure must begin within 15 business days (business days are days when classes are in session, not including Saturdays) of the beginning of the spring semester for grades received during the fall semester, and within 15 business days of the beginning of the fall semester for grades received during the spring or summer sessions.

Any student appeal of an instructor's decision must be done by duplicate submission in writing to the instructor's Departmental Chairperson stating the basis of the appeal. If the instructor is the Department Chair, the student's written appeal must go directly to the instructor's Academic Dean. The Department Chair shall meet with the student and consult with the instructor within 15 business days. The Chair shall respond within 5 business days.

If the issue is not resolved to the satisfaction of the student, the student must within 10 business days after being notified in writing by the Department Chair request in writing to meet with the

instructor's Academic Dean. The Academic Dean shall meet with the student and consult with the instructor within 15 business days. The Academic Dean shall respond within 5 working days.

If the issue is not resolved to the satisfaction of the student, the student must within 10 business days after being notified in writing by the Academic Dean request in writing to meet with the Vice President for Academic Affairs (VPAA). The VPAA shall review the documentation and meet with the student within 15 working days. The VPAA may choose to appoint a Grade Grievance Review Committee to meet separately with the student and the instructor. The Committee shall make a written recommendation to the Provost. The decision of the VPAA shall be rendered in writing within 5 business days. The decision of the VPAA shall be final.

If because of unforeseen circumstances the above timelines cannot be met by Lourdes University personnel, the student will be notified if there are any necessary delays. If because of unforeseen circumstances the above timelines cannot be met by the student, the student must contact the Office of the VPAA to apply for an extension before the deadline. Once the student's deadline has lapsed at any step of the process without the student taking the next step, the appeal is considered officially withdrawn by the student.