
APPLIES TO: All Kettering College Students

ISSUED: *October 21, 2020*

KEYWORDS: *appeal, grade, exception, procedure*

EFFECTIVE: *October 21, 2020*

PURPOSE: The purpose of this policy is to set forth the manner by which student appeals of academic decisions are processed and decided.

DEFINITION OF TERMS IN THIS POLICY:

- 1. Academic Decision:** a decision made by a course instructor or College academic official regarding such things as a grade on an assignment or in a course; academic standing; or eligibility to participate in an academic program or to receive an academic honor, certificate, or degree.
- 2. Academic Appeal:** Verbal or, in more formal circumstances, written communication from a student that identifies an academic decision with which the student disagrees; a specific request for how to resolve the disagreement; and a rationale for the request.
- 3. Academic Appeals Panel:** An entity comprising the permanent members of the Kettering College Appeals Committee and typically two additional faculty members empowered to advise an academic dean on a student academic appeal.
- 4. Bad Faith:** Acting in an intentionally dishonest way by not fulfilling legal or contractual obligations or by otherwise misleading another.
- 5. Post:** An academic decision may be posted in several ways such as the return of a graded assignment or exam; the posting of a score in the College Learning Management System (LMS); the response to a request for variance; the posting of course grades on the College website, campus LMS or other information system the College uses to communicate grades to students; or the delivery of a certified letter.
- 6. School Day:** a business day during the academic term, excluding holidays when classes are canceled.

POLICY DETAILS:

Academic decisions, including grade assignments made by instructors, are considered to be final unless an affected student demonstrates that:

1. A mistake was made in making the decision, such as a miscalculation of a point total;
2. The decision was made by misinterpreting or inconsistently applying a College policy, including course policies set forth in a course syllabus;
3. The decision was made in an unfairly discriminatory manner or a manner that clearly reflects bad faith or incompetence on the part of the decision-maker; or
4. The decision-maker did not account for relevant information or extraordinary circumstances that ought to have been considered in making the decision and that warrant an exception to the decision in a particular case.

A student who wishes to appeal an academic decision must do so within fifteen school days after the decision is posted. Nothing in this policy prohibits a student and the instructor and/or chair from resolving a concern or a complaint

informally. However, in order for a student to participate in academic appeals process at Kettering College the student must follow the procedure outlined below. Beyond the initial conferences described below an appeal must be in writing and should note which specific reason(s), as outlined above, the student claims in support of the appeal for an alteration of the earlier decision. The student should attach all available supporting documentation and should, if appropriate, identify persons who can provide evidence relevant to the appeal. The procedure provided here will be used, including adherence to all relevant dates and timeframes, unless an academic dean provides written authorization of modifications.

PROCEDURE

Steps for appealing a decision initially made by an instructor regarding a particular course

Step One – Meet with the Instructor: The student shall first discuss the academic decision with the instructor in an informal conference immediately after its occurrence, but no later than fifteen school days after the decision is posted.

Step Two – Appeal to the Chair: If the student is dissatisfied with the results of Step One, he/she may submit a written appeal to the department chair and/or program director whose department and/or program offers the particular course within fifteen school days of the initial posting of the original academic decision. The department chair and/or program director, in consultation with the instructor, shall reply in writing within fifteen school days of receipt of the written appeal and shall state and affirm the decision, modify the decision, or overturn the decision based on information received subsequent to the conference described in Step One. This reply will be reported to all persons currently involved— the student and the instructor—and will be filed in the permanent files of the department and/or program.

Step Three – Appeal to the Dean: If the student is dissatisfied with the results of Step Two, he/she may submit a written appeal of the decision from Step Two, within fifteen school days of receipt of the written decision of Step Two, to the office of the academic dean. The academic dean who oversees the course where the appeal originated will ordinarily adjudicate the appeal. The dean may decide the case directly or may decide to convene an academic appeals panel, as described below, to review the appeal and advise the dean on its merit. If the dean is directly involved in the course or believes that some other conflict of interest prevents the dean from deciding the appeal impartially, that dean may refer the case to an alternate academic dean colleague. The alternate academic dean colleague will always convene an academic appeals panel as described below.

Direct Adjudication of the Appeal by the Dean: If a panel is not convened and the dean adjudicates the case directly, the dean shall reply in writing within fifteen school days of receiving the appeal and shall state the decision of Step Two and affirm, modify, or overturn the decision.

Adjudication with Advice from an Academic Appeals Panel: If the appeals panel is convened to review the appeal and advise the dean on its merit, the panel will comprise, in addition to the permanent members of the panel, two faculty members: one chosen by the student, and one chosen by the instructor. The appeal shall be considered at a meeting of the appointed panel. This shall be commenced within fifteen school days following receipt of the appeal by the dean. The panel shall report its findings and any recommendations to the dean within fifteen school days of its initial meeting. The dean shall reply to the student in writing within fifteen school days of receiving the panel's report and shall state the decision of Step Two and affirm, modify, or overturn the decision.

The decision of the dean is final. The reply generated in either situation will be reported to all persons currently involved—the student, the instructor, the department chair and/or program director, the dean, and, if convened, the

panel members. The reply must also be reported to other campus entities as appropriate (e.g., the registrar). This reply will be filed in the permanent files of the department and/or program and the office of the dean.

Steps for appealing a decision initially made by a program chair/director, including a College administrator such as the registrar, the director of academic support, etc.

Step One – Meet with the Chair: The student shall first discuss the academic decision with the relevant College administrator (e.g., the program chair/director) in an informal conference immediately after its occurrence, but no later than fifteen school days after the decision is posted.

Step Two – Appeal to the Dean: If the student is dissatisfied with the results of Step One, he/she may submit a written appeal of the decision from Step One, within fifteen school days of receipt of the written decision of Step One, to the office of the academic dean. The dean may decide the case directly or may decide to convene an academic appeals panel, as described below, to review the appeal and advise the dean on its merit. If the relevant dean is directly involved in the initial decision or believes that some other conflict of interest prevents the dean from deciding the appeal impartially, that dean may refer the case to an alternate academic dean colleague. The alternate academic dean colleague will always convene an academic appeals panel as described below.

Direct Adjudication of the Appeal by the Dean: If a panel is not convened, the academic dean shall reply in writing within fifteen school days of the receipt of the appeal and shall state the decision of Step One and affirm, modify, or overturn the decision.

Adjudication with Advice from an Academic Appeals Panel: If the appeals panel is convened, the panel will comprise, in addition to the permanent panel members, two faculty members: one chosen by the student, and one chosen by the relevant college administrator (e.g., the program chair/director). The appeal shall be considered at a meeting of the appointed panel. This shall be commenced within fifteen school days following receipt of the appeal by the academic dean. The panel shall report its findings and any recommendations to the dean within fifteen school days of its initial meeting. The academic dean shall reply to the student in writing within fifteen school days of the receipt of the panel's report and shall state the decision of Step One and affirm, modify, or overturn the decision.

The decision of the academic dean is final. The reply generated in either situation will be reported to all persons currently involved—the student, other College officials involved in the case, and, if convened, the panel members. The reply must also be reported to other campus entities as appropriate (e.g., the Records Office and the Office of Student Life). This reply will be filed in the permanent files of the office of the academic dean.

RESOURCES/REFERENCES:

Related KHN Policy: N/A

Maintained by: Office of the Academic Dean

HISTORY OF REVISION:

Original date: October 21, 2020

Revision dates: N/A