

Undergraduate Grade Appeal Procedure

It is important to distinguish grounds for grade appeal from questions about quality of instruction. Successful grade appeals should be based on evidence that the student performed at a level sufficient to warrant a different grade. It is important for students to bring to the instructor's and the department's attention perceived deficiencies in instruction, but these by themselves do not normally warrant a change in grade. For a successful grade appeal, the student should be able to show, for example, not that the student **could** have earned a grade of "B" under different circumstances, but rather that the student actually **did** earn a grade of "B" according to the standards set out on the syllabus for that course, but was assigned a lower grade.

In all cases of a disputed grade, the student has burden of proof that the grade assigned was not appropriate. If the case has not been resolved at the student/instructor level, then the student should submit a written petition (see Step 2) that would include a copy of the syllabus along with copies of any tests, quizzes, assignments or other written work completed and graded as part of the class requirements to provide proof of student appeal.

Step 1: The student should first consult with the instructor in an effort to provide a satisfactory resolution of the complaint at the latest within two weeks of the beginning of the subsequent fall or spring semester.

Step 2: If the complaint is not resolved in Step 1, the student may present the complaint in writing to the chair of the department in which the course was offered by the end of the third week of subsequent semester. *For an English course, write to Department of English Chair, Dr. Terrence Tucker - ttucker@memphis.edu.* Included in the petition the student should attach the appropriate materials described above, and if available, the instructor's written explanation for the assigned grade. This petition and any supporting documents may be given to the English Undergraduate Advisor at EnglishUndergrad@memphis.edu. The department chair will provide a written response to the student within two weeks from the time the written complaint is received.

Step 3: If the complaint has not been resolved at the department level, the student may appeal further by presenting a written petition to the dean of the college in which the course was offered. *For an English class: College of Arts and Sciences, Scates Hall 107.* At the latest, this petition should be presented within one week after the departmental response. Within two weeks of the time the complaint is received, the dean may use any resources available to resolve the conflict.

Step 4: If the complaint has not been resolved through the previous steps, the student may present a grade appeal petition addressed directly to the Undergraduate Grade Appeals Committee through the Office of the Vice President for Student Academic Success. The deadline for submission of a petition is March 15 for grades awarded during the previous fall term, and October 15 for grades awarded during the previous spring or summer terms.

See "Undergraduate Grade Appeal Procedure" section of this site for additional information:
<https://catalog.memphis.edu/content.php?catoid=26&navoid=1457>