

Grade appeal – Guide for Students (4/10/2024)

A grade appeal should be considered a last resort for students in the event that the student disputes their final course grade. A student should make every effort to try and resolve the dispute with the instructor of the course.

- Students should refer to the follow page to see what can be appealed.
<https://www.umassd.edu/studentsuccess/0-30-credits/grades/>
- Students should be aware of grade appeal submission deadlines (Usually 7 days after final grades are due).
- Students should understand they are responsible for providing evidence to support their appeal.

Step 1. Students with questions concerning the final posted grade for a course should immediately contact the course instructor to inquire about the issue as soon as grades are posted by the Registrar’s Office.

Step 2. In the absence of a resolution with the instructor, the students should email grade.appeal@umassd.edu and give a brief overview of the situation. This email needs to be sent before the appeal deadline (7 days after grades are due)

Step 3. The Grade Appeals Officer will work with the student to complete the grade appeal paperwork ([Grade appeal form](#)) and provide proper evidence.

Step 4. Once the paperwork is in order, the student’s appeal will be referred to a Grade Appeals Facilitator to evaluate the merit of the appeal (Current appointee’s can be found [here](#)).

Step 5. The designated Grade Appeals Facilitator will liaise between the student and the instructor* to gather all the information on the appeal, and determine if the student’s appeal has merit.

Step 5a. If the grade appeal facilitator determines the student’s grade appeal **does NOT** have sufficient merit, the appeal is dismissed. This ends the appeal process.

Step 5b. If the grade appeal facilitator determines the student’s grade appeal **HAS** sufficient merit for appeal, the grade appeal facilitator will work with the student and course instructor to find a resolution that is acceptable to the student AND the instructor.

Step 6 The students appeal has been determined to have merit.

Step 6a. If an acceptable resolution is **found**, that solution is implemented. This ends the grade appeal process.

Step 6b. If an acceptable resolution is **NOT found** (either party does not agree to resolution). The matter is referred to the full Grade Appeal Committee for a formal hearing.

Formal Hearing Formal hearings are rare, and only occur when the Grade Appeals Facilitator determines there is sufficient basis for an appeal, and that a mutually agreeable resolution to the issue could not be found between the student and the instructor. At a formal hearing, the grade appeals committee will hear evidence from the Grade Appeals Facilitator, the Instructor, and the Student. The committee will deliberate in closed session, and deliver a decision on how the matter should be resolved. The resolution put forward by the Grade Appeals Committee is final, and can only be appealed if there is new evidence or there was a procedural error.

* If the instructor is absent or non-responsive, the instructors Department Chair will act on their behalf