

## Challenging a Grade

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CISA faculty members use several different mechanisms for evaluating a student's work including examinations, classroom contribution, and papers. For all of these, students have the right to a grade that is based on their actual course performance and an articulated standard applied to all those taking the course.

The College recognizes that students should not be subject to prejudicial or capricious grading. Neither a clerical error nor an arbitrary or erratic grade should be allowed to remain as part of the student's permanent record. In such cases, students are offered a means of redress.

The formal grade appeal process is a serious procedure. The College is cautious about changing the grade of an individual, and careful not to diminish the apparent achievements of other students who may have done better and whose original grade may have been higher. In cases of a challenge to a grade, the burden of proof rests with the student. In all cases of a reasonable doubt, the grade originally given will be retained. Requests for a change of grade will not be approved if the new grade results from additional work performed after the initial grade has been assigned.

When a student contests a grade received as part of coursework, the following steps are to be taken:

1. The student should first convey his/her concerns about the grade in writing to the instructor or faculty member who assigned the grade and request a meeting to discuss the matter. This meeting must be initiated no later than thirty days after the start of the semester following the one in which the disputed grade was assigned. The purpose of the consultation is for the faculty member to explain the basis for the student's grade. If the grade change is due to a clerical error on the part of the faculty member, the instructor will notify the Office of Student Service in writing to implement the correction and the issue will be considered resolved.
2. If a satisfactory resolution is not reached, the student should then submit a Grade Appeal letter to the Academic Policy Council. The letter should include the name of student, course name and number, and instructor's name. In the details of the request section, the student shall state the facts that, if found to be true, would be sufficient to show the basis for a claim that the grade was awarded in an arbitrary manner. The student must provide a clear and complete justification for the request. In the desired resolution section, the student should detail the remedy or resolution sought.
3. The APC will review all pertinent information relating to the case which may include interviewing the instructor and student if necessary. The committee's decision (to raise, lower or sustain the grade) shall be final.

In the case of students taking courses with other schools in the NDU system, the student shall abide by the policies and procedures of that school.