**Senate Academic Standards Committee**

Protocols and Procedures for Handling a Student Grade Complaint

**Prior to the review of a complaint by the chair of the Academic Standards Committee:**

* The student should present written proof or justification of the appeal to their instructor showing that they deserve a grade change.
* If not satisfied with the outcome of the decision made by their professor, the student should then submit the written proof or justification of the appeal along with a written report of the meeting or attempt to meet with their professor to the department chair, or designee of the chair, who will then review the appeal and all pertinent documents available such as grade rosters, and copies of papers and exams.
* If the appeal is denied by the department, in accordance with departmental protocol, the student should then submit all the aforementioned documents along with a completed Student Course Grade Appeal Form to the Academic Standards Committee liaison in the Office of Academic Affairs. The appeal will then be processed and forwarded to the chair of the Academic Standards Committee.

**Once the complaint has been received:**

* The chair should assign a case number to the complaint. The case number will include the semester, the year and the case number for that semester: Case: SP2021-1 to be followed that semester by Case: SP2021-2, to be followed by Case: SP2021-3 and so on.
* The chair will review the complaint and contact the student by phone and email to:
  + Inform them that their complaint has been received.
  + Inform them of the steps to be taken now that the complaint has been received.
    - Namely that, 1) the chair of the committee does not render a judgment of the complaint, 2) the chair will also speak to the professor named in the complaint, 3) the chair will present all information gathered regarding the complaint to the members of the Academic Standards Committee, and then 4) a quorum of committee members will then adjudicate the complaint by majority vote.
  + Review the main details of appeal with the student for the purpose of ensuring understanding of both the merits of the appeal claimed by the student and the resolution being sought by the student.
  + Inform them that as a general practice the adjudication of an appeal usually takes 2 weeks, but if more time is required, they will be notified.
* The chair will review the complaint and contact the professor named in the complaint by phone and email to:
  + Inform them that a complaint has been received and ask for any clarification needed regarding the merits presented by the student or information provided by the professor.
* The chair will create a case file containing the following:
  + The date the complaint was received
  + The remedy being sought in the complaint
  + The date the complaint was brought before the committee for adjudication
  + The date the complaint was resoled
  + The resolution of the complaint: Denied/Granted/Outside the Purview of the Committee
  + The date(s) contact was attempted with the student, the date(s) contact was made with the student, the purpose of said contacts and the methods used for said contacts.
  + The date(s) contact was attempted with the professor, the date(s) contact was made with the student and the methods used for said contacts.
  + Student information including
    - Name
    - Email
    - Telephone
  + Course information including
    - Course Name and Section
    - The name of the professor
    - The term
  + A neutral summary of the complaint
  + Information deemed relevant by the chair in the process of discovery.
* Once discovery is complete, the chair will call a meeting of the Academic Standards Committee. Precedent has been established and voted on by the committee that
  + A quorum must be present
  + The case will be adjudicated by majority vote

Note: Discovery will also include all relevant information concerning both college and CUNY wide policies.

* For the purposes of adjudication, the chair will present a redacted version of the case file to the committee members for review. After review, the committee will make a determination 1) denying the appeal, 2) granting the appeal, 3) determining that the appeal is outside the purview of the committee or 4) asking the chair to perform further discovery.
  + If further discovery is needed, the chair shall follow the instructions determined by the committee and reconvene the committee as soon as possible.
* If the complaint is adjudicated by the committee, the chair shall inform the student by phone and email of the outcome.
  + If the student is not satisfied with the determination of the committee, the student shall be informed that they have the right to make a single appearance before the committee to present the merits of their appeal. (Please refer to Procedures and Protocols for students appearing before the ASC for more detail.)
* If the case is adjudicated in favor of the student, the chair will complete and submit a change of grade form to the Office of the Registrar.
* All materials submitted to the chair regarding the complaint will returned, along with case file, to the Office of Academic Affairs. All photocopies shall be properly disposed of by the chair.