



SCHOOL OF NURSING POLICY

Policy Name: Grade Grievance Policy

Approval Authority: Faculty of Rutgers School of Nursing

Responsible Executive: Executive Vice Dean

Responsible Office: SON Office of Student Services

Adopted: 5/18/2015

Last Reviewed: 8/19/2015

Revisions: 8/19/2015

- 1. Policy Statement:** The University and the School of Nursing recognizes that it is the faculty member's prerogative to determine a grade. Faculty members are expected to set fair and consistent grading policies in their courses. The responsibility for resolving grade disputes is shared among the faculty member, the student, the program, and the school.
- 2. Who Should Read this Policy:** All Rutgers School of Nursing faculty and students
- 3. Resources and Related Documents**
Rutgers University Policy Prohibiting Discrimination and Harassment 60.1.12
<http://policies.rutgers.edu/sites/policies/files/60.1.12%20-%20current.pdf>
Rutgers University Policy Grades and Symbols 10.2.2
<http://policies.rutgers.edu/sites/policies/files/10.2.2%20-%20current.pdf>

4. Policy

Students have the right to know the components of their final grade, which is included in each course syllabi. If a student perceives that their final course grade was based on anything other than academic performance, an appeal may be filed. Rutgers University's policy pertaining to discrimination and harassment may be found at:

<http://policies.rutgers.edu/sites/policies/files/60.1.12%20-%20current.pdf>. While students have the right to file an appeal, dissatisfaction with a grade or failure to notify the faculty of personal circumstances which may have affected academic performance are not grounds for a grade appeal. Mathematical errors do not require a grade appeal, but should be brought to the attention of the faculty. In the case of a successful grievance, the grade does not automatically change, rather the committee makes recommendations as to appropriate student/faculty measures to be taken.

The student shall attempt to reconcile the conflict or question by direct interaction (e.g., email, phone, or face-to-face conversation) with the involved faculty member(s) upon receipt of the grade, but no later than **three (3)** academic days (days on which the university is open for business) after official posting of the grade in Banner or REGIS. In the event the faculty member is not available, the student will contact the course leader/specialty director, who will attempt to contact the faculty member. If the faculty member or specialty director is unavailable to meet with the student, the student will be referred to the appropriate Academic Associate Dean who will intercede on the student's behalf to contact the faculty.

When the grade results in a course failure **and** that course is a prerequisite for following courses, the student may not progress to those courses. For students who are scheduled to start a course before the grievance process is completed, they may request special permission from the appropriate Academic Associate Dean to continue coursework until the appeal is resolved. The student will be advised that if the grade is upheld on appeal that they will be required to withdraw from the class.

Following unsuccessful resolution with the faculty member, the student has **three (3)** academic days to meet with the Senior Associate Dean for Administration and Student Services or designee to discuss the nature of the appeal and for the initiation of the formal grade appeal process if necessary. The student will be guided through the process and submit all required material, including the grade appeal form and all documentation to the Office of Student Services within **five (5)** academic days. Documentation should include, but is not limited to, course syllabus, any course material related to the appeal, email correspondence between the student and the faculty member, and a student written statement explaining why he/she feels the appeal meets the criteria for a grievance. The student will receive confirmation from the Office of Student Services that the material was received. The Senior Associate Dean for Administration and Student Services will review the documents for completeness and send all documents to the Chair of the Grievance Committee

The Chair of the Grievance Committee will determine the level of the student (undergraduate or graduate) and convene a subcommittee. This subcommittee will consist of 3 faculty members from the Grievance Committee who do not teach in the program the student is enrolled in.

Members of the subcommittee will review the appeal material and determine, within **three (3)** academic days, whether (1) the appeal has no merit (i.e. does not meet the criteria of a grievance) or (2) a full hearing is necessary. The subcommittee may request additional information from the faculty member or the student if that information is needed to make a decision. If the appeal has no merit, the Chair will notify the student and faculty member, in writing, of the decision, and provide the rationale. This will be done through the Office of Student Services. The student may reject this decision and continue the appeal process. If a full hearing is necessary, it will be scheduled as soon as possible, but no later than **five (5)** academic days following the decision.

Hearing Process: The Chair and the subcommittee will meet with the student and faculty for the purpose of gaining additional information that will help them determine whether the appeal meets the criteria of a grievance. The student may have a support person present, but that person will not participate or speak on behalf of the student during the hearing.

Merits of the appeal evidence (both evidence submitted previously and evidence gained during the hearing) will be discussed immediately following the meeting with the student and faculty and the subcommittee will make a decision. The decision will be either (1) the appeal is justified (meets criteria for a grievance), or (2) the appeal is not justified.

If it is determined that the appeal is not justified, the Chair will notify the student and faculty in writing within **two (2)** days through the Office of Student Services. This letter will be sent by email along with postal delivery using regular delivery and overnight or certified mail. If it is determined that the appeal is justified, the subcommittee will make a recommendation as to the appropriate student/faculty measures to be taken.

The student or the faculty may reject the decision of the subcommittee and continue the appeal process by notification in writing to the Office of Student Services. All materials and decisions submitted previously will be sent to the appropriate Academic Associate Dean by Student Services. The Associate Dean will review all material and may also request additional material or request to see the student and/or faculty member for the purpose of gaining additional information that will help him/her render a decision. The Associate Dean may either (1) uphold the decision of the subcommittee, or (2) disagree with the subcommittee's decision. If the decision is upheld, the student, faculty, and Chair of the Grievance Committee will be notified in writing. If the Associate Dean disagrees with the decision, the Chair of the Grievance Committee must be notified and

provided with the reasons the decision was not upheld. If necessary, recommendations as to actions to be taken will be made by both the Associate Dean and the Chair of the Grievance Committee.

For grade grievances that do not result in dismissal from the program, the decision of the Associate Dean is final. If the grade appeal results in a subsequent program dismissal, the student may reject the decision of the Associate Dean and continue the appeal process by contacting the Dean through the Office of Student Services. The same process will be followed and the decision of the Dean is final.

Student Grade Appeal

To the Student: The following form and supporting documents must be completed and e-mailed to Office of Student Services at kyle.warren@rutgers.edu

Information provided on this form will be made available to the faculty member named in the appeal. In those cases not resolved at the faculty or course leader level, the School of Nursing's Faculty and Student Matters Committee will consider information provided on this form.

Student Information:

Date: _____
Student Name: _____
Address: _____

Email: _____
Phone: _____
Course Title & Number: _____
Semester: _____
Grade Received: _____
Faculty: _____

	Date
Discussed the grade appeal with the faculty	
Discussed the grade appeal with the course leader/specialty director	
Provided appeal form and supporting documents to the Office of Student Services	

Please provide a written statement outlining the basis of the grade appeal including but not limited to:

- Reasons you believe a grade appeal is justified (be specific)
- Special circumstances or considerations, if any
- Other pertinent information or documentation

I have read and understand the Policy on Grade Appeals and have attached my written appeal to this form.

(Student's signature) _____