

Rule 104. Academic Complaint Procedures

Students having complaints about instruction or grading should refer them first to the instructor. If the complaint is not resolved, then the student may refer the complaint in writing to the chairperson of the department in which the course is offered by the end of the last day of the following semester (excluding summer term). The chair's decision shall be rendered within 20 business days. After the chair's decision, the student or the instructor may appeal to the Dean's Office. Complaints must be presented in writing to the dean within 20 business days of the chair's decision. The written statement should describe the complaint, indicate how it affects the individual or unit, and include the remedy sought from the dean. The decision of the dean is the final step and shall be made within 20 business days. ~~The University Ombudsman is available at any stage for advice or assistance in resolving academic complaints.~~ At the urban branch campuses, the procedure is identical except that the academic area coordinator shall substitute for the department chair and the campus chancellor dean shall substitute for the college dean.

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Note: Though chairs and deans (and academic area coordinators and campus chancellors) may resolve complaints about instruction and grading, they may not change a final grade without the consent of the instructor, except as provided by Rule 105.

Rule 105. Administrative Changes to Final Grades

a.) Chairperson Acting in Lieu of Instructor: In the extraordinary circumstances when an instructor is not available, or has failed to respond within 20 business days according to Rule 104, then the chairperson of the department may change a final grade.

b.) University Grade Appeals Board: If a chair, dean, Graduate School Dean, ~~Academic~~-Vice Chancellor for Academic Affairs or designee, or ombudsman finds that a change of a final grade is warranted for any reason other than academic dishonesty, any one of them may refer the case to the University Grade Appeals Board for review within one semester of the posting of the grade (excluding summer term). Students may not take a grade appeal directly to the Board. (Students follow the academic complaint procedures, as presented in Rule 104.) In the case of graduate students, the Dean of the Graduate School may refer a case to the board upon completion of the Graduate School appeal process, ~~as published in~~

~~the Graduate School Bulletin.~~ The University Grade Appeals Board shall have jurisdiction over decisions of any faculty member and/or administrator on matters of University course grading appeals. The decision of the board is final and not subject to further appeal.

c.) ~~a.)~~ University Academic Integrity Hearing Board: If an allegation of academic dishonesty is not resolved between the instructor and the student, then the case is referred to the University Academic Integrity Hearing Board. The case must be referred to the board within one semester (excluding summer term). The University Academic Integrity Hearing Board shall have jurisdiction over decisions of any faculty member on matters of grading related to academic dishonesty cases. The decision of the board is final and not subject to further appeal.