

POLICY ON EAP GRADE CHANGES AND APPEALS

GRADE CHANGES

All UC grades except I and IP are final when filed by the Study Center Director/Liaison Officer on end-of-term grade reports. A Study Center Director/Liaison Officer may not change a final grade except to correct a clerical or procedural error. Clerical or procedural errors should be corrected within 6 months after the grade is assigned. A Study Center Director/Liaison Officer may change a grade if the basis for the change is found in work accomplished prior to awarding the grade as a part of the regular course assessment. However, such changes must not create inequities to others whose grades remain unaltered.

No change of a final grade may be made on the basis of reexamination, revision of a student's work in the course or, with the exception of I and IP grades, by completing additional work. No change of grade may be requested later than 18 months after the end of the final term of the student's program. If a student is dissatisfied with a grade, the student should review his or her work with the Study Center Director/Liaison Officer and receive an explanation of the grade assigned. Students should review grades with the Study Center Director/Liaison Officer while abroad whenever possible. Once a student has returned from EAP, the student may request at the campus EAP office a review of the final grade record, which will be forwarded to the Universitywide EAP Office for action.

GRADE APPEALS

- A.
 1. If a student believes that nonacademic criteria have been used in determining his or her final UC grade for a course, he or she may follow the procedures described below.
 2. Nonacademic criteria means criteria not directly reflective of academic performance in this course. It includes discrimination on political grounds or for reasons of race, religion, gender, sexual preference, ethnic origin, or nationality.
 3. Appeals to UOEAP shall be considered confidential unless both the student and the Study Center Director/Liaison Officer agree otherwise.

- B.
 1. The student has the option of presenting an appeal directly to the Study Center Director/Liaison Officer during the first two months following the date on which grades were recorded at the student's home campus.
 2. If the grievance is not resolved to the student's satisfaction, he or she may then attempt to resolve the grievance through written appeal to the EAP Academic Dean (hereinafter called the Academic Dean), who shall attempt to adjudicate the case with the Study Center Director/Liaison Officer and the student within one month.
 3. If the grievance is not resolved to the student's satisfaction, the student may request consideration of the appeal by an ad hoc Committee on Grade Appeals (hereinafter called the Committee) according to the procedures outlined below.
 4. The Committee will be appointed by the Academic Dean and composed of: one faculty member from the student's campus with whom the student has not previously studied; one former Study Center Director; and one faculty member who has expertise either in the language and culture of the relevant country, or in the discipline in which the course was taken, as appropriate in addressing the specific issues of the appeal.

- C.
 1. The student's request for Committee consideration shall include a written brief stating the nature of the grievance, including copies of any and all documents in his or her possession supporting the grievance.
 2. Upon receipt of the student's request, the EAP Academic Dean shall forward it to the Committee and send a copy to the Study Center Director/Liaison Officer involved, and ask for written reports of their attempts to resolve the complaint.
 3. The Committee, after having determined that all other avenues of adjudication have been exhausted, shall review the brief and the reports to determine if there is substantial evidence that nonacademic criteria were used. Such determination shall be made within three weeks.
 - a. If the Committee finds substantial evidence that nonacademic criteria were used, it shall follow the procedure in paragraph D below.

- b. If the Committee decides the allegations are without substance, it shall serve written notification of its findings to the Academic Dean, who shall forward it to the student and to the Study Center Director/Liaison Officer. The student or the Study Center Director/Liaison Officer may respond to the findings within two weeks. If there are no responses, or if after consideration of such responses the Committee sustains its decision, the grade shall not be changed.
- D.
 1. If the Committee determines that there is evidence that nonacademic criteria were used, it shall interview/correspond with any individual whose testimony might facilitate resolution of the case. The student shall make available to the Committee all of his or her work in the course which has been graded and is in his or her possession. The Study Center Director/Liaison Officer shall make available to the Committee all records of student performance in the course and graded student work in the course that are still in his or her possession. The student and the Study Center Director/Liaison Officer may be interviewed. At the conclusion of the case each document shall be returned to the source from which it was obtained.
 2. The Committee shall complete its deliberations and arrive at a decision within two weeks of its determination that evidence of the use of nonacademic criteria had been submitted.
 3. If the allegations of the student are not upheld by a preponderance of the evidence, the Committee shall so notify the Academic Dean in writing, who shall forward the notification to the student and the Study Center Director/Liaison Officer. Within one week of such notification, the student and the Study Center Director/Liaison Officer shall have the opportunity to respond to the findings and the decision of the Committee. If there are no responses, or if after considering such responses the Committee sustains its decision, it shall so notify the Academic Dean, who shall notify student and the Study Center Director/Liaison Officer in writing and the grade shall not be changed.
 4. If the Committee determines that nonacademic criteria were significant factors in establishing the grade, it shall give the student the option of either receiving a grade of P (or S in the case of graduate students) in the course or retroactively dropping the course without penalty; an original letter grade will not be retained or adjusted. A grade of P (or S) awarded in this way shall be acceptable even if the maximums for P/NP (or S/U) grades for the program will be exceeded. If the student so requests, the Academic Dean will forward a letter to the student's major department and college dean or provost requesting that the grade of P (or S) be acceptable towards satisfaction of any degree requirements.
 - a. The Committee shall serve written notification of its finding and its decision to the student and the Study Center Director/Liaison Officer, via the Academic Dean. The student and the Study Center Director/Liaison Officer may respond in writing to the findings and the decision of the Committee within three weeks of such notification.
 - b. If there are no responses, or if after considering such responses the Committee sustains its decision, the grade shall be changed; the Committee shall then instruct the Academic Dean to change the grade to P (or S) or, if the student elected the drop option, to retroactively drop the course from the student's record. Copies of the Committee's instruction shall be sent to the student and the Study Center Director/Liaison Officer.
 5. The decision of the Committee is final and no further appeal will be accepted.
 6. A record of the Committee's actions in the case shall be kept in the Academic Dean's office for three years.
- E. These procedures are designed solely to determine whether nonacademic criteria have been used in assigning a UC grade, and if so to effect a change of that grade.