

# Grade Disputes

## Procedures

Pepperdine University values the integrity of the grading processes at all schools. Consistent with this, all policies governing grades (grade types, scales, options, and deadlines) are documented in the catalog of each school. If a student disputes a grade s/he has received, each school also has a documented policy for such a grievance that ensures that the student has the ability to share all pertinent information for the impartial and transparent review of said grievance, based on all available written documentation.

Students who wish to challenge a grade may refer to their respective school's catalog for the specific grievance process, or select the school from the list below.

**Graduate School of Education and Psychology**

**Graziadio Business School**

**School of Law**

**School of Public Policy**

**Seaver College**

### **GRADE DISPUTE**

Grades measure student performance and serve as a means of determining graduation eligibility and honors. As

such, Seaver College recognizes that a fair and rigorous assessment of student coursework is vital to the mission of

the school and wishes to ensure that disagreements arising over assigned grades are handled promptly, fairly, and professionally.

This policy outlines the procedure that a student must follow in the event that he/she wishes to dispute the grade received in a course at Seaver College.

This process must be initiated by the student before the midpoint of the next non-summer semester, which immediately follows the course in question.

Most grade issues can and should be resolved privately between the student and instructor. This is the starting point with all grade disputes. In case the matter is not satisfactorily resolved by these means, the following appeals procedure shall apply:

1. The student shall submit a written appeal to the division dean with a copy to the instructor identifying the course, semester, grade received, and the reason for the appeal.
2. The student shall assemble all relevant class materials (syllabi, returned assignments, tests, papers, etc.) distributed or returned by the instructor to the student. These materials need to be compiled within two weeks of the date of the written appeal. If the student cannot assemble all such documents, the grade dispute is concluded with no grade change.
3. Concurrently, the instructor will assemble all relevant class materials that he or she retained for this student (final exams, midterms, etc.) within two weeks of the date of the written appeal. A copy of these documents along with the syllabus, grade book, and the instructor's written response to the student appeal is to be forwarded by the instructor to the division dean. If the instructor cannot produce all relevant documents pertinent to the student's work in the course, the grade dispute will be taken up by the instructor's division dean in consultation with the associate dean.
4. The chair will appoint an ad hoc committee of two faculty members within the division who teach the course (or a similar one) in question. This committee will then evaluate the student's course materials based on the following criteria:

- Have all assignments and examinations been administered in accordance with the guidelines set forth in the class syllabus?
- Has all student work been graded fairly, consistently, and accurately?

At the conclusion of the committee's evaluation of the course material, it will submit a written

recommendation

and explanation to the division dean. The recommendation must be one of the following:

1. Uphold the grade given by the instructor, or
2. Require that the instructor re-grade one or more assignments, followed by a recalculation of the student's grade, or
3. Require that the instructor formulate a repeat of one or more class assignments or assessments, followed by a recalculation of the student's grade, or
4. Recommend a specified grade change

Based on the ad hoc committee's findings, it shall be the division dean's decision, in consultation with the associate dean of Seaver College, as to whether the grade shall be changed. This decision will be final. No further appeal is possible.