

**CHARLESTON SOUTHERN UNIVERSITY  
OFFICE OF THE REGISTRAR  
MANUAL OF ACADEMIC POLICIES & PROCEDURES**

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<b>TITLE</b>	<b>NUMBER</b>	<b>DATE</b>
<b>CHANGING AND/OR APPEALING A FINAL COURSE GRADE</b>	<b>R-45</b>	<b>January 23, 1995</b>

Purpose: To establish the procedures whereby a final course grade may be changed or appealed.

**GUIDELINES:**

**Grade Changes/Appeals**

Based on individual student circumstances, a professor may change a grade within the six-month period following the end of the course. Between six months and one year, both the professor and the department head must approve the grade change. After one year, the Vice President for Academic Affairs must also approve the grade change. A grade change after one year must be due to clerical error.

**Appealing a Final Course Grade**

- A. The first step in an appeal for a student who is dissatisfied with a grade received is to contact the professor assigning the grade.
  - a. The student must request an interview in writing with the professor within ten (10) business days of the posting of the final grade.
  - b. The student should explain the basis of dissatisfaction and the professor should explain the basis for the grade.
    - i. This meeting should be face to face; however, the professor may allow other forms of communication (via telephone or e-mail, for example).
  - c. Once the faculty member has received the request, the interview (or other communication) must be scheduled within normal working hours (8 a.m. – 5 p.m.), Monday through Friday, within ten (10) business days of the student's request.
    - i. If the student appeal is received during the Summer or during final exam week of the Fall or Spring semesters and if the instructor, department chair, or dean is not available during that time, all of the foregoing time requirements begin to run with the first day of class in the next major term (Fall or Spring semesters).
    - ii. In extreme or unusual circumstances regarding the timeliness of the appeals process, the provost or VPAA may hear the appeal.
  - d. Failure of the student to appear at the scheduled interview ends the appeals procedure.
  - e. If the student has not been contacted by the professor within ten (10) business days of submitting the appeal, the student should file the appeal directly with the Registrar, who will forward the appeal to the appropriate chair or dean.
- B. If the student wishing to appeal a final course grade is still dissatisfied after an interview (or other agreed upon communication) with the professor, the student should then submit a written statement to the Registrar within five (5) business days of the interview, who will forward the appeal to the appropriate chair or dean.
  - a. The student's appeal should contain the documentation from the interview, reasons for dissatisfaction, and the specific changes the student regards as fair and desirable. The burden of proof lies with the student in such a case to show that an error or malfeasance has occurred.
  - b. Within ten (10) business days of receiving the written appeal from the Registrar, the department chair or dean will notify in writing the professor, the student, and the Registrar, of the chair's or dean's decision (as noted in Paragraph A, this deadline is extended when the appeal is not lodged during a major semester). When, in the opinion of the department chair or dean, the student fails to show reasonable cause for further investigation, the chair or dean may deny the appeal.
  - c. If the department chair or dean feels that they cannot come to a fair and equitable decision, the department chair or dean has the right to appoint, within (10) business days of receiving the written appeal from the Registrar, a committee of three (3) faculty members whom the chair or dean considers most nearly competent in the subject matter. This committee will meet and issue a decision in writing to the department chair or dean, professor, student, and Registrar within ten (10) business days of the appointment of the committee.
- C. When, in the opinion of the department chair or dean, a student's appeal raises reasonable doubt as to whether a mistake or malfeasance has occurred, the chair or dean shall appoint within ten (10) business days a committee of three (3) faculty members whom the chair or dean considers most nearly competent in the subject matter.
  - a. This committee will meet and issue a decision in writing to the department chair or dean, professor, student, and Registrar within ten (10) business days of the request.
- D. If the student's appeal is denied, and they may appeal the entire matter to the Faculty Appeals Committee (FAC).
  - a. The student's appeal is eligible for review by the Faculty Appeals Committee if the student continues to assert error or malfeasance on the part of the instructor and all other appeals measures have been exhausted.

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- b. The student should submit their appeal to the Registrar within five (5) business days of receiving the department's decision which will then be forwarded to the FAC to review.
- c. The Faculty Appeals Committee will not alter a grade under these circumstances, but if the student can show compelling evidence that an error or malfeasance occurred, the Committee may recommend that a reexamination or other appropriate assignment be given to the student, that the appropriate academic dean investigate the entire matter, or other appropriate action be taken.
- d. All results from these proceedings of the Faculty Appeals Committee should be reported to the student, professor, chair, appropriate academic dean, Registrar, and VP for Academic Affairs within 10 business days of receipt of the written appeal. This finalizes the appeals process.

By action of the Faculty Senate on January 23, 1995, February 26, 2015, and April 2024