

CALIFORNIA STATE COLLEGE, BAKERSFIELD
Office of the Vice President

FACULTY INFORMATION BULLETIN
22 May 1980

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BAKERSFIELD

1. STUDENT ACADEMIC GRIEVANCE PROCEDURES

The new Student Academic Grievance Procedures as recommended by College Council on 29 April 1980 and approved by the President on 13 May 1980 are attached. Please retain for future reference.

2. ACADEMIC ADVISING GRANTS

We are pleased to announce that Resource Grants for Improving Academic Advising have been awarded to Drs. Nancy Cook and Ray Geigle. Dr. Cook will establish a Modular Orientation Program for the Department of Nursing, and Dr. Geigle will develop a brochure for career strategies for Political Science.

3. DR. RAY GEIGLE, Chair of the Department of Political Science, has been appointed by the Chancellor's Office as the International Programs Resident Director in Japan for 1981-82.

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CALIFORNIA STATE COLLEGE, BAKERSFIELD

STUDENT ACADEMIC GRIEVANCE PROCEDURES

13 May 1980

The policy and procedures herein specified deal only with student

- 1) grievances concerning allegations of academic dishonesty, or
- 2) challenges of an assigned final course grade.

Because of the human shortcomings involved in any system of academic evaluation, students should have redress for 1) mistaken allegations of academic dishonesty, or 2) improperly assigned final course grades. Orderly procedures for redress of such grievances or grades also must protect the faculty against capricious and false charges of bias or unfairness. Thus it is to be presumed in the implementation of these procedures that, in the absence of compelling reasons to the contrary, an instructor's assignment of final course grades and allegations of academic dishonesty are correct, and as a consequence, that the burden of proof lies with the individual who is appealing.

The procedures herein established recognize that the final responsibility for assigning or changing a course grade rests solely with the faculty.

GRADE COLLECTING PROCEDURES

Faculty members are instructed to personally return the original copy of the instructor's term grade reports to the Records Office. Each report must be signed and dated by the instructor. The deadline for returning the term grade reports is set for forty-eight (48) hours after the last final examination given in accordance with the final examination schedule. Actually grades are to be turned in to Records 48 hours after each final, but to enforce this policy would not be practical.

As the instructor's term grade reports are returned, Records personnel makes a quick but thorough check to see that the instructor has:

1. Marked the grades properly -- if grades are not marked properly, instructor is asked to make the necessary adjustments.
2. Marked in a grade for each student -- if any student's grade is left unmarked, instructor is asked to mark in a grade.
3. Submitted the necessary form for each grade of incomplete given.

A final check is made of all grade sheets and they are then turned over to the Computer Center to be processed through the Op Scan. The processed instructor's term grade reports are returned to Records by the Computer Center and they are then filed for later reference if needed.

The Computer Center provides Records with a master schedule of all courses taught for any one particular quarter. As instructors' term reports are returned by the instructors, Records checks the courses off on this list. Immediately after the deadline, forty-eight (48) hours after the last final

examination, a list is made of the names of instructors who have not submitted their term grade reports. If Records cannot locate the instructor, the appropriate Dean is notified of the missing term grade reports and an effort is made to contact the instructor concerned. We usually have approximately twenty-four (24) hours of "flexible" time past the deadline for receiving grades. If the grades from a class or classes do not arrive in time, the computer is programmed to assign a grade of RD (report delayed) to students in the classes. The instructor, Records staff, and the Computer Center staff must then process each grade as they would any change of grade.

The final act of the grade collecting process is to send a memorandum to the Vice President, the Dean of Students, and the appropriate Dean which provides specific information regarding the instructor (s) who were late in submitting grades.

After grades have been processed, instructors are sent class lists with printed grades that the students actually received. Instructors are to check these lists of grades against the carbon copy of their original grade sheets and if there are discrepancies, they are to notify the Registrar.

CHANGING GRADES

Once a final grade has been assigned it can be changed only in the case of a declared clerical error or through the auspices of a student academic grievance procedure. The definition of a clerical error is an error made by the instructor in grade estimating or posting. No grade change may be made as the result of work completed or presented following the close of the grading period except for completion of work when an "I" or "SP" was issued, or, in cases of emergency, as approved by the Dean.

Grade changes are made by completing the familiar "Change of Grade" form. Both the instructor and the Dean or the Department Chair must sign the completed form. The forms are turned in to the records office personally by the Dean or his/her designee (usually the Dean's secretary). If grade change forms are received by the Records Office in the mail, they are returned to the appropriate Dean for approval and proper recording.

A grade change form cannot be used to change a grade to a "W" unless there is special authorization from the Dean of Students.

Grade change forms are not to be given to or left accessible to students.

The "Change of Grade" form is a multicopy form, and after the grade changes have been properly recorded, a copy of the form is sent to each of the following: student, instructor, department of major (advising folder), data processing, records (student's folder).

Instructors are asked to carefully check their copy of the form to insure that all information is correct.

FAILURE TO ASSIGN A GRADE

If an instructor of record fails to assign a final grade, then the department in which the course was offered or in the case of interdisciplinary course the department in which the instructor service, should select, by majority vote, a qualified member of faculty who will determine the appropriate grade and instruct the registrar to assign the grade thereby determined.

ARTICLE I - Basis and Procedures for Grade Appeal

Section 1: A student may appeal an assigned final course grade or any sanction employed by the instructor based on an allegation of academic dishonesty. A grade appeal may be initiated on the basis of:

- (1) Clerical error
- (2) Inconsistent application of standards for evaluation
- (3) Capricious or prejudicial evaluation

Section 2: A student wishing to appeal an assigned final grade or an instructor's sanction based on alleged academic dishonesty must first exhaust informal appeal procedures (Article II). If the grade dispute or alleged grievance is still unresolved, the student then may initiate formal appeal procedures (Article III).

Section 3: This document is not intended to inhibit a student and instructor from resolving a problem in any informal way they find satisfactory. Consequently, the informal procedures outlined below are required before a student may initiate formal procedures.

ARTICLE II - Informal Appeal Procedures

Section 1: Informal procedures initiated by the student must be made within fifteen school days after notification of the challenged grade is mailed or personally given to the student, or after the allegation of dishonesty or the imposition of a sanction resulting therefrom.

Section 2: The first stage of these procedures consists in an informal discussion, initiated by the student, between student and instructor concerning all the facts of the case.

Section 3: If both student and instructor agree to a particular solution to a problem, that solution will be implemented as quickly and as effectively as possible. If, for example, both student and instructor agree on a grade change, the instructor will initiate the change.

Section 4: If the student is not satisfied with the results of the first stage of these procedures, he or she may initiate the second stage. This stage consists in an informal meeting of the student with the instructor and department chair. The meeting shall be convened by the department chair upon request of the student. If the instructor is the department chair, the school dean will be the third person.

Section 5: If the student, instructor and chair or dean all agree to a particular solution to a problem, that solution will be implemented as quickly and as effectively as possible.

Section 6: If, and only if, the student has sought and failed to obtain satisfaction from both stages of the informal appeal procedures, he or she may institute formal appeal procedures.

ARTICLE III - Formal Appeal Procedures

Section 1: A student may initiate formal procedures by filing a written appeal with the school dean within a period of ten school days following the date that the informal meetings are concluded. This statement must specify the basis for the appeal and should include supportive evidence.

Section 2: Upon receiving a written appeal, the school dean shall:

- (1) Inform the student of the procedures herein established.
- (2) Determine that informal procedures have been exhausted.
And, if so,
- (3) Notify the instructor and the Academic Review Board of the case.

Section 3: The Academic Review Board shall be composed of five persons: The Vice President or his designee as the presiding officer, two full-time faculty members and two full-time students. The Faculty Forum Assembly will be responsible for the selection of the two faculty members and the Executive Committee of the Associated Students will be responsible for the selection of the two student members. The Board must be selected no more than thirty days after the beginning of each fall quarter and the length of their term shall be one year, except for the Vice President. All members of the Board will be required to render an opinion in writing after each hearing. The presiding officer will vote only in case of a tie.

Section 4: The hearing shall be scheduled within five school days from the date that the Academic Review Board is notified by the school dean. The Board shall reach its decision within fifteen school days of the end of the hearing.

Section 5: The following procedural guidelines for the hearing shall be observed:

- (1) The student and the instructor shall be notified of the time and place of the hearing at least 72 hours in advance.
- (2) All members of the Board must attend all sessions. The hearing shall be closed to everyone other than members of the Board, the student and the instructor, nonparticipant observers if any (Sec. 12), and witnesses while they are presenting evidence.
- (3) The student or the instructor may sign a waiver allowing the Board to have access to confidential information pertinent to the hearing.
- (4) Both the student and the instructor shall be invited to present relevant written and oral statements to the Board. The student and the instructor have the right to request other persons to appear before the Board.

- (5) The Board may not have access to nor consider records of testimony concerning the previous academic performance of the student in other courses or in prior disciplinary actions.
- (6) The Board may not have access to nor consider records of testimony concerning the previous use of sanctions by the instructor nor previous instances of allegations of academic dishonesty nor final course grade disputes involving the instructor.
- (7) A full record of the hearing (a tape recording is suggested) shall be kept and filed with the school dean. The file shall be confidential. It shall be retained for two calendar years, then shall be destroyed.
- (8) Upon conclusion of the hearing, the Board shall go into executive session for its deliberation. The decision of the Board shall be reached by majority vote.
- (9) The presiding officer shall rule on all procedural matters.

Section 6: A decision of the Board in favor of the student is limited to recommending a grade change or the removal of a sanction. In order to make such a recommendation the Board must conclude that the original grade was improperly imposed. The decision of the Board must be consistent with campus and CSUC system policy.

Section 7: The Board shall notify the student and the instructor of the decision reached by the Board. If a majority of the Board finds in favor of the student, the instructor will be requested to change the grade, or directed to remove the sanction in whatever way the Board deems appropriate. If the Board decides only that an instructor should remove a sanction, the decision of the Board is final and binding on the instructor. If the Board requests that an instructor change a grade, and if, after evaluating the findings of the Board, the instructor chooses not to comply, the Board will notify the department of the instructor.

Section 8: The department of the instructor will select, by majority vote of its members, a Grade Appeals Committee consisting of at least three faculty with appropriate expertise, but not including the instructor. All appropriate materials of the Academic Review Board will be forwarded to the Committee. At its own discretion, the Committee may reach a decision based on these materials alone, or it may convene a hearing subject to the same conditions of Section 5 of this article. The Committee will decide the appropriate grade by majority vote within fifteen school days of notification, and instruct the Registrar to assign this grade. The decision of the Committee will be final.

Section 9: There shall be no appeal from the decision of the Board except to the College President. The sole basis of such an appeal is that the Board so substantially departed from the procedures established in this document as to seriously prejudice the outcome of the hearing. The President may either reject the appeal or else direct that a new Academic Review Board be convened to reconsider the matter. If the President rejects the appeal, the decision of the Academic Review Board is final.

Section 10: The student and the instructor shall be informed in writing as soon as possible of any final disposition of the student's case.

Section 11: If any member of the Academic Review Board is involved in the hearing, the remaining members will select an alternate.

Section 12: The student and the faculty member involved will both have the right to have a nonparticipant observer at the hearings.

ARTICLE IV - Grounds for Disciplinary Action

Section 1: To make false statements knowingly or to act in any other way with malicious intent within the provisions of this document shall constitute grounds for College disciplinary action.

ARTICLE V - Procedures for Reporting

Section 1: At the end of the academic year the Academic Review Board and the President shall give College Council a report on the number of cases heard and on the disposition of each case.

ARTICLE VI - Procedures for Revision

Section 1: All articles and sections of these procedures are subject to change by majority vote of the College Council. The College President is responsible for assuring that any revisions conform to Executive Order No. 320 of the Office of the Chancellor.

Recommended by CSB College Council
29 April 1980

Approved by the President
13 May 1980