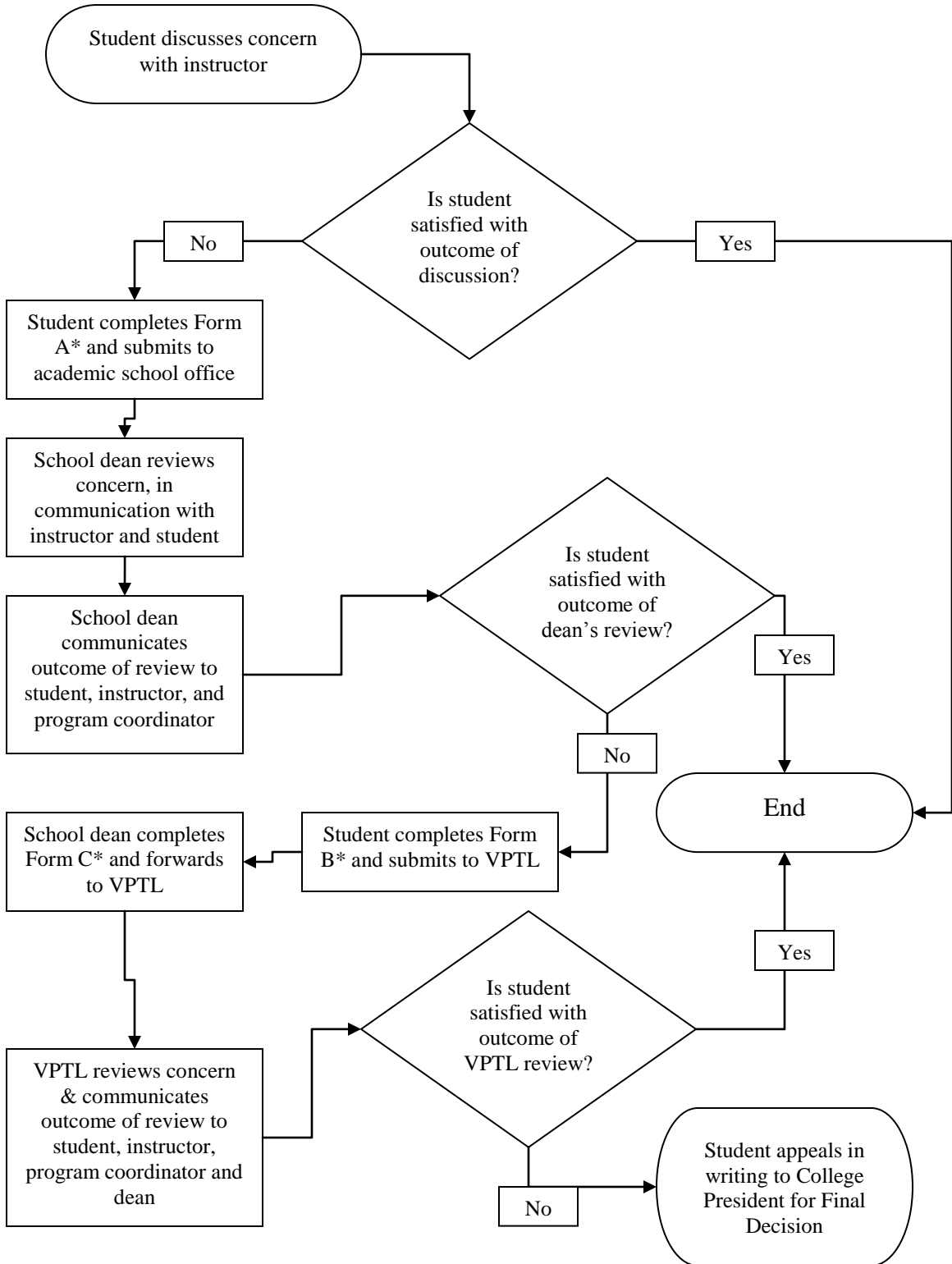


Grade Dispute/Instructional Concern Process



* Forms A, B, and C available in academic school office. For assistance in locating the appropriate office click [here](#).

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Procedure for Students Who Have Grade Disputes/Instructional Concerns

Please ensure that you have read and clearly understand the course syllabus prior to expressing an instructional concern about that class. As a student at Richland College, it is your responsibility to review and understand the course syllabus for policies, learning objectives/outcomes, grading criteria, and your role/responsibilities as a student in the course.

Follow these steps in order to have a meaningful consultation with your instructor.

To prepare for the consultation with your instructor, assemble the following documents:

- course syllabus
- any relevant email exchanges
- homework or other assignments in question
- related tests

Contact your instructor for an appointment. Agree on time and place for the consultation.

Prior to the meeting with your instructor, make notes about or write out your concern. Include the resolution you seek.

Arrive at the appointment location on time.

Clearly and politely state your concern and the resolution you seek.

Present the relevant documentation.

Listen openly to the instructor's response and take notes as appropriate.

Express appreciation to the instructor for taking time to hear your concern even if the decision is not what you had wanted.

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**Procedures for Appeal to Division/School Office of Instructor's
Decision/Recommendation for a Grade Dispute or Instructional Concern**

If you decide to appeal your instructor's decision/recommendation regarding your grade dispute or instructional concern, you will need to contact the division office for that discipline. The division office will ask you to complete a form detailing the dispute/concern and to supply documentation supporting your position before an appointment can be made with the program coordinator, associate dean or dean.

After the appointment is made, please prepare for it by assembling the following documents:

- course syllabus
- related assignments including homework, essays, and projects
- relevant tests
- copies of email exchanges with your instructor about this issue

When you meet for the appointment, the supervisor will have read your completed appeal form. You can then present the documents you have prepared and explain why the instructor's decision/recommendation was not satisfactory to you. Please be aware that the supervisor will not be able to render a decision during your meeting but will have to research your concern including consulting the instructor for his/her view of the situation. After the supervisor has researched the dispute/concern, you will be contacted in writing with the decision.

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Procedures for Appeal of Instructor's and Dean's Decisions Regarding a Grade Dispute or Instructional Concern to the Vice President for Teaching and Learning

If you choose to appeal both the instructor's and dean's (or other division/school supervisor's) decisions regarding a grade dispute or instructional concern, you must complete a Request for Review of Grade Dispute/Instructional Concern Form available in any academic division office. When completed, the form should be submitted to the ACCESS office (A110) for review by the Associate Vice President for Teaching and Learning.

After your concern is reviewed, you will be contacted should further information be needed or if an appointment with you should be necessary.

When the dispute/concern is fully researched including documentation from you, the dean, associate dean, program coordinator, and instructor, you will be contacted in writing with the Vice President's decision.