

College of Health Professions

College Student Academic Appeals Policy and Procedures

The purpose of this policy and procedures document is to guide the college process for the timely handling of student grade appeals. The policy is aligned with both [UTRGV Undergraduate and Graduate Catalogs](#) as well as [UTRGV HOP ADM-06-106](#), [STU 02-100](#), and [STU 02-200](#).

Policy

The policy is that which is presented in the [UTRGV Undergraduate and Graduate Catalogs](#) under the section of Student Academic Responsibilities and Appeals, sub section Academic Appeals.

General Procedures

1. Instructors have the right to judge the quality of academic work for their courses as they see fit. Consequently, the College Appeals Committee will not consider any appeal that is made on the basis of a disagreement with an instructor over the content of an exam answer, paper, or other assignment.
2. Students who may wish to complain or grieve a class that is in progress should utilize the complaint and grievance process outlined in STU 02-200.
3. Only a written appeal of the department chair/school director's written decision regarding a student academic appeal may be presented to the college.
4. Appeals are only considered by the Student Appeals Committee when they meet one or more of the following criteria. Please indicate which of the following criteria are being used as the basis of the appeal.
 - a. Instructor violated the terms of the syllabus.
 - b. Instructor made an error in calculating or recording a grade.
 - c. Instructor violated a university policy when he/she/they gave assignments, administered exams, or assigned grades.
 - d. Instructor applied an inconsistent grading standard across students.
 - e. Instructor did not allow the student to complete assignments or exams missed before the student added the course.
 - f. Instructor violated a written agreement with the student.
 - g. Instructor did not provide accommodations as required by Student Accessibility Services.
5. The written appeal must include the following:
 - a. Written statement which details why they are appealing the department chair/director decision. This statement must also include their full name, UTRGV ID number, UTRGV

email address, physical address at which they currently reside and contact phone number.

- b. Correspondence from instructor and Department Chair indicating that the appeal has been denied at those levels.
- c. Course syllabus.
- d. Timeline of events relevant to the appeal.
- e. Assignment or exam in question (if applicable)
- f. Copy of university regulation (if applicable)
- g. Correspondence with instructor (if applicable)
- h. Any additional evidence which directly supports their appeal of the department chair/director's written decision.

If any of the documentation is missing, the appeal will not be forwarded to the Student Appeals Committee which serves as the College Academic Appeals Committee and will be denied.

6. All documentation submitted by the student should be true, correct, and complete to the best of their knowledge and belief. Any purposeful misrepresentation of the situation constitutes scholastic dishonesty may be subject to disciplinary action through the Office of the Dean of Students. If the situation is referred to the Office of the Dean of Students, the appeal will be placed on hold until the situation is resolved.
7. Upon receipt of a complete student academic appeal, pursuant to the timeline published in the [UTRGV Undergraduate and Graduate Catalogs](#) the dean will refer the matter to the Student Appeals Committee which serves as the College Academic Appeals Committee along with the following documentation:
 - i. Student's written appeal and associated documents as presented by the student.
 - j. Department Chair/Directors decision and associated documents.
8. The committee will consist of a panel of three faculty members, two of whom may not be from the department in which the appeal originated.
9. The dean will notify the student in writing of the date, time and location of the hearing and the names of the members of the panel to take place no less than 14 calendar days of the receipt of the student's appeal.
10. The dean will notify the faculty member in writing of the date, time and location of the hearing and the names of the members of the panel to take place no less than 14 calendar days of the receipt of the student's appeal.
11. The student and the faculty member involved may appear in person before the panel and present evidence.
12. The hearing will be closed to the public, and no person other than the student, the faculty member involved, and panel members may be present. The student and faculty member shall address the panel separately.

13. No person may represent the student or the faculty member except in the event that the instructor is unavailable for an extended period of time (such as due to death, serious illness, or termination of employment with UTRGV). In those cases, the faculty member may be represented by the appropriate department chair.
14. After the Student Appeals Committee has heard the appeal, it will deliberate and come to a decision.
15. The committee's decision will be written, mailed, emailed, or delivered in person, to the student and faculty member within three business days of the close of the hearing.
16. The student may appeal in writing within 14 calendar days to the dean/director (excluding holidays).
17. The dean's/director's decision will be final, and it must be mailed, emailed, or delivered in person to the student within 14 calendar days (excluding holidays) of the receipt of the student's written appeal.

Student Specific Procedures

1. The student appeal of the department chair/director's decision must be written and directed within 14 calendar days (excluding holidays) of the date of the department chair/director's decision to the school, college, or division. The appeal must be submitted electronically through the College Student Appeals portal.
2. When submitting an academic appeal, students must submit the following through the portal as a single PDF file:
 - a. Completed and signed grade appeal form.
 - b. Written statement which details why they are appealing the department chair/director decision. This statement must also include their full name, UTRGV ID number, UTRGV email address, physical address at which they currently reside and contact phone number.
 - c. Correspondence from instructor and Department Chair indicating that the appeal has been denied at those levels.
 - d. Course syllabus.
 - e. Timeline of events relevant to the appeal.
 - f. Assignment or exam in question (if applicable)
 - g. Copy of university regulation (if applicable)
 - h. Correspondence with instructor (if applicable)
 - i. Any additional evidence which directly supports their appeal of the department chair/director's written decision.

3. Upon notification of the date and time of the hearing notify the dean of their intent to take part in the hearing.

Hearing Procedures

1. The hearing may be held in person or virtually. If the hearing is held virtually, all parties must ensure they have a working computer with audio and video capabilities, the camera must be on at all times during the hearing and no outside persons may be present in the location from which any party is presenting.
2. As noted in both the [UTRGV Undergraduate and Graduate Catalogs](#) the student and the faculty member involved may appear in person before the panel and present evidence.
3. The hearing will be closed to the public, and no person other than the student, the faculty member involved, and panel members may be present.
4. No person may represent the student or the faculty member except in the event that the instructor is unavailable for an extended period of time (such as due to death, serious illness, or termination of employment with UTRGV). In those cases, the faculty member may be represented by the appropriate department chair.
5. All materials submitted by the student will be made available to the panel members and faculty member via a secure virtual drive on the date in which the student is notified of the date, time and location of the hearing. Upon close of the hearing the faculty member shall be removed from accessing the student submitted materials.
6. Scheduling of the Hearing
 - a. The dean will attempt to schedule the hearing at a time and place which is convenient for the panel, student and faculty member to be present within the allotted timeframe.
 - b. The dean will notify the student in writing of the date, time and location of the hearing and the names of the members of the panel to take place no less than 14 calendar days of the receipt of the student's appeal.
 - c. The dean will notify the faculty member in writing of the date, time and location of the hearing and the names of the members of the panel to take place no less than 14 calendar days of the receipt of the student's appeal.
7. Order of the Hearing
 - a. The hearing will be recorded; the recording will serve as the official record of the hearing.
 - b. The panel members will select a member to lead the hearing.
 - c. The lead panel member will call the hearing to order, and the students' written appeal of the department chair/director's written decision will be read into the record.
 - d. The student, if present, will then be allowed to present evidence directly related to the appeal and may be questioned by members of the panel.

- e. The faculty member, if present, will then be allowed to respond to the evidence presented by the student directly related to the appeal and may be questioned by members of the panel.
 - f. Neither the student nor the faculty member may question the other party.
 - g. The panel member leading the hearing will then close the hearing, dismissing the student and faculty member.
8. Deliberation and Decision
- a. Upon the close of the hearing, the panel will move into deliberations and come to a decision.
 - b. The panel may only consider the statements and evidence presented as part of the student's appeal of the department chair/director's decision and the written decision of the department chair/director.
 - c. The committee's decision will be written, mailed, emailed, or delivered in person, to the student and faculty member within three business days of the close of the hearing.