

HAYWOOD COMMUNITY COLLEGE	STUDENT SERVICES GRADE APPEAL	Policy 5.2.5
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This Policy shall apply to grade appeals unrelated to issues pertaining to the Code of Student Conduct. The grade appeal process applies only to final course grades. In the event a student appeals a grade that prevents progression in a program, the student will be allowed to enroll and attend the following semester pending the outcome of the appeal. For sequential classes that have a clinical component, the student will be allowed to take the academic coursework, but will not be allowed to participate in the clinical component of the class until the appeal is over. If the grade is upheld, the student will be administratively dropped from the course and refunded the tuition.

- A. If a student is dissatisfied with his or her final course grade, the student must first meet with the instructor who assigned the grade prior to the start of the next academic semester. The instructor will make a written determination and provide it to the student. In cases where the student is unable to meet in person with the instructor, the student may contact the instructor by letter or email. If the student is unable to reach the appropriate instructor they should proceed to step two and adhere to identified timelines.
- B. If the student is still dissatisfied with the instructor's determination, within five (5) business days thereafter, the student may meet with the appropriate Dean. The student must present the instructor's written determination. In cases where the student is unable to meet in person with the Dean, the student may contact the Dean by letter or email. The Dean will make a written determination and provide it to the student.
- C. If the student is dissatisfied with the Dean's determination, within five (5) business days thereafter, the student may meet with the Executive Vice President of Instruction and Student Services ("Executive Vice President"). The student must present the Dean's written determination to the Executive Vice President. In cases where the student is unable to meet in person with the Executive Vice President, the student may contact the Executive Vice President by letter or email. The Executive Vice President for Instruction and Student Services shall make a written determination and provide it to the student.
- D. If the student is dissatisfied with the Executive Vice President's determination, within five (5) business days thereafter, the student may file a written appeal with all documentary evidence to the President. The Executive Vice President of Instruction and Student Services shall also file a written response, attaching the instructor and Dean's prior written decisions, to the President. The President shall perform an "on the record review" and will make a determination within ten (10) business days after receipt of the student's appeal. If needed for clarification, the President may meet with the student or ask the student or Executive Vice President to submit additional information. The President shall make a written determination and provide a copy of the decision to the student and the instructor. The President's decision is final.

Adopted: 8-14-2017
Revised: 08-22-2024