

Standard Operating Procedure:

1. *Purpose*

Lansing Community College recognizes that there may be instances where a student may disagree with their final grade in a course and provides students with the opportunity to file a Final Grade Appeal in those instances.

2. *Scope*

This procedure applies to all students at Lansing Community College.

3. *Essential Information*

To determine if the Final Grade Appeal process applies, the student will decide if one or both of the following criteria can be met:

- a. The instructor miscalculated the student's total points earned in the course or,
- b. Bad Faith: For example, the syllabus states that class participation will not affect the final grade yet the grade was lowered expressly because of poor class participation.

If a or b listed above does not apply, the student cannot move through the Final Grade Appeal process. It is the student's responsibility to demonstrate the instructor's alleged mistake or bad faith.

5. *Procedure*

1. Final Grade Disputes will be considered until the end of the 6th week following the course end-date. The student may only initiate this process if the Final Grade Dispute is within this timeframe. If it is, the Final Grade Dispute process will begin by completing the [Final Grade Dispute](#) form and by following the 4 levels of appeal as outlined here. The 4 levels involved in the Student Appeal of Grades process are:
 - a. The course instructor
 - b. The head of the department or program involved (or designee)
 - c. The Dean of the division involved (or designee)
 - d. The Provost (or designee)
2. Upon notification of a decision at each level, a student will have up to ten (10) business days (not including campus closures) to move the dispute forward. **It is up to the student to move the dispute to the next level.** Final Grade Disputes that are received after the tenth business day (at each level) may be dismissed for "failure to submit an appeal on a timely basis."
3. If the dispute is moved to the Provost (or designee), the Provost's (or designee) decision is final. The Provost (or designee) will communicate the final decision to the instructor, the department/program, the Dean and the student within 30 days of receiving the dispute. Upon review, at each level, the student will receive notification of the decision. **The decision of the Provost (or designee) is considered final.**



Lansing Community College - Standard Operating Procedure

SOP Name: Final Grade Appeals

SOP #: *RO.010*

Name of Committee: *Academic Procedure Advisory Committee*

Individual Responsible for SOP: *Registrar's Office*

Effective Date: *Fall, 2019*

Initial Approval Date: *28 June 2019*

Last Review/Update Date: *June 2019*

Next Review Date: *June 2022*

***Does this procedure support a Board Policy or a College Operating Policy?** *No*

If yes, identify: *NA*

Board policies can be found at: [LCC Board of Trustees Policy Page](#)

***Does this procedure support HLC criteria?** *Yes*

If yes, identify: [2B. 4A](#)

HLC Criteria can be found at: [HLC Accreditation Criteria](#)

***Note:** Standard Operating Procedures should be in furtherance of some LCC policy and/or accreditation criteria, even if the relationship is not direct. Assistance in determining this information can be obtained from the Academic Procedure Advisory Committee (APAC) and/or the Accreditation Liaison Officer.