

Final Course Grade Dispute Procedure
Department of Design, Housing, and Apparel

Adopted January 21, 2005, Revised August 21, 2015

It is the responsibility of the instructor to assign a grade that is a valid measure of the student's achievement in the course, consistent with the grading criteria outlined in the course syllabus.

The timing of the resolution of a disputed grade is very important to students for a variety of reasons, including financial aid, so instructors should make every effort to meet with students to discuss disputed grades as early in the process as is possible. If the dispute cannot be resolved informally, instructors must continue to be available as much as is feasible to assist in the resolution of the dispute.

Below are the steps to take and attached are the forms to be used to gather information.

1. In the event of a dispute over an assigned final course grade:
 - The student should request a meeting with the instructor within four weeks after the end of the semester.
 - The student may fill out the information on Attachment A: Course Grade Dispute Rationale Form and share it with the instructor as a way to focus the discussion.
 - If the instructor is no longer working for the department, the student should fill out Attachment A: Course Grade Dispute Rationale Form and submit it to the Department Head.

2. The instructor should try to meet with the student within two weeks of the student's request.
 - It is expected that most issues will be resolved through this meeting between the student and the instructor.
 - The instructor must communicate his or her decision to the student at the end of the discussion or no longer than one week after the meeting.
 - If the instructor determines that a grade change is warranted, the change must be made in the online grade entry system within one week of the meeting.

3. If the student and instructor are not able to resolve the issue and the student wishes to pursue the matter, he or she requests a meeting with the Department Head.
 - The student must complete the Instructor/Student Meeting Summary (Attachment B) and submit it to the Department Head within two weeks of the instructor's decision not to change the grade; if Attachment A was filled out, submit a copy of that form as well.
 - The Department Head will then schedule a meeting with all three parties within the next four weeks. The Department Head will act as a facilitator

and work with the student and instructor to attempt to facilitate a resolution.

- The student and instructor may each have one person of their choosing present for support during any meeting held by the Department Head.
 - Within one week after the meeting, the Department Head will prepare the Departmental Meeting Summary (Attachment C) to notify the student and instructor of the recommendation of the Department Head.
 - If a grade change is recommended by the Department Head, the instructor must communicate his or her decision whether or not to make the change to the student and to the Department Head within one week after receiving the Department Head's recommendation. If the instructor determines that a grade change is warranted, the change must be made in the online grade entry system no later than one week after receiving the Department Head's recommendation.
4. If the student wishes to dispute a final grade beyond the departmental level, the student may request a meeting with the appropriate College of Design Associate Dean (dependent on whether the course was at the graduate or undergraduate level).
- The student must make the request within seven (7) working days of the date the instructor's decision is communicated to the student and to the Department Head.
 - The student will provide, in writing, copies of the summary of the meeting with the instructor (Attachment B), the summary of the meeting and recommendation of the Department Head (Attachment C), the decision of the instructor, and any other documentation warranted to the Associate Dean. If completed, a copy of Attachment A can also be submitted.
 - The Associate Dean will attempt to effect reconciliation between the instructor and the student within thirty (30) working days of receiving the student's request.
 - This is the final level to appeal and present a grade dispute.

Students are encouraged to ask for information and/or seek assistance regarding their concerns through the University of Minnesota Student Dispute Resolution Office (SDRC). The website is <http://www.sos.umn.edu>. The role of the Student Dispute Resolution Office in regard to final grade disputes is to provide service to students with concerns and help students resolve problems informally. SDRC can help students deal with university regulations and policies, or misunderstandings between students and instructors or administrators. A student may request assistance by filling out an on-line form on their website, calling 612-624-7272, or by going to their office located at 254 Appleby..

The table below shows the flow of steps to assess grade disputes and the maximum approximate amount of time that should elapse from one step to the next beginning with the end of the semester.

Weeks	Action Steps
4 weeks	Student requests to meet with instructor
2 weeks	Student and instructor meet
1 week	Instructor does or does not change grade
2 weeks	If not satisfied, student submits request (Attachment B) to meet with Department Head and Instructor, together
4 weeks	Meet with Department Head and Instructor
1 week	Department Head makes recommendation (Attachment C)
1 week	Instructor does or does not change grade
	If not satisfied, student submits request to meet with Associate Dean

Attachment A: Course Grade Dispute Rationale Form
(OPTIONAL information form for meeting with instructor)

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<i>Who completes this form?</i>	If desired, the student may complete this form
<i>Where does it go when completed?</i>	To the instructor (turn into DHA main office, 240 McNeal)
<i>What happens next?</i>	The instructor will contact you and schedule a meeting

Student Name _____ Date _____

Student Signature _____

UM Email _____ Phone _____

UM ID No. _____

Course designator _____ Course number _____ Section _____

Term _____ Year _____

Course title _____

Instructor _____ Final grade received _____

1. Describe your rationale for disputing your final course grade (based on course grading criteria):

2. Days and times you are available for a meeting:

Attachment B: Instructor/Student Meeting Summary

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<i>Who completes this form?</i>	The student
<i>Where does it go when completed?</i>	To the Department Head, 240 McNeal Hall
<i>What happens next?</i>	Department Head will contact you and schedule a meeting

Student Name _____ Date _____

Student Signature _____

UM Email _____ Phone _____

UM ID No. _____

Course designator _____ Course number _____ Section _____

Term _____ Year _____

Course title _____

Instructor _____ Final grade received _____

1. Meeting with instructor to discuss grade dispute

Date _____ Time _____

Description of meeting (major issues of grading presented and discussed) and resulting decision:

2. Describe why you do not agree with the instructor's decision:

Attachment C: Departmental Meeting Summary

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<i>Who completes this form?</i>	DHA Department Head
<i>Where does it go when completed?</i>	One copy to the student and one copy to the instructor
<i>What happens next?</i>	The student may request a meeting with the appropriate CDes Associate Dean after learning of the instructor's decision

Student Name _____ Date _____

Student Signature _____

UM Email _____ Phone _____

UM ID No. _____

Course designator _____ Course number _____ Section _____

Term _____ Year _____

Course title _____

Instructor _____ Instructor email _____

1. Meeting with department head/instructor/student to discuss dispute:

Date _____ Time _____

2. Description of meeting:

3. Recommendation of Department Head:
