

PROCEDURE NAME: 4.6.13 Grade Changes

Reference: Education Code 76224; Title 5, Section 55760

Note: This procedure is required. It addresses the Chaffey Policy: Chapter 4: Academic Affairs, 4.6.13 Grade Changes

Purpose: *To design a process for grade changes addressing instructor, student and Governing Board.*

1. Criteria

- 1.1 An instructor can change grades during the grading cycle up until the time final grades are verified at the end of the semester. **In the absence of mistake, fraud, bad faith or incompetence, grades are final.**
- 1.2 Once the grading cycle is completed, an instructor is not permitted to change grades, except by the procedure outlined below (unless changing an "I" grade upon the completion of work specified in an Incomplete Contract).
- 1.3 If a grade has been incorrectly entered on a student's permanent record during computer services procedures, the error will be corrected. An example of this kind of error would be when the scanning machine reads grades out of their intended sequence.

2. Process for Instructor Changing a Grade after the Semester Has Ended

- 2.1 If the instructor discovers that an error was made in calculating the student's grade, the instructor will complete and sign a Grade Change form.
 - 2.1.1 The instructor will write a short explanation on the form explaining why a change of grade is necessary. The instructor's signature is required on the form for auditing purposes.
 - 2.1.2 The instructor must perform this task with all due haste, and within two years of the end of the term in which the grade was given.
 - 2.1.3 If the instructor makes the request in writing, the Dean can make the grade change.
- 2.2 An unofficial transcript will be provided to advise the student that a grade change has been processed.

3. Process for Student Requesting a Grade Change

- 3.1 If a student judges a grade to be the result of a mistake, fraud, bad faith, or incompetence on the part of an instructor, the student should follow the Student Grievance Procedures (Academic Grievance) outlined in the Student Handbook.

- 3.1.1 Students have six months following the end of the semester or session in which a grade is recorded to file a grievance.
- 3.1.2 Student Grievance Procedures are not used for removing an "F" grade due to non-attendance, or changing an "F" grade to a "W" grade. A Student Petition form, available from Admissions and Records, is appropriate for those changes.
- 3.2 The student may begin by presenting his/her claim to the faculty member informally.
 - 3.2.1 If the instructor acknowledges that an error was made, then the instructor will initiate the procedure for changing a grade (Section 2).
 - 3.2.2 If after consulting with the instructor who issued the grade, a student judges the grade to be the result of a mistake which the instructor does not acknowledge, or fraud, bad faith, or incompetence on the part of the instructor, the student should continue to follow the Student Grievance Procedures outlined in the Student Handbook.
- 3.3 If the instructor is no longer employed or working at the college and cannot be reached, or if the student refuses to, or cannot, meet informally with the instructor, the student will then meet with the Coordinator or a discipline expert designated by either the Coordinator or Dean to attempt to resolve the grade dispute.
 - 3.3.1 Unless the instructor is no longer employed or working at the college and cannot be reached, only the instructor can change a grade as a result of the Informal Academic Grievance.
 - 3.3.2 If the instructor is no longer employed or working at the college and cannot be reached, and a grade change is judged by a discipline expert on the faculty to be necessary, the discipline expert will advise the Dean in writing, and the Dean will file the Grade Change form.
- 3.4 If informal procedures fail to resolve the grading dispute, the student should then follow the Formal Grievance Procedures.
- 3.5 The burden of proof lies with the student to produce facts that demonstrate a grading mistake, fraud, bad faith, or incompetence.