

### **7.12.3 Final Grade Appeal Process**

**Last Revised:** November 2022

**Policy:** Piedmont Community College (PCC) encourages the resolution of all final course grade disputes through open and informal communication between the affected parties. If a final course grade-related dispute remains unresolved, students are provided due process to seek a resolution.

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#### **Purpose/Definitions:**

##### **Purpose**

The final grade appeals process refers only to the formal appeal of a final course grade.

##### **Definitions**

**Days (Business)**—except as otherwise noted, days will mean business days during which the college administrative offices are open. In computing any period of time, the day on which notice is received will not be counted. Saturdays, Sundays and scheduled College holidays will not be included in the computation. All processes involving Federal, State, or other statutes must be completed in the time frame set forth in the appropriate statute or law.

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**Approval Authority/Monitoring Authority:** Piedmont Community College’s Board of Trustees has approval authority for this policy. The Vice President, Instruction and Vice President, Student Development have monitoring authority.

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#### **Procedure:**

Section 1: Grounds for the Appeal of a Final Course Grade

1.1. Grounds for the appeal of a final course grade are as follows:

1.1.1. A mechanical error occurred in the determination of the final grade.

1.1.2. The grade assigned is contrary to criteria provided in the course syllabus.

- 1.1.3. Course requirements or procedures violate college policy or regulations. Examples include but are not limited to PCC Policy 2.3 Affirmative Action and Equal Opportunity Plan and Policy 2.6 Title IX Complaint Process.

Section 2: Appeals Process—Instructor Level

- 2.1. All final course grade appeals must be initiated within five (5) days from the date the grade is posted in the student portal.
- 2.2. The student will contact the instructor if they are in question of their final course grade.
  - 2.2.1. If the instructor agrees to change the student’s final grade, the instructor will follow the procedures outlined in PCC Policy 6.12 or Policy 6.12.1 as appropriate to change the grade.
  - 2.2.2. If the instructor does not agree to change the student’s grade, the student may either accept the instructor’s decision or choose to advance the grade appeal to the instructional dean.
    - 2.2.2.1. Failure to advance the appeals process to the dean within five (5) days ends the process.
- 2.3. If the instructor fails to respond within five (5) days from the time the student initiates the request, the student may proceed to the next level in the procedure.

Section 3: Appeals Process—Dean Level

- 3.1. To continue the appeals process from Section 2, the student must complete the Final Grade Appeal Form (Exhibit 7.12.3) and contact the appropriate instructional dean within five (5) days of the meeting with the instructor.
- 3.2. The dean will consider the appeal, render judgment within five (5) days after receiving the form, and complete the dean’s portion of the Final Grade Appeal Form.
  - 3.2.1. The dean will provide the student and instructor a copy of the Final Grade Appeal Form and forward a copy to the Office of the Vice President, Student Development.
    - 3.2.1.1. The student may either accept the dean’s decision or choose to advance the grade appeal to the Vice President, Instruction.

- 3.2.1.1.1. Failure to advance the appeals process to the Vice President within five (5) days ends the process.

Section 4: Appeals Process—Vice President Level

- 4.1. If the student intends to continue the appeals process from Section 3, the student will, within five (5) days, contact the Vice President, Instruction who may require both the instructor and the student to present their cases.
- 4.2. The Vice President, Instruction will render judgment within five (5) days after receiving the form and complete the Vice President's portion of the Final Grade Appeal Form.
  - 4.2.1. The Vice President, Instruction will provide the student, instructor, and dean a copy of the Final Grade Appeal Form and forward the final copy to the Office of the Vice President, Student Development.
- 4.3. The Vice President, Instruction's decision is final at the local level.

Section 5: State-level Appeal Option

- 5.1. After a student has exhausted the College's complaint or grievance procedures, if a matter remains unresolved, a formal complaint may be filed with the online Student Complaint Portal.
- 5.2. The Portal is hosted by the Licensure Division of the University of North Carolina System Office.
  - 5.2.1. The Portal can be found online at: <https://studentcomplaints.northcarolina.edu>
  - 5.2.2. A student can also complete and submit a Student Complaint Form (PDF).
  - 5.2.3. For more information, send an email to: [studentcomplaint@northcarolina.edu](mailto:studentcomplaint@northcarolina.edu)

Section 6: Subsequent Enrollment

- 6.1. If a student is in the appeals process after a semester or summer session has started, they will be allowed to enroll in the next course level with the understanding that if the appeal is denied, they will have to withdraw from the course.
  - 6.1.1. The student is expected to make satisfactory payment arrangements for tuition and fees for the next course level in accordance with published due dates during the grade appeal process.

**Legal Citation:** N/A

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**History:** Effective October 1988; Revised January 1992; October 2001 (as part of 6.13, Grading Policies), October 2011, January 2016, July 2021—cross-references PCC Policy 2.3 Affirmative Action and Equal Opportunity Plan and Policy 2.6 Title IX Complaint Process, November 2022

Exhibit 7.12.3

PIEDMONT COMMUNITY COLLEGE  
FINAL GRADE APPEAL FORM

Student Name \_\_\_\_\_ Student ID \_\_\_\_\_  
Term/Year \_\_\_\_\_ Course and Section \_\_\_\_\_  
Title \_\_\_\_\_ Instructor \_\_\_\_\_  
Date grade was posted in student portal \_\_\_\_\_

- Instructor Level – The student must discuss the grade appeal with the instructor within five (5) business days from the date the grade is posted in the student portal.
- Dean Level - If the instructor does not agree to change the student’s grade, the student may either accept the instructor’s decision or choose to advance the grade appeal to the instructional dean. The student must contact the appropriate instructional dean within five (5) business days of the meeting with the instructor with the completed Final Grade Appeal Form and any appropriate documentation.
- Vice President Level - If the student intends to continue the appeals process, the student will, within five (5) business days of notification of the dean’s decision, contact the Vice President, Instruction who may require both the instructor and the student to present their cases.

**Instructor Level:**

The student and the instructor met on \_\_\_\_\_ (date) to discuss the grade appeal within the given timeline with no satisfactory resolution.

Student Signature \_\_\_\_\_ Date \_\_\_\_\_

Instructor Signature \_\_\_\_\_ Date \_\_\_\_\_

**Dean Level:**

The student presented the completed Final Grade Appeal Form with appropriate documentation to the instructional dean on \_\_\_\_\_ (date).

Dean’s decision:      Approved \_\_\_\_\_ Denied \_\_\_\_\_ Old Grade \_\_\_\_\_ New Grade \_\_\_\_\_

Explanation: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Dean Signature \_\_\_\_\_ Date \_\_\_\_\_

Send signed copy of this form to the student, instructor, and the Office of the Vice President, Student Development  
Received in Student Development by \_\_\_\_\_ Date \_\_\_\_\_

**Vice President Level:**

The student has presented the completed Final Grade Appeal Form with appropriate documentation to the Vice President, Instruction within the given timeline.

Vice President’s decision:      Approved \_\_\_\_\_ Denied \_\_\_\_\_ Old Grade \_\_\_\_\_ New Grade \_\_\_\_\_

Explanation: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Vice President’s Signature \_\_\_\_\_ Date \_\_\_\_\_

Send signed copy of this form to the student, instructor, dean, and the Office of the Vice President, Student Development  
Received in Student Development by \_\_\_\_\_ Date \_\_\_\_\_