



El Centro College

DALLAS COUNTY COMMUNITY COLLEGE DISTRICT

Student Grade Appeal Process - El Centro College - Distance Education Program

The student grade appeal process outlined in the Dallas Community College District (DCCCD) policies and rules of the Student Catalog/Handbook applies to all students, including students enrolled in the Distance Education Program.

Specifically, the policies and rules relative to student complaints and grievances state that the DCCCD has every expectation that students who enroll in all college classes, including Distance Education classes, will behave in the same considerate manner as any competent, responsible adult member of the college and/or of the community. The DCCCD also assumes that all students are aware of and will abide by the principles of mutual respect and good taste. In the interest of fairness and order, the DCCCD has developed an official [Code of Student Conduct Policy](#) that is published annually in the El Centro College Catalog.

In compliance with the DCCCD Code of Student Conduct Policy and in an effort to clarify and explain the procedures involved with pursuing a grade dispute against El Centro College or the college's Distance Education Program, the following information is provided:

How can a student get help with problems without filing a formal complaint or grievance?

Frequently there are circumstances that allow for informal resolution of student problems. Please feel free to call Dr. Bettie Tully (214-860-2105), Mr. Jim Handy (214-860-2073), the Director of Distance Education, Glenda Easter (214) 860-2313, or the division counselor for details on how complaints or grievance can be resolved informally. Distance Education maintains a record of any information received concerning a student grievance/complaint. That information includes:

- Student name
- Date
- Course, section number, and semester
- Instructor
- Nature of complaint/grievance
- Outcome of complaint/grievance
- Ticket number

How can a student appeal a course grade?

- To appeal a grade received in a course, (1) the instructor who assigned the grade is the first line of appeal. This appeal may be made verbally and informally. (2) The Division Dean is the next line of appeal and this, too, may occur informally. If a student appeals to the next level, (3) (the College Vice President), then the appeal must be in writing. Dr. Tully is available to assist students with this process. A [grade dispute](#) shall be considered no later than the end of the semester following the semester in which the grade was awarded. In a summer session, the dispute must be initiated not later than the end of the following fall semester.



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Procedures for Appeal to Division/School Office of Instructor's Decision/Recommendation for an Instructional Concern or Grade Dispute

Step 1: Student will contact instructor

Prior to meeting with an instructor with whom a student has a grade dispute, the student should do the following:

Please ensure that you have read and clearly understand the course syllabus prior to expressing an instructional concern or grade dispute about that class. As a student at El Centro College, it is your responsibility to review and understand the course syllabus for policies, learning objectives/outcomes, grading criteria, and your role/responsibilities as a student in the course.

Follow these steps in order to have a meaningful consultation with your instructor.

To prepare for the consultation with your instructor, assemble the following documents:

all relevant syllabi that may include instructor's Course Policies, final grade calculation formula and assignment list

any relevant email exchanges

homework or other assignments in question

related tests, then

- Contact your instructor for an appointment. Agree on time and place for the consultation. This may be an on-line appointment, by phone or in person.
- Prior to the meeting with your instructor, make notes about or write out your concern. Include the resolution you seek.
- Keep the appointment time.
- Clearly and politely state your concern and the resolution you seek.
- Present the relevant documentation.
- Listen openly to the instructor's response and take notes as appropriate.
- Express appreciation to the instructor for taking time to hear your concern even if the decision is not what you had wanted.



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Procedures for Appeal to Division Office of Instructor's Decision/Recommendation for an Instructional Concern or Grade Dispute

Step 2: If student decides to appeal to the Division Dean

If you decide to appeal your instructor's decision/recommendation regarding your instructional concern or grade dispute, **you will need to contact the Division Office for that course.** Once contact is made with the Division Office, the Division Office staff will ask you to complete the "Instructional Concern/Grade Dispute" form detailing the concern/dispute and to supply documentation supporting your position before an appointment can be made with the Program Coordinator, Assistant Dean or Dean.

After the appointment is made, please prepare for the appointment by assembling the following documents (These documents can be sent via email to the Division Dean):

- all relevant syllabi that may includes instructor's Course Policies, final grade calculation formula and assignment list
- related assignments including homework, essays, and projects
- relevant tests
- copies of email exchanges with your instructor about this issue

Fill out Form A on page 5

Once the Instructional Concern or Grade Dispute (Form A) on page 4 is completed, return the form and all documentation to the Division Dean. The form and documentation will be reviewed by the Division Dean.



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INSTRUCTIONAL CONCERN/GRADE DISPUTE FORM

FORM A

(Please Print Clearly)

Today's Date: _____
 Division: _____
 Student's Name: _____
 Student ID#: _____
 Student's Phone #: _____
 Student's E-mail: _____

Instructor's Name: _____

Name of class about which you have a concern (For example: English 1301):

Section # of class: _____ Semester _____ Year _____

I have attempted to resolve this issue with my instructor: Yes No

If yes, dates consulted and provide/attach email communication: _____

I have verified that this issue is addressed in the syllabus (orientation): Yes No

Explanation of concerns or incidents (Include Student Help Desk Ticket number if applicable):

If grade dispute, include grades of assignments or semester grade: _____

What is your expected outcome after talking to the Program Coordinator, Associate Dean, and/or Division Dean about this concern or incident?

Student's Signature: _____

Date: _____

I hereby declare that the information on this form is true, correct and complete to the best of my knowledge. I understand that any misrepresentation of information may result in disciplinary actions as stipulated in the DCCCD Student Code of Conduct Policy.



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Meeting with the Division Dean

When you meet for the appointment, the Division Dean will have read your completed appeal form. You can then present the documents you have prepared and explain why the instructor's decision/recommendation was not satisfactory to you. Please be aware that the Division Dean will not be able to render a decision during your meeting but will have to research your concern including consulting the instructor for his/her view of the situation. After the Division Dean has researched the dispute or concern, you will be contacted in writing with the decision. This decision may take up to 30 days.

The Division Dean's decision

The Division Dean will review all documentation and contact the student either for a face-to-face meeting or email exchange. The Division Dean will provide, in writing to the student the decision that has been rendered regarding the appeal.

Step 3: Appealing the Division Dean's decision

- 1) If a student wishes to appeal the decision further, the Division Dean will forward the correspondence related to the concern to the Vice President over that area.
- 2) The Vice President will contact the students after receiving all forms and documentation and arrange either a face-to-face meeting or email exchange.
- 3) The Vice President makes the final decision about any instructional concern or dispute. The Vice President notifies the student, Division Dean, and Faculty member of the decision.
- 4) When the concern or dispute is fully researched, and the student's documentation has been fully reviewed, you, along with the Division Dean, Assistant Dean, Program Coordinator, and Instructor will be contacted, in writing, with the Vice President's decision.



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Distance Education Program Student Grade Appeal Process Outcome Resolution Form

Date:

Semester:

Appeal Number:

Student's Name:

Course and Section #

Instructor Name:

Nature of Grade Dispute

Outcome/Resolution of Complaint/Grievance

Signature of Distance Education Program Director/Coordinator
