


<b>Category</b>	Educational Programs	<b>Policy Number</b>	ACA-PRO-301	 جامعة زايد ZAYED UNIVERSITY
<b>Distribution</b>	External	<b>Version</b>	5.0	
<b>Responsible Office</b>	Provost	<b>Policy Owner</b>	Office of the Provost	
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<b>Date Last Reviewed</b>	30 January 2024	<b>Due Date for Next Review</b>	31 July 2025	

## POLICY

### Undergraduate Academic Appeals

#### 1. Purpose

This policy ensures that the undergraduate academic appeals process at Zayed University (“**University**”) is conducted in a manner that is consistent with University standards, and with appropriate integrity, consistency, and fairness.

#### 2. Scope of Application

This policy shall apply to all undergraduate students at the University.

#### 3. Policy

**3.1** In order to ensure that students are treated equitably, and grades assigned without error, the University has established processes to provide for the review of grades and decisions to dismiss for unsatisfactory academic progress.

#### 3.2 Appeal of a Course Grade

**3.2.1** A student can request a course instructor to review their final course grade by submitting the appropriate e-form, with supporting documentation, within two (2) working days from the date of publication of the final grades by the Registrar’s Office (“**RO**”).

**3.2.2** No changes to course grades will be considered after the deadline of the appeal period.

**3.2.3** A student may not appeal against academic judgement. An appeal will be considered only in cases where there is clear evidence of at least one of the following:

- a) substantial error of fact.
- b) error of grade calculation.
- c) failure to adhere to the stated requirements of the student’s curriculum as printed in the relevant University Catalog.
- d) substantial and demonstrable irregularity in the assessment process.

**3.2.4** The course instructor is responsible for informing the student of his/her decision within two (2) working days from the time the student submitted their appeal. If the instructor agrees that an error has been made, he/she is responsible for submitting the appropriate Grade Change e-form.

- 3.2.5 If the student is not satisfied with the decision of the course instructor, he/she may escalate the appeal to the Department Chair (“**Chair**”) or Assistant Dean for Student Affairs (“**ADSA**”). The Chair/ADSA must form an ad-hoc committee to review the case.
- 3.2.6 The committee must forward its decision to the Chair/ADSA within three (3) working days. The decision of the committee is final, and not subject to any further appeals.
- 3.2.7 The Chair/ADSA is responsible for communicating the committee’s decision to all relevant parties. If the committee finds that an error has been made, the Chair/ADSA is responsible for submitting the appropriate Grade Change e-form.

### **3.3 Appeal of Dismissal for Unsatisfactory Academic Progress**

- 3.3.1 The decision to dismiss a student for unsatisfactory academic progress is final unless the student has experienced extraordinary circumstances, such as health issues or a family crisis, that affected his/her ability to study effectively.
- 3.3.2 Under such circumstances, the student may appeal the decision to dismiss them for unsatisfactory academic progress by submitting the appropriate e-form, with relevant supporting documentation, to their College Council (“**Council**”) within two (2) working days from the date of receiving the dismissal notice from the RO.
- 3.3.3 Appeals will be considered and the decision for dismissal will be reviewed only if:
  - a) The student is expected to attain a CGPA of at least 2.0 by the end of the following semester.
  - b) The student is expected to graduate in a period not exceeding 1.5 times the minimum period required to graduate from their program (e.g., within six years for a four-year program).
  - c) The student is not already on special probation.
- 3.3.4 The decision of the Council to either uphold or deny the appeal must be communicated to all relevant parties.

### **3.4 Student Cases Committee**

- 3.4.1 In very special circumstances, such as if the student experienced health issues or a family crisis that affected their ability to study effectively, a student may submit an appeal for reinstatement to the Student Cases Committee (“**SCC**”).
- 3.4.2 Appeals will only be considered under the following conditions:
  - a) The student must have already completed 60 credit hours.
  - b) The student is expected to attain a CGPA of at least 2.0 by the end of the following semester.
  - c) The student is expected to graduate in a period not exceeding 1.5 times the minimum period required to graduate from their program (e.g., within six years for a four-year program).
  - d) The student must explain the rationale for their unsatisfactory academic performance by submitting:
    - i) new evidence related to their case which was not available at the time of the Council’s review, or
    - ii) evidence of a procedural error in the conduct of the review that

causes doubt about the Council’s decision.

**3.4.3** The SCC must submit their recommendation to the Vice-President (“VP”) for final approval.

**3.4.4** In all cases, the decision of the VP is final and not subject to any further appeals.

**3.5 Registrar’s Office**

When an appeal is upheld, the RO is responsible for amending the student’s grade or academic standing in Banner as necessary.

**4. Related Policies and Laws**

- ACA-REG-201 Undergraduate Student Academic Records
- ACA-PRO-205 Final Examinations and Assessments
- ACA-PRO-201 Academic Progress in the Undergraduate Program
- ACA-PRO-203 Grading in the Undergraduate Program

**5. Administration**

This policy is administered by the Office of the Provost.

**6. Revision History**

<b>Date</b>	<b>Revision</b>
21 February 2024	Approved by the Board of Trustees (Version 5.0).
30 January 2024	Endorsed by the Academic Council.
18 January 2024	Updated to reflect the current academic appeal workflow process at the University: <ul style="list-style-type: none"><li>• Included ad-hoc committee to review appeal of a course grade.</li><li>• Clarified the role of the College Council in reviewing appeals against dismissal.</li><li>• Clarified the role of the Student Cases Committee.</li></ul>
20 February 2023	President’s Decision issued (PD#20 of 2023) (Version 4.0)
27 December 2020	President’s Decree issued (PD#110 of 2020) (Version 3.0).
16 June 2015	Approved by the University Council (Version 2.0).
18 June 2003	Approved by the University Council (Version 1.0).