


Policy Group	Academic Administration	Policy Number	ACA-ADM-13	 جامعة زايد ZAYED UNIVERSITY
Responsible Office	Office of the Provost	Distribution	External	
Date Approved	27 December 2020	Effective Date	27 December 2020	
Date Last Reviewed	17 December 2020	Due Date for Next Review	17 December 2023	

POLICY

Undergraduate Academic Appeals

1. Purpose

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

2. Application

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

3. Policy

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

3.2 Appeal of a Course Grade

- a) A student can request a review of their final course grade by submitting a written appeal to the course instructor in line with the steps outlined in the accompanying Procedures within three (3) working days from the date of publication of the final grades by the Registrar's Office.
- b) An appeal will be considered only in cases where there is clear evidence of:
 - i) substantial error of fact;
 - ii) error of grade calculation;
 - iii) a failure to adhere to the stated requirements of the student's curriculum as printed in the relevant Zayed University Catalog;
 - iv) substantial and demonstrable irregularity in the assessment of examination process.
- c) No changes to course grades will be considered after the deadline of the appeal period.

3.3 Appeal of Dismissal for Unsatisfactory Academic Progress

A student may request a review of the decision to dismiss them for unsatisfactory academic progress by submitting a written appeal to the college Assistant Dean for Student Affairs within three (3) working days from the date of receiving the dismissal notice from the Registrar's Office.

4. Related Policies and Laws

- ACA-ADM-06 Undergraduate Student Academic Records
- ACA-ADM-11 Student Conduct During Examinations

ACA-PRO-10 Academic Progress in the Baccalaureate Program
 ACA-PRO-11 Grading in the Baccalaureate Program

5. Administration

This policy is administered by the Office of the Provost.

6. Revision History

Date	Revision
27 December 2020	President's Decree issued (PD#110 of 2020).
17 December 2020	Approved by the University Council (No.4 of 2020).
25 November 2020	Endorsed by the AAC/UC without changes.
9 November 2020	Endorsed by the Academic Council by circulation
26 October 2020	Endorsed by a joint session of the Deans' Council and the Provost's Council subject to the following revisions: <ul style="list-style-type: none"> • Removed medical reasons from considerations for appeal of a course grade (3.2.b.v); • Changed time limit of appeal of dismissal from the date of publication of the semester results to the date of receiving the dismissal notification (3.3). <i>(Actions completed)</i>
11 October 2020	Revisions: <ul style="list-style-type: none"> • Added External Distribution; • Clarified that an appeal of a course grade starts with a written appeal to the course instructor (3.2.a); • Changed "Office of the University Registrar" to "Registrar's Office" (3.2.a); • Moved the allowed cases for appeal to 3.2.b; • Changed "the academic units" to "the college Assistant Dean for Student Affairs" (3.3).
18 November 2019	Updated the responsible office and administration to Office of the Provost, updated the policy group to Academic Administration, updated the policy numbers and format.
16 June 2015	Approved by the University Council.
18 June 2003	Approved by the University Council.