


Policy Group	Graduate Studies	Policy Number	ACA-GRA-09	 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

Academic Appeals for Graduate Programs

1. Purpose

This policy ensures that the graduate 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 applies to all graduate students at Zayed University.

3. Policy

3.1 Graduate students have the right to appeal a final course grade as well as decisions about the student's continuation in a program.

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 Graduate Program Coordinator of the academic unit to which the course belongs, within three (3) working days from the date of publication of the final grades by the Office of the University Registrar.
- b) No changes to course grades will be considered after the deadline of this appeal period.
- c) Appeals must be initiated within the student's home graduate unit unless the appeal relates to a course outside the graduate unit, in which case it must be initiated in the graduate unit in which the course was taken, with a notification sent from the Graduate Program Coordinator of the course to the student's home graduate unit.

3.3 Appeal of Dismissal for Unsatisfactory Academic Progress

- a) A student may request a review of the decision to dismiss them for unsatisfactory academic progress by submitting a written appeal to the Chair of the Graduate Student Case Committee within three (3) working days from the date of the decision.
- b) No reinstatement process will be considered after the deadline of this appeal period.

3.4 A written appeal statement submitted by the student must contain the following information:

- a) A statement of the issue;

- b) A statement of the specific steps that have been taken to resolve the issue with the course faculty, program coordinator and/or Chair of the department; and
- c) Evidence supporting why the student believes the decision made was inconsistent with existing course policy or university policy, was arbitrary or lacked sufficient evidence.

3.5 Decisions about the appeals are final and cannot be appealed.

3.6 Appeals are kept confidentially along with the student’s official records within the university. All discussions and deliberations shall be held in strict confidentiality

3.7 The Dean of Graduate Studies will keep all documentation and decisions of the appeals for a period of five (5) years. After five (5) years, the files will be deleted and/or destroyed.

4. Related Policies and Laws

ACA-GRA-05 Academic Progress in Graduate Programs

ACA-GRA-06 Grading in Graduate Programs

ACA-GRA-10 Graduate Student Records

5. Administration

This policy is administered by the Graduate Studies Deanship.

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 with minor changes to Sections 3.2.c and 3.6.
9 November 2020	Endorsed by the Academic Council by circulation.
2 November 2020	Endorsed by a joint session of the Deans’ Council and the Provost’s Council subject to aligning the timeline for appeals with the undergraduate appeal timeline – 3 working days. <i>(Action completed)</i>
20 October 2020	Added information about the types of appeal, restrictions about the appeals, confidentiality and record keeping.
13 May 2020	Added to Public (External) website.
25 November 2019	Updated the policy numbers, the Responsible Office, and the format.
18 October 2016	New policy approved by the University Council.