


<b>Policy Group</b>	Graduate Studies	<b>Policy Number</b>	ACA-GRA-09	 جامعة زايد ZAYED UNIVERSITY
<b>Responsible Office</b>	Office of the Provost	<b>Distribution</b>	External	
<b>Date Approved</b>	26 May 2021	<b>Effective Date</b>	26 May 2021	
<b>Date Last Reviewed</b>	25 May 2021	<b>Due Date for Next Review</b>	17 December 2023	

## PROCEDURES

### Academic Appeals for Graduate Programs

#### 1. Appeal of a Final Graduate Course Grade

Course grades are solely determined by the level of student academic performance as evidenced by academic assessment(s) graded by the course instructor. Academic performance assessment is a professional responsibility of the course instructor and is not subject to influence from any other source. A graduate student who believes that he or she has not been assessed accurately or equitably may formally appeal a graduate course grade after the grades are officially posted.

#### 2. Appeal of a Program Dismissal

A graduate student who believes that he or she has reason may formally appeal an Office of Graduate Studies decision to dismiss from the program. Students who have been dismissed from their program cannot register in further courses during the appeal process.

#### 3. Academic Appeals Process

##### 3.1 College Level Appeal (Course Grade Appeals Only)

3.1.1 A student may file a written appeal to the Graduate Program Coordinator within three (3) working days of official notification of the course grade. The appeals document must contain a summary of the evidence and arguments that the student believes supports his or her position in the appeal. The burden of proof falls upon the student.

3.1.2 It is the responsibility of the Graduate Program Coordinator and the Chair to determine whether the evidence cited by the student warrants further investigation. The determination by the Graduate Program Coordinator and the Chair shall be made only after providing the course instructor with the opportunity to respond to the appeal in writing. If the determination is made that the evidence cited warrants further consideration, it is the responsibility of the Graduate Program Coordinator and the Chair to investigate the appeal.

3.1.3 If, in the judgment of the Graduate Program Coordinator and the Chair, the evidence cited by the student is sufficient, the appeal may be upheld. In this instance the Graduate Program Coordinator communicates the appeal outcome to the student in writing, and files an Appeals Report and a Grade Change Form with the Graduate Registrar, copied to the course instructor, within seven (7) calendar days of receiving the student's written appeal.

3.1.4 If, in the judgment of the Graduate Program Coordinator and the Chair, the evidence cited by the student is insufficient, the appeal may be denied. The appeal outcome is then communicated in writing to the student and the course instructor within seven (7) calendar days of receiving the student's written appeal.

### **3.2 Appeal to Graduate Student Case Committee (Program Dismissal or Course Grade Appeals)**

3.2.1 In the case of a program dismissal or if a satisfactory resolution cannot be reached for a course grade appeal at the college level, the student may lodge an appeal in writing to the Chair of the Graduate Student Case Committee within three (3) working days of the decision. The appeals document must contain a summary of the evidence and arguments that the student believes supports his or her position in the appeal. The burden of the proof falls upon the student.

3.2.2 The Chair of the Graduate Student Case Committee will review the written student appeal and relevant supporting documents and may opt to investigate further. If the Chair determines that the evidence cited warrants further consideration, the appeal is submitted to the Graduate Student Case Committee for consideration.

3.2.3 If, in the judgment of the Graduate Student Case Committee, the appeal is successful, a decision on re-instatement or the final course grade to be awarded will be made. The Chair will communicate his/her decision in writing to the student, copied to the course instructor and the Graduate Program Coordinator, within 14 calendar days of receiving the student's written appeal, and will file a recommendation to re-instate or approve the faculty originated grade change form with the Graduate Registrar.

3.2.4 If, in the judgment of the Graduate Student Case Committee the appeal is denied, the dismissal or original course grade will stand, and the decision will be communicated in writing to the student, the instructor, the Graduate Program Coordinator and the Graduate Registrar within 14 calendar days of receiving the student's written appeal.

3.2.5 Decisions of the Graduate Student Case Committee are final and cannot be appealed.

## **4. Revision History**

<b>Date</b>	<b>Revision</b>
26 May 2021	Vice-President's Decision issued (VPD#19 of 2021).
25 May 2021	Approved by the Academic Council.
28 March 2021	Endorsed by a joint session of the Deans' Council and Provost's Council.
20 October 2020	Number of days for appealing a grade or academic dismissal were changed to align with change in policy
11 June 2020	Non-substantive change: Added External Distribution.
6 November 2019	Non-substantive update of policy number and formatting.
25 May 2017	Vice-President's Decision issued (VPD#62 of 2017).
6 March 2017	Approved by the Academic Council.
15 May 2016	New procedures drafted.