


Category	Educational Programs	Policy Number	ACA-PRO-301	 جامعة زايد ZAYED UNIVERSITY
Distribution	External	Version	4.0	
Responsible Office	Provost	Policy Owner	Office of the Provost	
Date Approved	20 February 2023	Effective Date	AY 2023-24	
Date Last Reviewed	1 February 2023	Due Date for Next Review	20 February 2026	

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. Scope of 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

3.2.1 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.

3.2.2 An appeal will be considered only in cases where there is clear evidence of:

- 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 Zayed University Catalog.
- d) substantial and demonstrable irregularity in the assessment of the examination process.

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

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 their ability to study effectively.

- 3.3.2 Under such circumstances (as stated in Clause 3.3.1), a student may appeal the decision to dismiss them for unsatisfactory academic progress by submitting a written appeal with relevant supporting documentation to their college administration within three (3) working days from the date of receiving the dismissal notice from the Registrar's Office.
- 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 college administration to either uphold or deny the appeal must be communicated to the Registrar's Office within three (3) working days of the appeal having been received.

3.4 Student Case Committee

- 3.4.1 In very special circumstances, such as the student experienced health issues or a family crisis that affected their ability to study effectively, a student may challenge the decision of the college administration by submitting a second appeal to the Student Case Committee under the following conditions:
 - a) The student must submit their appeal within three (3) working days of having received notification of the second dismissal from the Registrar's Office.
 - b) 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 college administration's review, or
 - ii) evidence of a procedural error in the conduct of the review that causes doubt about the college administration's decision.
 - c) The student must have already completed 60 credit hours.
 - d) The student is expected to attain a CGPA of at least 2.0 by the end of the following semester.
 - e) 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).
- 3.4.2 In all cases, the decision of the Student Case Committee is final and not subject to any further appeals.

3.5 Registrar's Office

When an appeal is upheld, the Registrar's Office will:

- a) amend the student's grade or academic standing in Banner as necessary.
- b) communicate the new grade or academic standing to the student via university email.

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

Date	Revision
20 February 2023	President's Decision issued (PD#20 of 2023).
1 February 2023	Endorsed by the Executive Committee (Meeting #4 of 2023).
23 January 2023	Endorsed by the Academic Council.
28 October 2022	Endorsed by the Provost's Council subject to rewording 3.3.3.b and 3.4.1.e to be in line with MoE requirements. Updated the information header and policy numbers to be in line with the new format. Updated the policy number from ACA-ADM-13 to ACA-PRO-301.
17 October 2022	Endorsed by the Deans' Council subject to the rewording of 3.3.3.b; 3.3.3.c; 3.4.1.d; 3.4.1.e.
4 July 2022	<ul style="list-style-type: none">• Updated and clarified information about Appeals (3.3).• Added information about the Student Case Committee (3.4).• Moved section on the responsibility of the Registrar's Office from the Procedures to the Policy (3.5).
27 December 2020	President's Decree issued (PD#110 of 2020) (Version 3.0)..
17 December 2020	Approved by the University Council (no.4 of 2020).
16 June 2015	Approved by the University Council (Version 2.0).
18 June 2003	Approved by the University Council (Version 1.0).