**STUDENT GRADE GRIEVANCE PROCEDURE**

A student of the College may present a grade grievance. The California Education Code, Section 76224, quoted, states clearly the conditions upon which grades or grading can be questioned.

“When grades are given for any courses of instruction taught in a community college district, the grade given to each student shall be determined by the instructor of the course and the determination of the student’s grade by the instructor, in the absence of mistake, fraud, bad faith, or incompetence, shall be final.” “Mistake” may include, but is not limited to, errors made by an instructor in calculating a student's grade and clerical errors.

**STEP I – INDIVIDUAL ACTION**

A student who believes a final course grade was assigned due to mistake, fraud, bad faith, or incompetence shall meet with the faculty member to resolve his/her concern.

**STEP II – MANAGEMENT ACTION**

1. The student will obtain a Grade Grievance Form from the Office of Student Judicial Affairs.
2. The student must return the Grade Grievance Form to the Office of Student Judicial Affairs within 30 instructional days after the completion of the course about which the grade grievance is filed. An instructional day is defined as any day Monday through Friday that all normal college business is conducted, both in the classroom and in the administrative offices. All weekend days and college holidays are excluded.
3. The Coordinator of Student Judicial Affairs will meet with the student and review the completed Grade Grievance Form. If the student wishes to pursue the grievance, the Coordinator of Student Judicial Affairs will sign and date the Form.
4. The student will present a copy of the Grade Grievance Form to the applicable Division Dean. The Division Dean may schedule a meeting of all concerned if appropriate. The Division Dean should schedule a meeting only if the Form has the signature of the Coordinator of Student Judicial Affairs and is dated. The Division Dean shall make a recommendation to the parties within ten instructional days.

**STEP III – ADMINISTRATIVE ACTION**

If either party is dissatisfied with the recommendation of the Division Dean, he or she may appeal the matter to the Vice President of Academic Affairs or designee within ten instructional days of the Division Dean's recommendation. The Vice President of Academic Affairs or designee shall call a meeting with the student, the ASCC Chief Justice, the Division Dean, and if needed, the faculty member. The Vice President of Academic Affairs or designee shall make a recommendation to the parties within ten instructional days as such days are defined herein.
STEP IV – PRESIDENT/SUPERINTENDENT ACTION

If either party is dissatisfied with the recommendation of the Vice President of Academic Affairs, he or she may appeal the matter to the President/Superintendent of the College within ten instructional days of such recommendation. If a faculty member is dissatisfied with a recommendation and neither acts on it, nor appeals it, the Vice President of Academic Affairs will forward the matter to the President/Superintendent. The President/Superintendent will review the recommendation and if needed, request persons involved in the grievance to meet.

The President/Superintendent shall make a recommendation within ten instructional days. If either party is dissatisfied with the recommendation of the President/Superintendent, an appeal of the President/Superintendent’s recommendation may be submitted to the Board of Trustees by either party. The appeal must be submitted within ten instructional days after the President/Superintendent’s recommendation. The Board may review an appeal for two consecutive regular Board meetings, and if needed, request persons involved in the grievance to appear before making a final determination of the matter at the District level.