

Center for Global Education  
ESL Institute  
Dept. 1751  
615 McCallie Avenue  
Chattanooga, TN 37403  
Phone: (423) 425-4754  
Fax: (423) 425-4768

Student Information: Please read the policy on the reverse side and complete the following information.

Name: \_\_\_\_\_ UTC ID#: \_\_\_\_\_  
Address: \_\_\_\_\_ Phone: \_\_\_\_\_

Name of the course:

Instructor:

Reason for grade appeal:      unfair grade              arbitrary grade              malicious grade

Request for Grade Appeal: We acknowledge that the first step of the appeal procedure (consultation with the instructor or the ESL Coordinator) has been followed in a timely manner.

Student's Signature \_\_\_\_\_ Date \_\_\_\_\_

ESL Coordinator's Signature \_\_\_\_\_ Date \_\_\_\_\_

Recommendation of the ESL Institute Grade Appeals Committee

Recommendation made\*:

ESL Coordinator \_\_\_\_\_ Date: \_\_\_\_\_

I accept the recommendation of this committee:

YES              NO                                      YES              NO

Student's Signature \_\_\_\_\_ ESL Faculty's Signature \_\_\_\_\_

\*If the student and/or faculty member rejects the recommendation of the ESL Institute, the appeal will be forwarded to the Executive Director for the Center for Global Education.

## Grade Appeals Process for ESL Students

It is the responsibility of each faculty member to determine the final grade for each student according to criteria clearly defined and explained in the syllabus. Whenever a student desires to appeal a grade due to the belief that his or her rights and interests have been jeopardized by way of unfair, arbitrary, or malicious exercise of faculty grading prerogatives, the following appeal procedures must be followed.

### Step 1. Conversation with the Instructor

The student who desires an appeal must seek an appointment with the faculty member who awarded the grade within two working days of the program end date. The purpose of this appointment is to request clarification regarding the basis of the evaluation. If the student is unable to locate the faculty member personally, the request may be presented to the ESL Coordinator. During these conversations, the student shall have access to all his or her exams and papers which were submitted in the period covered by the grade and were not previously returned to the student. Provision of relevant and previously returned material is the student's responsibility. If the complaint is not resolved by way of such discussions and the student is still convinced that the grade is arbitrary or unjust, a formal appeal may be made.

### Step 2. Appeal to the ESL Institute

Within two working days of the conversation with the faculty member who awarded the grade in question (or the department head, if necessary, as described above), the student desiring to proceed with a formal appeal shall present in writing the reasons on which the appeal is based, along with any and all supporting documents. This appeal shall be addressed to the ESL Institute and personally delivered to the head of the department which offers the course in question. The required form may be located on the ESL Institute web site.

### Step 3. Review and decision

The ESL Institute staff shall review the assigned grade after the appealing student has followed the current published procedures. Within five business days, the ESL Institute will make a decision as to whether the previously assigned grade will be upheld or if the faculty member in question must change the grade. As soon as possible after this ruling is made, the ESL Coordinator shall notify the faculty member and the student about the ruling, by email or hard copy.

### Step 4. Rejection of the decision

Either party shall have the right to appeal the decision to the head of the Center for Global Education.