



UNIVERSITY POLICY AC-16.03-05/25

TO: The University of West Florida Community

FROM: Dr. Martha D. Saunders, President

SUBJECT: Grade Appeal Process

RESPONSIBLE OFFICE: Office of the Provost

I. Purpose:

The Grade Appeal process provides students the opportunity to contest a grade in a course.

II. Policy:

A. Step 1

A student wishing to contest a final course grade must first contact the course instructor to initiate a written appeal. The student must initiate contact within 30 calendar days of the grade being available for the student to view online. The student must present a rationale for the appeal and a preferred resolution.

The course instructor receiving the appeal shall respond in writing to the appeal within 10 calendar days. Should the course instructor agree with the appeal, the instructor will process an appropriate grade change in a timely fashion.

In the event that the course instructor is not available (e.g., no longer employed, on sabbatical, or other long-term absence from the workplace) to receive and respond to the grade appeal, the student shall move directly to Step 2.

B. Step 2

Students not satisfied with the course instructor's response at Step 1 may appeal to the Step 2 representative who will be the department chair or school director. This second level appeal must be submitted by the student in writing to the appropriate Dean's Office within 10 calendar days of receiving the Step 1 response and must include the following:

1. Date of the appeal;
2. The student's name, local address, UWF e-mail address and phone number;

3. The course instructor name and course information;
4. A concise statement of the rationale for the grade change appeal;
5. A statement of any action previously taken to resolve the issue and the results of these action; and
6. The disposition desired by the student

The department chair, school director, or the individual to whom the Step 2 review is designated (“designee”) shall review the appeal, discuss it within the course instructor and other pertinent individuals, and respond within 10 calendar days of receipt of the appeal. The response may include requests for more information or requests to meet with the student bringing the appeal. The time needed for the response may be extended by the Step 2 representative. It will be the responsibility of the Step 2 representative to inform the student and the course instructor of any such extensions in response time.

The Step 2 representative will provide the student and course instructor with a written response including findings and a decision. If the Step 2 representative finds in favor of the student, the course instructor will be provided with an opportunity to submit a written rebuttal within 10 calendar days of the date of the Step 2 decision. If the course instructor does not file a rebuttal, the Department Chair will process an appropriate grade change in a timely fashion. If the Step 2 representative does not find in favor of the student, the student may accept the decision or may appeal to the next level.

C. Final Appeal

1. Student Appeal

Appeal of the Step 2 decision must be filed with the office of the Dean of the college in which the course is taught within 10 calendar days of the date of the Step 2 decision. The student’s appeal must be in writing and state the grounds for the appeal. Grounds for the student’s appeal are limited to the following:

- a. The grade appeal process was not followed;
- b. New information is discovered that was not available at the time of the previous review; or
- c. The information presented does not support the decision.

2. Course Instructor Rebuttal

Rebuttals to the Step 2 decision must be filed by the course instructor with the office of the Dean of the college in which the course is taught within 10 calendar days of the

date of the Step 2 decision. The rebuttal must be in writing and state the reasons why the Step 2 decision is believed to be incorrect or requires clarification.

3. Review

The Dean shall review the student’s appeal and the course instructor’s rebuttal, where applicable, and respond within 10 calendar days of receipt of the latest filed document. The Dean’s response may include any of the following:

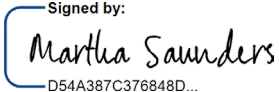
- a. A request for more information;
- b. A request to meet with the course instructor, chair, or student; or
- c. Referral of the appeal to the College Academic Standards Committee for recommendation. The College Academic Standards Committee must respond within 10 calendar days of receipt of the referral.

The time needed for the response may be extended by the need to gather information, scheduling needs, referral of the appeal to the College Academic Standards Committee, or other reasonable factors. It will be the responsibility of the responding Dean to inform the course instructor, chair, and student of any such extensions in response time. The Dean will provide the course instructor, chair, and student with a written response with findings and a decision. This decision shall be the final decision of the University.

The Dean may delegate a designee for any stage of this review.

D. Timing

Semester break (the days between the last day of final examinations and the first day of class of the following term) shall not be counted as calendar days for the purposes of this appeal process.

Approved by:  **Date:** 05/01/2025
Signed by: Martha Saunders D54A387C376848D...

 Dr. Martha D. Saunders

Authority: BOG Regulation 1.001, University Board of Trustees Powers and Duties

Cross Ref.: UWF/REG 3.030, Student Code of Academic Conduct
UWF/REG 3.031, Grading Information
UWF/REG 3.043, Examinations and Assessments

History: Approved as SA-26 March 2012; renamed and revised January 2014; revised May 2025

Last Review: May 2025