



Grievance procedures, appeals or complaints Navitas at FAU

Created on July 18, 2014

Student Academic Grievances/Appeals

Navitas faculty have a fundamental right to assess student performance. Faculty exercise professional judgment in determining how to assess student performance, based on standards in their departments or disciplines and on their own expectations for student achievement. A student may request a review of the final course grade, as described below, only when the student believes that one or more of the following conditions apply:

- There was a computational or recording error in grading.
- Non-academic criteria were applied in the grading process.
- There was a gross violation of the instructor's own grading statement.

Students who falsify or misrepresent information during a grade review are subject to disciplinary action, as outlined in the Student Code of Conduct.

A student who has reason to question their final grade according to the criteria above may seek clarification and, where appropriate, redress as follows:

Informal Appeal Process:

1. Within 14 days of the issue of final results, the student shall confer with the instructor, informing the instructor of questions concerning the grade, in order to understand the procedures the instructor has used in determining the grade. The aim is to reach mutual understanding about the grade, the process by which it was assigned, and to correct errors, if any, to the grade. If the instructor cannot be contacted, Navitas shall consult with the course Department Chair and designate an appropriate nominee to act on behalf of the instructor.
2. If, after consultation with the instructor, the student believes that a grade remains questionable, the student shall confer with the Student Support Officer, who shall consult and advise both the instructor and student in an effort to reach an understanding and resolution of the matter. Consultation and facilitating a student's meeting with the Department Chair may be a part of the process in seeking an (informal) resolution.
3. If steps 1 or 2 do not resolve the issue, the student may request a formal review: An application for formal review must be submitted to the Navitas Executive Director before the end of Week 2 of the new semester, and the application must include communications from steps 1 and 2. **No formal applications for appeal will be accepted until steps #1 and #2 have been exhausted.**

Formal Appeal Process:

4. The instructor writes a formal letter to the student, laying out the infraction and the planned consequences, citing the Code of Conduct.
5. The student must meet (again) with the instructor to review the formal allegations/sanctions, whereby the instructor can either keep the sanctions as stated in the letter, relax the sanctions, or withdraw the letter (depending on the outcome of the meeting).

6. If there are still sanctions, and the student wishes to continue the appeal, the next step is for the student to meet with the Department Chair to formally address the allegations/sanctions.
7. If a satisfactory resolution is not achieved, then the appeal in written form can be escalated to the Dean of the College administering the course. The written appeal must be received by the Dean within five (5) business days of receipt of the Chair/Director's findings. Unless the Dean (or designee) determines that the appeal is without merit, the Dean (or designee) will convene a Faculty Committee. The Committee will deliberate and prepare a summary of findings. The Committee Chair will discuss the case with the instructor and inform the student in writing of Committee findings and the instructor's response.
8. Any decisions made by the Faculty Committee are final with no other avenues for appeal open to a Navitas student.

Students are invited to seek the advice of the Student Support Officer for more information regarding the appeal process or for assistance.