

## Procedure for Reviewing a Final Grade Received for a Course

### Introduction:

Reviewing a grade submitted by a graduate school instructor is taken very seriously by administrators and faculty involved in the review process.

Students should address questions about the grades they receive throughout the semester **immediately** upon receiving the graded material with their instructor, or as soon as possible thereafter. If a dispute involves the final grade for a course, it should be handled as described below. Examples of circumstances (not exhaustive) under which a grade can be disputed include:

- a University policy was broken;
- a clear contradiction to the course syllabus provided by the instructor contributed to the disputed grade;
- an error was made by the instructor while grading an exam, assignment, or presentation at the end of the semester (grades from earlier work must be disputed at the time they are returned, not after the final grade is submitted; see above).

Assuming the course was conducted according to University Policy, disputes may **not** be based on course content, the testing or teaching style of the instructor, the way the instructor graded their assignment (if the same method of grading was used consistently for all students in the class), or a student's performance in other graduate courses. Personality conflicts are not valid reasons for submitting a grade dispute. Students should be aware that academic grades are *earned* based on their performance and participation in a class. The University will not review a grade due to minimum grade requirements imposed by corporations for tuition reimbursement or the need for a student to attain a certain GPA to apply to another graduate program.

### Deadlines:

All grade reviews (with accompanying documentation) must be submitted within one month of the final grade first appearing in ISIS.

- Fall grade: no later than February 15
- Spring grade: no later than June 15
- Summer grade: no later than October 1

Cases submitted after these deadlines will not be considered, and the final grade for the course will stand.

***There are no exceptions to this rule.***

### Procedures:

#### Step 1:

The student should contact the ***instructor*** first to discuss the final grade, making sure that an arithmetic or clerical error was not made. This step ***must*** be taken before the student can appeal the case to the Administration.

#### Step 2:

If a satisfactory outcome cannot be reached with the instructor, the student should submit a formal letter (no e-mails accepted) to the ***Assistant Dean*** for the RAQA Program presenting the reason(s) why the final grade should be reviewed. The attached form must be used (see last page).

A copy of the course syllabus **MUST** be included (or the case will not be reviewed).

A cogent but succinct argument delineating the facts of the case must be presented in the letter. The onus is on the student to make the case. Supporting documentation (such as tests, assignments, quizzes, e-mail correspondence with the faculty member, etc.) must be attached. Each piece should be numbered and clearly referred to in the letter. Extraneous class materials (such as copies of notes or PowerPoints) should **not** be included, **unless** they are part of the argument. If these procedures are not followed, the Assistant Dean will make one request to the student to revise the materials. The student will be given a maximum of two weeks to make the revisions. If the student fails to provide the materials in an organized manner within that time period, the case will be forwarded to the Committee for review as is.

The letter, form, syllabus, and accompanying materials must be addressed to:

Wendy Lebing, MALD, MS  
Assistant Dean  
Temple University School of Pharmacy  
RAQA Graduate Program  
425 Commerce Drive, Suite 175  
Fort Washington, PA 19034-2713

### **Step 3:**

The Assistant Dean forwards the student's letter and accompanying documents to *Graduate Committee* of the School of Pharmacy (which meets once a month, except during the summer). The Graduate Committee will consult with faculty content experts (other than the instructor) and review the case for both content and academic procedure. They will forward their recommendation to the Dean of the School. This stage takes a minimum of one month. If additional documents are needed, or if the Committee has questions, the Assistant Dean will forward these requests to the student as appropriate. This can delay this stage of the grade protest

### **Step 4:**

*The Dean of the School of Pharmacy* will review the matter and make a final decision on the case, sending a formal letter to the student indicating whether or not the grade is to be changed. A copy of that letter is kept in the student's file. *The decision of the Dean is final.* Should the student still be dissatisfied, the School's decision may be appealed to the Graduate School. The student is responsible for consulting the Graduate Bulletin for the appropriate procedures.

### **Special Notes:**

All matters relating to student grades are kept confidential.

### **Time Frames:**

The School of Pharmacy will make every effort to facilitate the grade review, however, it often takes as long as an entire semester for all of the materials to be reviewed.

In summary:

- The Assistant Dean reviews the initial materials to make sure they are presented in a logical fashion.
- The Graduate Committee reviews the case (minimum of 1 month during the fall and spring semester; longer during the summer months)
- The Dean makes a final ruling.

The Assistant Dean will keep the student informed about the progress of the case. The student will not facilitate the process by continually contacting the Assistant Dean or RAQA Office to see whether the grade has been reviewed. All decisions and opinions of the case are kept confidential until the Dean has made a final ruling.

### Form for Reviewing a Final Grade Received for a Course

Student Name: \_\_\_\_\_

TUId: \_\_\_\_\_

Title of Course: \_\_\_\_\_

Instructor's Name: \_\_\_\_\_

Number and Section of Course: \_\_\_\_\_

Semester Course was Taken: \_\_\_\_\_

Grade Received for Course: \_\_\_\_\_

Grade Student Believes he/she should have received: \_\_\_\_\_

Date Grade Protest was Mailed to RAQA Office: \_\_\_\_\_

Signature of Student: \_\_\_\_\_

Notations of RAQA Office:

Date Materials were Received: \_\_\_\_\_

Were materials complete: yes \_\_\_\_\_ no \_\_\_\_\_

Did the student discuss the matter with the teacher?: yes \_\_\_\_\_ no \_\_\_\_\_

Date Materials were forwarded to Graduate Committee \_\_\_\_\_

Date Materials were forwarded to Dean \_\_\_\_\_

Final Decision of the Dean: