

TERRY STUDENT APPEALS PROCESS
Unanimously approved by TAC on February 26, 2018

An undergraduate, master's, or PhD student may appeal a course grade or dismissal decision by following the procedure set forth in this policy. All appeals must be initiated within a calendar year from the end of the term in which the grade was recorded.

1. To begin an appeal, a student must send a letter or e-mail to the department head in the relevant academic unit clearly setting forth the basis for the appeal. The student must supply all supporting information possessed, including names and dates, documents, and any other information supporting the appeal. Once the department head has the student's appeal and supporting documents, he/she will ask the relevant faculty member(s) to provide a written response to the appeal. The department head will then appoint a three-person departmental faculty committee (Department Committee) to review the appeal and supporting documents, as well as the faculty member responses. For master's and PhD appeals, this committee must be composed of Graduate Faculty.

The Department Committee will provide a recommendation in writing to the department head, who then will respond to the student in writing (letter or e-mail) with his/her decision on the appeal (uphold or deny). At this time, the department head will also provide the relevant Associate Dean with a copy of his/her written decision letter and a copy of the department committee letter, including the names of the Department Committee members. For undergraduate appeals, the relevant Associate Dean is the Associate Dean for Undergraduate Programs. For master's and PhD appeals, the relevant Associate Dean is the Associate Dean for Research and Graduate Programs.

2. If the student disagrees with the department head's decision, the next step is to file an appeal at the College level with the relevant Associate Dean within 30 calendar days of the date of the department head's decision letter. To begin the College level appeal, a student must send a letter or e-mail to the relevant Associate Dean which clearly sets forth the basis of the appeal, including a written response directly addressing the Departmental decision, all supporting information, and documents.

Once the Associate Dean receives the student's appeal and supporting documents, he/she will ask the department head to provide the faculty member's written response to the College level appeal. The Associate Dean will also appoint a College Committee composed of three faculty members from other departments to review the appeal. For master's and PhD appeals, this committee must be composed of Graduate Faculty. The College Committee will review the student's appeal and supporting documents, as well as the faculty member's response and department head decision. The committee will offer the student and faculty member the opportunity to appear before the committee, in person and separately, if they so desire.

The College Committee will provide a recommendation to the relevant Associate Dean, who then will respond to the student in writing (letter or e-mail) within 14 calendar days

of the date of the recommendation stating the decision on the appeal. In cases in which the student is appealing a grade in the home department of the relevant Associate Dean (or, in the case of appeals from ILSRE, the Associate Dean's discipline within the department), the other Associate Dean will handle the appeal.

3. If the student is dissatisfied with the Associate Dean's decision, the next step is to appeal to the University pursuant to University guidelines and procedures. In general, graduate students appeal to the Graduate School and undergraduate students appeal to the University's Educational Affairs Committee

Student Appeals Phase 1 – Departmental

Student Responsibilities	Department Head	Department Committee
Letter or E-mail to relevant department head Supply all supporting documentation and information supporting the appeal.	Request written response from relevant faculty Appoint a Department Committee (3 departmental faculty members) for master and PhD appeals this committee must be composed of Graduate Faculty.	Review Appeal Supporting documents Faculty member(s) Response(s) Provide written recommendation to department head.
	Provide relevant Assoc. Dean* with a copy of the departmental committee letter (including the names of committee members) and the Department Head's decision letter to the student.	

Student Appeals Phase 2 – College (Relevant Assoc. Dean)

Student Responsibilities	Relevant Associate Dean**	College Committee
Letter or E-mail to relevant Assoc. Dean Supply all supporting documentation and information supporting the appeal, including a written response directly addressing Departmental decision.	Request department head to provide faculty member's written response to the College level appeal. Appoint a College Committee. (Three faculty members from other departments not associated with appeal.)	Review Appeal Supporting documents Faculty member(s) response(s) Department head decision Offer each an opportunity to appear before the committee in person Provide written recommendation to relevant Associate Dean
	Respond to student in writing stating the decision on the appeal, within 14 calendar days.	

Student Appeals Phase 3 – University

If the student is dissatisfied with the Associate Dean's decision, the student may appeal to the University pursuant to University guidelines and procedures. In general, graduate students appeal to the Graduate School and undergraduate students appeal to the University's Educational Affairs Committee

*Undergraduate appeals – Associate Dean for Undergraduate Programs

*Master's and PhD appeals – Associate Dean for Research and Graduate Programs

**In cases in which the student is appealing a grade in the home department of the relevant Associate Dean (or, in the case of appeals from ILSRE, the Associate Dean's discipline within the department), the other Associate Dean will handle the appeal.