

How To Grieve a Grade or Academic Decision

1. Review the Student Academic Grievance Procedures available from the Advising & Academic Services Website:
<https://www.csusb.edu/advising/policies-procedures/grade-appeals>
2. Print out the Student Academic Grievance Form FSD 69-41 from the Advising and Academic Services Website:
https://www.csusb.edu/sites/csusb/files/%28FSD69-41.86.R10%29Academic_Grievance.pdf
3. Prior to formally filing the grievance using the form, the student should try to resolve the issue by meeting with the course instructor (in cases of a single course grade) or the program coordinator (in cases where the grievance is against a program level decision). This meeting must be completed within a time deadline described in the Student Academic Grievance Procedures Form FSD 69-41 (the form just downloaded). The deadlines change based upon the quarter so the student should pay close attention so that the deadline is not missed. During this informal step the student does not need to complete the form, but should know the information included in the document.
4. If the student is unable to resolve the grievance by meeting with the course instructor or program coordinator, the student may make another appeal to the college level by formally submitting a grievance. To formally file a College Level grievance, the student must now complete the Student Academic Grievance Form FSD 69-41. Once completed, the form should be submitted to the College of Education Dean's office. The Dean's office will then work to schedule a meeting with the Associate or Assistant Dean, Department Chair, the course instructor (in the case of a grade grievance) or the program coordinator (in the case of a program decision) and the student. At that meeting, the grievance will be considered and discussed. If the outcome of that meeting is not agreeable to the student, the grievance may be submitted to the University Level Grievance Committee for consideration.
5. To request a University-Level hearing, submit the form to the College of Education Dean's office with a request that it be forwarded it to the Director of Advising & Academic Services. Advising and Academic Services will take the grievance from there and will contact the student about hearing dates, procedures, outcomes, etc.

(August 21, 2017)