



**Policy Title:**

Grade Appeal

**Policy Identifier:**

USCSOMC – Adm – 1.07

<b>Prepared by:</b> Office of the Registrar	Creation Date: 3-13-24
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<b>Category:</b> Admissions/Registrar	

**LCME Standards**

11.6 - Student Access to Educational Records

**Scope**

University of South Carolina (USC) School of Medicine Columbia students in the undergraduate medical program, faculty, and staff involved with that program.

**Policy Statement**

*Grade Changes.* A grade cannot be changed by the instructor of record for a course/block/clerkship or department directly after it has been submitted into the university’s Banner grading system. If a grade has been inputted in error or if there is a computation error in the calculation of a final grade, a request for correction of the grade must be submitted by the instructor of record and/or designee to the Office of the Registrar at the School of Medicine.

*Grade Change Committee.* A subcommittee of the Academic Standards Committee has been established by the Dean to review all requests; the Associate Dean for Admissions and Student Recruitment serves as chair.

*Requests within One Year.* Requests for a grade change must be made by the instructor of record for a course/block/clerkship to the Associate Dean for Admissions and Student Recruitment (Registrar), according to the established procedure, within one year of the completion date of the course, clerkship, or elective.

*Student Appeal of Grades.* The procedures herein shall not extend to matters of grading student work where the substance of a complaint is simply the student’s disagreement with the grade or evaluation of his/her work. Such matters shall be discussed by a student and his/her instructor of record; final authority shall remain with the instructor. Students have the right to be graded in an equitable manner, free from arbitrary bias or capriciousness on the part of faculty members. As such, the sole basis for the appeal of a grade shall be a violation of Teaching Responsibility policies contained in the Faculty Manual ([http://www.sc.edu/policies/facman/Faculty\\_Manual\\_Columbia.pdf](http://www.sc.edu/policies/facman/Faculty_Manual_Columbia.pdf)), or a violation of the policies on Protection of Freedom of Expression or Against Improper Disclosure, as stated in Carolina



Community (<http://www.sc.edu/policies/ppm/staf628.pdf>).

*Student Access to Grades.* All current medical students have immediate 24-hour access to grades once they have been posted in the university's Banner system, in Blackboard, and/or in OASIS. Current students can make a written request to the Registrar's Office (SOM) to have a copy of their educational records provided within 1-3 business days. Former students must provide a written request and/or signed release form to the Registrar's Office (SOM) before any verification information and/or student record(s) are released. Upon receipt of the release, the requested information will be provided within 3-5 business days. The School of Medicine does not have access to official transcripts. The official transcript must be requested via the Office of the Registrar at the main University of South Carolina.

[https://www.sc.edu/about/offices\\_and\\_divisions/registrar/transcripts\\_and\\_records/index.php](https://www.sc.edu/about/offices_and_divisions/registrar/transcripts_and_records/index.php)

## **Reason for Policy**

This policy was created to ensure a fair and equitable appeal process that allows a medical student to access grades in a reasonable amount of time and to appeal a grade when they can demonstrate that the grade inaccurately reflects their academic performance in a course, block, clerkship, or elective. LCME requires that a medical school has policies and procedures in place that permit a medical student to review and challenge his or her educational records, if he or she considers the information contained therein to be inaccurate, misleading, or inappropriate.

## **Procedures**

Students who believe one or more grades have been the result of a violation of the above-stated standards on teaching and freedom of expression should, within ten calendar days of receiving a grade, contact the Associate Dean for Undergraduate Medical Education to review the appeals process.

### *1) Appeal of a Course Grade and/or Written Evaluation*

#### *a) Initiating an Appeal*

- i) Students must submit all appeals in writing to the course/block/clerkship director.
- ii) Students must send copies of the appeal to the Associate Dean for Undergraduate Medical Education.
- iii) The written appeal must clearly state the facts, circumstances, and the particular basis upon which the appeal is based.
- iv) Students must initiate an appeal within ten calendar days of notification of the grade or evaluation.

#### *b) Appeal to the Course or Clerkship Director Level One*

- i) The first level of appeal of a course grade and/or written evaluation is to the course, block, or clerkship director.
- ii) Should the course, block, or clerkship director determine that there is a reasonable basis to find that the grade was the result of bias, capriciousness, or a violation of a particular policy, the director will send a request for revision to School of Medicine Registrar, who will in turn take the request to the Grade Change Subcommittee. If no reason for change is found, the course, block, or clerkship director will inform the student that the grade or evaluation stands. In either event, the student must receive written notification of the course, block, or clerkship



director's decision within five working days of the student's appeal.

- c) *Appeal to the Grade Change Committee Level Two*
  - i) If the student is dissatisfied with the decision of the instructor of record for the course, block or clerkship, the student may submit a written appeal to the Grade Change Subcommittee via the School of Medicine Registrar with a copy of the appeal to the Associate Dean for Undergraduate Medical Education.
  - ii) The written appeal must state grounds for the grievance.
  - iii) The appeal must be made within five days of receiving the decision from the department chair.
  - iv) The Grade Change Subcommittee will then either:
    - (1) Rule that the appeal lacks the merit to warrant a hearing and will uphold the decision of the instructor of record.
    - (2) Rule that the appeal has the necessary merit for a hearing and will schedule a hearing on the appeal within five working days.
  - v) The Grade Change Subcommittee decision is the final decision for Course grade or Written Evaluation appeals.

## 2. Faculty Grievance Procedure

- a) A faculty member who feels that he/she has been aggrieved as a result of a student appeal proceeding has the right to appear before the University's Faculty Grievance Committee and present his/her case to the committee.

## Contacts

Office of the Registrar

Office of Undergraduate Medical Education

## History

Date of Change	Change
3-13-24	Policy drafted in new template