

GRADE CHANGE AND DISPUTES

Grade Changes

References: Education Code Sections 70902, 76224, and 76232; Title 5 Section 55025.

The instructor of the course shall determine the grade to be awarded to each student. The determination of the student's grade by the instructor shall be final in the absence of mistake, fraud, bad faith, or incompetence.

The change of a grade, which is requested by a student, shall only be allowed for a request initiated within one year following the end of the term in which it was assigned. Exceptions to the one-year limit on grade changes may be requested by petition of the student in extenuating circumstances. A formal written petition must be submitted to Admissions and Records. Extenuating circumstances are verified cases of accident, illnesses, or other circumstances as presented by the student on a case-by-case basis. The removal or change of an incorrect grade from a student's record shall be done pursuant to Education Code Section 76232, or by an alternative method that ensures that each student shall be afforded an objective and reasonable review of the requested grade change.

Since the procedure requires that the student first request a grade change from the instructor, provisions shall be made to allow another faculty member to substitute for the instructor if the student has filed a discrimination complaint, the instructor is not available or where the College District determines that it is possible that there may have been gross misconduct by the original instructor.

In the case of perceived mistake, fraud, bad faith, or incompetence, the student may pursue a grade grievance (see College District Procedure No. 5530 AP - Student Rights and Grievances).

The College District shall implement security measures for student records that assure:

- No person may obtain access to student grade records without proper authorization. These security measures shall be installed as part of any and all computerized grade data storage systems.
- The security measures implemented by the College District shall include, but not necessarily be limited to, password protection for all student grade data bases; locking mechanisms for computer stations from which student grade data bases can be viewed, if needed; and strict limits on the number of persons who are authorized to change student grade records.
- Persons authorized to change grade records shall be designated by the Dean of Student Services or Director of Admissions and Records and shall be regular full-time employees of the College District. Student workers shall not have access to grade records, and may not change grades at any time. Grade Changes will occur only following the submission of the signed and approved grade change form signed by the faculty member and School Dean.
- Any person who discovers that one or more grades have been changed by someone other than the persons authorized to do so shall notify the Dean of Student Services immediately. The Dean of Student Services shall immediately take steps to lock the grade storage system while an investigation is conducted.

- If any student's grade record is found to have been changed without proper authorization, the College District will notify 1) the student; 2) the instructor who originally awarded the grade; 3) any educational institution of which the College District has official knowledge to which the student has transferred; 4) the accreditation agency; and/or 5) appropriate local law enforcement authorities.
- Any student or employee who is found to have gained access to grade recording systems without proper authorization, or who is found to have changed any grade without proper authority to do so, shall be subject to discipline in accordance with College District policies and procedures.
- Any person who is found to have gained access to grade recording systems without proper authorization, or who is found to have changed any grade without proper authority to do so, shall be reported to the appropriate law enforcement agency having jurisdiction over the college where the incident occurred.

For more information, please see College District Policy & Procedure Nos. 3310 BP - Records Retention and Destruction, 5040 BP & AP - Student Records, Directory Information, and Privacy, and/or 5530 BP & AP - Student Rights and Grievances

Office of Primary Responsibility: Admission and Records; Office of Student Services.

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The instructor of the course shall determine the grade to be awarded to each student. The determination of the student's grade by the instructor shall be final in the absence of mistake, fraud, bad faith, or incompetence.

The Superintendent/President shall implement procedures to assure the accuracy and integrity of all grades awarded by faculty. The procedures shall include, but not necessarily be limited to, the following:

- Assurance that in the absence of mistake, bad faith, fraud, or incompetence, the grades awarded by faculty shall be final.
- Procedures for students to challenge the correctness of a grade.
- The installation of security measures to protect grade records and grade storage systems from unauthorized access.
- Limitations on access to grade records and grade storage systems.
- Discipline for students or staff who are found to have gained access to grade records without proper authorization or to have changed grades without proper authorization.
- Notice to students, faculty, transfer institutions, accreditation agencies, and law enforcement agencies if unauthorized alteration of grade records and/or compromise of the integrity and/or content of grade storage systems is discovered to have occurred.

For more information, please see – College District Policy & Procedure Nos. 3310 BP- Records Retention and Destruction, 5040 BP & AP -Student Records, Directory Information, and Privacy, and 5530 AP- Student Rights and Grievances.

Office of Primary Responsibility: Admission and Records and Office of Student Services