

## **ADMINISTRATIVE MANAGEMENT RULES FOR CHANGES OF GRADE**

ADMINISTRATIVE RULE NUMBER: D015

LAST APPROVED: December 2, 2008, January 6, 2016, June 7, 2021

RELATED TO POLICY SERIES NUMBER: 431

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### GRADE DISPUTES: D015.1

If a student is unable to resolve a grade dispute with the instructor, no grade will be changed until the dispute has been resolved through the student grievance procedure. Refer to Student Rights and Responsibilities, Student Grievance Procedures.

In the event that through the student grievance procedure, a grade change is indicated, this change can be initiated only by the instructor, the Vice President of Instruction and Student Services or College President as appropriate to the grievance procedure and organizational structure of the college.

In the event the instructor is no longer employed by the college, grade changes can be made by the Vice President of Instruction and Student Services providing there is sufficient evidence to make a change and that the instructor is not readily available for consultation.

### PROCEDURES FOR GRADE CHANGE: D015.2

- A. If, as a result of the student grievance procedure at any step, it is determined that a grade should be changed and the faculty member involved agrees to such change, the faculty member shall initiate the grade change form and provide a copy to the administrator responsible for resolving the grievance so that it can be incorporated into the grievance file. The administrator should notify the student.
- B. If, as a result of a student grievance procedure at the level of the Vice President of Instruction and Student Services, it is determined that a grade should be changed and the faculty member involved disagrees, the following steps shall be followed:
  - a. The student will be notified that a final decision regarding the grade change is pending an appeal by the faculty member and that the student grievance procedure timelines will need to be extended by twenty (20) business days.
  - b. The faculty member shall be so notified by the Vice President of Instruction and Student Services and given five (5) business days in which to respond in writing with reasons why the grade should not be changed

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- c. If the Vice President of Instruction and Student Services decides that the grade still must be changed upon receipt of the written reasons from the faculty member, the faculty member should be notified and given five (5) calendar days to appeal to the Vice President of Instruction and Student Services. If no appeal is filed, the Vice President of Instruction and Student Services shall initiate the grade change and so notify the instructor.
  - d. If appealed to the college president, the president shall meet with the faculty member within ten (10) business days and render a final decision.
- C. If an instructor is no longer employed by the college, a student request for a grade change is to be made to the Vice President of Instruction and Student Services. If there is sufficient evidence to make a change and if reasonable attempts fail to produce a response from the instructor, the Vice President of Instruction and Student Services will authorize a grade change by completing and forwarding a grade change request to the registrar for processing into the student's permanent grade transcript record.
- D. If a student requests a grade change after three (3) academic terms following receipt of a grade, the request will be denied. However, any special circumstances are to be directed by the student to the Vice President of Instruction and Student Services who may authorize the processing of the request. The instructor has the responsibility for authorizing any such grade change.

**PROCEDURES FOR INCOMPLETE GRADE**

- A. If a student has successfully completed a significant portion of the course, they may petition their faculty for an Incomplete (I) grade. This is to be done through the use of the Incomplete Grade Request form.
- B. A faculty is under no obligation to grant an incomplete grade (I), and in fact, it may be preferable to award the grade currently earned and allow the student to work towards increasing that grade without the use of an incomplete grade (I). This is particularly true if the grade is a "D" or higher.
- C. If both faculty and student are in agreement about an incomplete grade (I) the Incomplete Grade Request form should be completed by the faculty member. The form must explicitly state what work needs to be completed and in what time frame this must be completed.

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- D. The faculty member must also document how they are ensuring that material is available to student after the end of the term. For example, it may be necessary to speak with the Online Instruction Coordinator to ensure the Learning Management System (LMS) has been made available following the term. Courses that use specialty products may need to make special arrangements.
  - E. The instructor and the student should each keep a copy of this form.
  - F. The original form, with signatures, needs to be submitted to the TBCC Student Services Office within five business days of the end of the term in which the Incomplete (I) grade has been given. Attached emails of agreement and “electronic signatures” will be accepted.
  - G. Faculty must track incomplete (I) grades through to resolution.
  - H. Student Services will also run Incomplete reports each term and visit with faculty about the status in order to verify that all incompletes are progressing as contracted.
  - I. When contract work has been completed, the faculty member must log on to MYTBCC and complete the Grade Change Request to submit a new grade. (This is located on the faculty tab of MYTBCC).
  - J. If the contract work is not completed a grade of “F” is automatically awarded on either the fourth term start date following the award of Incomplete or at the expiration of the Incomplete contract, whichever occurs first.