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|--------------------------------|----------------------------------------------------------------------------|
| <b>Policy Title</b>            | Grade Appeal Process                                                       |
| <b>Policy Number:</b>          | ACA 1.06                                                                   |
| <b>Department:</b>             | SOMI                                                                       |
| <b>Functional Area:</b>        | Academic Affairs                                                           |
| <b>Contributing Department</b> |                                                                            |
| <b>Approved by:</b>            | RHEI Leadership Team                                                       |
| <b>Effective Date:</b>         | 8/1/2025                                                                   |
| <b>Version:</b>                | 1                                                                          |
| <b>Status:</b>                 | Approved                                                                   |
| <b>Manual</b>                  | To be entered by Compliance360 System administrators or N/A if not in C360 |
| <b>Section</b>                 | ACA 1                                                                      |

## **I. Mission, Vision and Values**

This policy reflects our commitment to human dignity, integrity, compassion, stewardship, and service by guiding decisions and actions that uphold respect for all individuals and promote excellence in our work.

This policy aligns with our mission of extending the compassionate ministry of Jesus by improving the health and well-being of our communities and providing good help to those in need, especially the poor, dying, and underserved by ensuring that our practices support ethical, effective, and accountable service across all areas of the organization.

## **II. Policy**

It is the policy of Bon Secours St. Mary's Hospital School of Medical Imaging ("School" or "SOMI") that appropriate processes and procedures be followed in all matters pertaining to the rights of students.

## **III. Purpose**

The purpose of the policy is to provide students due process to appeal a final course grade. The process described below is applicable to student grade appeals of final course grades.

## **IV. Scope**

This policy applies to all students and faculty at Bon Secours St. Mary's Hospital School of Medical Imaging.

## **V. Policy Details**

### **Initiation of a Grade Appeal:**

All final grade appeals must be initiated no later than two (2) business days after the day final grades are due as published in the academic calendar. Grade appeals must be submitted electronically via the Final Grade Appeal Request Form.

Students are encouraged to contact their Success Advisor if assistance is needed in understanding this policy. In addition, the Advisor will assist students in determining the appropriate person with whom a student must file an appeal, and providing that person's contact information.

Grade appeals must be submitted according to the following order:

|                                                |                                      |
|------------------------------------------------|--------------------------------------|
| Program Chair/Coordinator/Director or Designee | Dean of Academic Affairs or Designee |
|------------------------------------------------|--------------------------------------|

Procedures:

### **Level I: Student and Program Chair/Coordinator/Director or Designee**

#### **Student**

1. Submit the Level I section of the Final Grade Appeal Request form. On this form the student will provide (at the minimum):
  - The claim for the appeal as defined in Section IV of this policy.
  - A description of the circumstances related to the appeal.
  - The resolution that the student is seeking.
  - Evidence to support the claim (i.e. documents – doctor's note, assignment, obituary, copy of the grade book, attendance record, witness statements, etc.).

Meet with the Program Chair/Coordinator/Director or Designee to clearly state the case, clarify evidence, and confirm the solution sought.

1. Prior to the meeting, the student may request to have a silent observer in the meeting. Both the student and Program Chair/Coordinator/Director or Designee must agree to the student's silent observer. No attorneys or other advisors/counselors are allowed to be present to represent either party. No audio taping or other recording will be permitted during the meeting, but all parties are encouraged to make notes as they feel appropriate.
2. If the student is not satisfied with the outcome of their grade appeal at Level I, they may continue to Level II.

#### **The Program Chair/Coordinator/Director or Designee**

1. The Program Chair/Coordinator/Director or Designee has a maximum of five (5) business days from the date of the Final Grade Appeal Request Form is submitted by the student to schedule a meeting with the student. The meeting may be conducted in person, virtually or by phone. The Program Chair/Coordinator/Director or Designee may have a silent observer in attendance at the meeting. No attorneys or other advisors/counselors are allowed to be present to represent either party. No audio taping or other recording will be permitted during the meeting, but all parties are encouraged to make notes as they feel appropriate.

2. The Program Chair/Coordinator/Director or Designee will fully investigate the appeal by consulting the faculty, advisor, or others as needed, verifying grading rationale, and ensuring adherence to syllabus and other related policies.
3. Within two (2) business days after meeting with the student, the Program Chair/Coordinator/Director or Designee sends a formal letter by e-mail to the student to communicate the decision reached and file the communication in the student information system (SIS). The faculty member and advisor must be copied on the e-mail.

### **Level II (Final): Student and Dean of Academic Affairs**

#### **Student**

1. If the student is not satisfied with the outcome at level I, within two (2) business days from the communication of the decision from the Program Chair/Coordinator/Director or Designee, the student may submit a Level II Final Grade Appeal Request Form. On that form, the student must provide the decision from the Program Chair/Coordinator/Director or Designee and may provide additional information not presented in Level I. This information will be added to the information provided for Level I.
2. Meet with the Dean of Academic Affairs to clearly state the case, clarify evidence, and confirm solution to be sought. Prior to the meeting, the student may request to have a silent observer in the meeting. Both the student and Dean must agree to the student's silent observer. No attorneys or other advisors/counselors are allowed to be present to represent either party. No audio taping or other recording will be permitted during the meeting, but all parties are encouraged to make notes as they feel appropriate.

#### **Dean of Academic Affairs**

1. The Dean of Academic Affairs has a maximum of ten (10) business days from the date the Level II Final Grade Appeal Request form is submitted by the student to schedule a meeting with the student. The meeting may be conducted in person, virtually or by phone. The Dean of Academic Affairs may have a silent observer in attendance at the meeting. No attorneys or other advisors/counselors are allowed to be present to represent either party. No audio taping or other recording will be permitted during the meeting, but all parties are encouraged to make notes as they feel appropriate.
2. The Dean will fully investigate the appeal by consulting the faculty, advisor, Program Chair/Coordinator, or others as needed. Within five (5) business days after the meeting, The Dean of Academic Affairs shall prepare a report of the disposition of the matter, immediately providing copies to the student, faculty, advisor, and Program Chair/Coordinator/Director or Designee.
3. Level I outcome decisions are final. No further appeals can be made for that course in that semester or term.

NOTE: Course assignment/exam grades determined via the Academic Integrity Report and Review Procedure outlined in ADM 3.05 Student Conduct Rights and Responsibility policy may not be appealed through this policy.

Students who appeal a failing grade may be permitted to progress to the next course/term/semester pending a final decision in their case or may be permitted to go on a standard period of non-enrollment.

**Those who progress to the next course/term/semester are responsible for any tuition and fees associated with such progression and may be at risk of financial loss should their appeal be**

**unsuccessful. A standard period of non-enrollment will impact the student's anticipated date of graduation, even if successful on appeal.**

### **Final Disposition of Records**

All materials and decisions related to the appeal will remain confidential and will be retained by the Dean of Academic Affairs for three years from the date of final decision, and not before the affected student graduates, at which time all materials will be destroyed, unless the Dean of Academic Affairs directs otherwise.

## **VI. Definitions**

**Grade Appeal:** a formal process through which a student can appeal the final grade in a course. A final course grade appeal must be based on at least one of the following claims:

- Capricious action on the part of the faculty member that affects the student's final grade; a capricious action is defined as one made on a whim or without justifiable reasons.
- Prejudicial treatment of the student by the faculty member with respect to the application of the course syllabus, thereby affecting the student's final grade; prejudicial treatment is defined as treating the student lodging the final grade appeal differently than other students in the course with respect to the instructor's application of the course syllabus.
- Erroneous judgment of the faculty, such as the correct answer for exam item(s). A claim of erroneous judgment means that the student can produce evidence (from textbooks, class notes provided directly from the faculty, or other valid materials) to substantiate that a different answer other than that keyed is a correct response.
- A documented error in calculating the student's final grade.
- Extenuating circumstance(s) that significantly impacted the student's performance and grade in a course.
- A grade appeal may be considered in the case of unforeseen extenuating circumstances. Extenuating circumstances are defined as debilitating health problems (mental or physical), a family emergency (such as the death of an immediate family member), and unexpected financial difficulties (such as a partner/spouse losing their job) that has significant detrimental impact to a student during the semester. The following are not acceptable stand-alone reasons for petitioning:
  - Poor performance in class/GPA protection
  - Failure to attend/participate in class on a regular basis
  - Failure to abide by withdrawal deadlines

**Student:** Anyone who is officially registered at the school during the academic semester or term in which the grade complaint arises.

**Business Days:** Defined as Monday through Friday when the College is not on break as stated on the published Academic Calendar.

## **VII. Attachments**

N/A

**VIII. Related Policies and Procedures**

ADM 1.05 Student Grievance Process

ADM 4.07 Establishing Principles of Excellence – Military

**IX. Regulatory Notices**

Nothing in this policy creates a contractual relationship between Bon Secours St. Mary's Hospital School of Medical Imaging (SOMI), a department owned and controlled by Bon Secours St. Mary's Hospital of Richmond, LLC, and any party. SOMI, in its sole discretion, reserves the right to amend, terminate or discontinue this policy at any time, with or without advance notice.

**X. Version Control**

| Version | Effective Date | Next Review Date | Description                             | Supersedes, if applicable | Prepared By |
|---------|----------------|------------------|-----------------------------------------|---------------------------|-------------|
| 1.0     | 5/25/2022      | N/A              | New Template & Revisions                | N/A                       | CDDAA       |
| 1.1     | 6/23/2023      | N/A              | New Template & Revisions                | 1.0                       | CDDAA       |
| 2.0     | 5/19/2025      | 5/19/2028        | Major Procedures Revisions              | 1.1                       | CDDAA       |
| 1       | 5/19/2025      | 5/19/2028        | Version Changed – BSMH Template Adopted | 1.1                       | CDDAA       |

This policy/procedure/guideline is not intended to establish a standard of clinical or non-clinical care or practice. Rather, this policy/procedure/guideline creates a general tool to help guide decision-making with the understanding that different action(s) may be necessary in response to the totality of the circumstances presented.

Sites revised 05/06/2025- Bon Secours Mercy Health adopts the above policy, procedure, policy & procedure, guideline, manual / reference guide / instructions, or principle / standard / guidance document for all Bon Secours Mercy Health entities including, but not limited to, facilities doing business as Mercy Health – St. Vincent Medical Center, St. Vincent – St. Charles Hospital, St. Vincent – St. Anne Hospital, Mercy Health – Perrysburg Medical Center, Mercy Health – Tiffin Hospital, Mercy Health – Willard Hospital, Mercy Health – Defiance Hospital, Mercy Health Allen Hospital LLC, Mercy Health - Lorain Hospital, Mercy Health St. Elizabeth Youngstown Hospital, Mercy Health St. Joseph Warren Hospital, Mercy Health - St. Elizabeth Boardman Hospital, Mercy Health - St. Rita's Medical Center, Mercy Health – Springfield Regional Medical Center, Mercy Health - Urbana Hospital, Mercy Health - Anderson Hospital, Mercy Health - Clermont Hospital, Mercy Health – Fairfield Hospital, Mercy Health - West

Hospital, The Jewish Hospital – Mercy Health, Mercy Health – Kings Mills Hospital, LLC, Mercy Health - Lourdes Hospital LLC, Mercy Health – Marcum and Wallace Hospital, Chesapeake Hospital Corporation DBA Rappahannock General, Maryview Hospital, Bon Secours Richmond Community, Bon Secours Memorial Regional Medical Center, Bon Secours – St. Mary's Hospital, Bon Secours St. Francis Health System, Bon Secours St. Francis Medical Center, Bon Secours Mary Immaculate Hospital, Bon Secours - Southside Medical Center, Bon Secours Mercy Health Franklin, LLC, Southern Virginia Medical Center, and Bon Secours Harbour View Medical Center. This also may apply to Bon Secours Mercy Health Medical Group LLC and its medical group affiliates.