

# **BURRELL COLLEGE OF OSTEOPATHIC MEDICINE**

## **STANDARD OPERATING PROCEDURES**

<b>Student Requests for Grade Review(s)</b>		<b>SOP #: AA.004.04</b>
Effective Date	11/14/2018	
Last Revision/Review	5/8/2023	

### **1. Purpose**

This SOP outlines and defines the process by which students may request review of a score on an assessment tool, or of a grade in a course. This decision will be at the discretion of the Senior Associate Dean of Academic Affairs or their designee (Years One and Two), or at the discretion of the Associate Dean of Clinical Education or their designee (Years Three and Four).

Grade Appeals:

All exams are reviewed for appropriateness, and exam results are analyzed prior to release of official scores. Students may only appeal an exam (assessment) score or a course grade if the appeal is based upon an error in score reporting or score calculation and not based on exam content. Appeal is made by written submission using the online grade appeal form within one (1) business day (twenty-four [24] hours) of the posting of the official score/grade:

OMS I or OMS II: <https://burrell.edu/students/resources/request-for-grade-review/>

OMS III or OMS IV: <https://burrell.edu/students/resources/request-for-grade-review-clinical/>

The appeal will be routed to the Senior Associate Dean of Academic Affairs for OMS I and II or to the Associate Dean of Clinical Education for OMS III and IV. Appeals submitted more than one (1) business day (twenty-four [24] hours) after posting of the score will not be considered. The Senior Associate Dean of Academic Affairs or the Associate Dean for Clinical Education shall make a final determination upon consultation with appropriate faculty. If an appeal is deemed to have merit, the student's exam score(s) will be recalculated, and that score posted as the final score.

### **2. Related Policy/Authority**

This SOP references the policy on Course Grades, as stated in the Burrell Student Handbook, found at:

<https://burrell.edu/student-handbook/>

and the Burrell Course Catalog, found at:

<https://burrell.edu/catalog/>.

### **3. Faculty/Staff Responsibilities**

Responsibility for receiving grade review requests for students and forwarding them to the appropriate individuals will lie with the Office of Academic Affairs.

Responsibility for the approval of exam score and course grade review requests for students in Years 1 and 2 will rest with the Senior Associate Dean of Academic Affairs, or their designee, in consultation with the Course Director of the course for which the grade review is being requested.

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Responsibility for the approval of exam score and course grade review requests for students in Years 3 and 4 will rest with the Associate Dean of Clinical Education, or their designee, in consultation with the Clerkship Director of the clerkship(s) for which the grade review is being requested.

Responsibility for notification of the decision on a grade review request will rest with the Offices of Academic Affairs or Clinical Education. In the event a request for score or grade review is approved, the notification of a grade change will be prepared by the Senior Associate Dean of Academic Affairs, or their designee, or the Associate Dean of Clinical Education, or their designee, and forwarded to the Registrar for secure transmittal to the student.

#### **4. Definitions/Abbreviations**

**Grade review** – the review, upon student request, of the validity of a score on an assessment tool, or of a final grade in a course, to assure that no error in reporting, calculating, or transcribing of the score or grade occurred.

**Grade appeal** – the request, made by a student, to appeal the outcome of the grade review.

**Assessment tool** – the mechanism, or instrument, used to assess a student's knowledge which grants points to a score or grade in any form. All assessment tools will be objective.

#### **5. Procedural Steps**

The procedures for submission of student requests, review of requests, and decision on requests is outlined below:

##### **1 Submit Request for Grade Review**

- 1.1 Student appeal of a score or grade, also known as a request for grade review, must be submitted in writing through the Office of Academic Affairs (Years 1 and 2) or the Office of Clinical Education (Years 3 and 4).
- 1.2 Students are directed to an on-line link to the "Request for Grade Review" form on the College Website.
- 1.3 Upon completing the form, the student will submit the request by:
  - 1.3.1 Clicking on the submit button at the bottom of the on-line form will automatically route the form to the respective offices.
- 1.4 The request must include enough detail to provide a rationale for the request and any relevant supporting documentation to allow an informed decision to be made.

##### **2 Review of Grade Review Request**

- 2.1 For requests from students in Years 1 & 2:
  - 2.1.1.1 The Senior Associate Dean of Academic Affairs or designee will review the request and consider the rationale and supporting documentation, consulting with the respective Course Director(s).
  - 2.1.1.2 If the request for review has merit, it will be processed accordingly.
    - 2.1.1.2.1 Scoring/Calculation issues: The assessment document (original or facsimile of the original) will be reassessed for accuracy in grading, and grade calculations confirmed or corrected, as necessary.

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2.1.1.2.2 Reporting/Recording issues: Assessment scores as recorded and/or transcribed into grade books (grading documents, LMS system, etc.) will be examined for accuracy, and errors will be corrected as necessary.

2.2 For requests from students in Years 3 & 4:

2.2.1.1 The Associate Dean of Clinical Education or designee will review the request and consider the rationale and supporting documentation, consulting with respective Clerkship Director(s).

2.2.1.2 If the request for review has merit, it will be processed accordingly.

2.2.1.2.1 Scoring/Calculation issues: The assessment document (original or facsimile of the original) will be reassessed for accuracy in grading, and score calculations confirmed or corrected, as necessary.

2.2.1.2.2 Reporting/Recording issues: Assessment scores as recorded and/or transcribed into grade books (grading documents, LMS system, etc.) will be examined for accuracy, and errors will be corrected, as necessary.

### **3 Notification of Outcome of Grade Review Request**

3.1 Upon completion of the review process, the determination will be communicated via a letter for transmittal of the decision to the Office of the Registrar. The request's resolution shall be communicated to the student by the Registrar within one business day (24 hours) of receiving the final review decision.

3.1.1.1 The Senior Associate Dean of Academic Affairs (Years 1 and 2) or the Associate Dean of Clinical Education (Years 3 and 4) will communicate the grade review to the Office of the Registrar, who will inform the student through the CAMS student portal.

### **4 Appeal**

4.1 Appeals to the final decision of a grade review may be submitted to the Office of the Dean.

## **6. Reports/Charts/Forms/Attachments/Cross References**

The online version of the grade review request form is found at the following link:

<https://burrell.edu/students/student-forms/>

## **7. Maintenance**

This policy will be reviewed as necessary, with a review occurring no more than three (3) years since the most recent review.

## **8. Signature**

Approved by

Department Head of Academic Affairs

5/12/2023

Date

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### **9. Distribution List**

Internal/External

### **10. Revision History**

Revision Date	Subsection #	Summary of Changes	New/Cancellation/ Replacement Procedure? (If applicable)	Approval Date
7/23/19	All	Update to change from Academic Affairs to Pre-Clinical Education or Clinical Education		7/23/19
5/20/2022	All	Updated Pre-Clinical Education to Academic Affairs		5/20/2022
1/4/2023	All	Clarification of Grade Review Forms and Submission		1/4/2023
5/8/2023	All	Rewording for clarity.		5/12/2023