

**UNIVERSITY OF ARKANSAS ON-LINE CONSORTIUM  
STUDENT ACADEMIC APPEAL**

Questions related to grading or other matters of an academic nature should be presented to the student's instructor. If the question or issue is not satisfactorily resolved at this level, the questions should be referred using the clearly defined process established by the University of Arkansas On-line Consortium.

Steps	Procedure	Time Frame
1	<p>Student initiates contact with the instructor about the issue. If there is no resolution, the student completes the Student Academic Appeal Form. This form must include a written explanation of the appeal and all relevant information regarding the situation in question as well as the proposed solution(s).</p> <p>Once the student e-mails the form to the instructor, the instructor records the action taken and returns the form to the student with a signature.</p> <p>Once the student has the form with the faculty member's electronic signature, the student proceeds to Step 2.</p>	<p>The <b>student</b> e-mails a completed appeal form to the instructor within <b>10 working days</b> of the official posting of the final course grade, or the date of the issue or incident. (See On-line Calendar for official grade posting dates.)</p> <p>The instructor will return the appeal form to the student. In the event that the instructor does not respond within five (5) working days, student should proceed to step two.</p>
2	<p>Student submits the Student Academic Appeal form indicating the "action taken" by the faculty member to the Distance Learning Coordinator of his or her home campus.</p>	<p>The <b>student</b> must complete Step 2 <b>within 5 working days of receiving the instructor's signed form.</b></p> <p>Form may be Faxed.</p>
3	<p>The Distance Learning Coordinator will Chair and convene the Appeals Committee to determine if a hearing is warranted.</p>	<p>The <b>Distance Learning Coordinator</b> must complete <b>Step 3 within 5 working days</b> of Step 2.</p>

	<p>If the Committee determines that no hearing is warranted, the student receives an e-mail letter explaining the Committee decision.</p> <p>If the Committee determines that the request warrants a hearing, the Chair will notify the student and instructor of the date, time, and location of the hearing.</p>	<p>The <b><u>Distance Learning Coordinator</u></b> will contact the student within <b><u>5 working days of the Step 3</u></b> decision about whether to schedule an appeals hearing.</p>
4	<p>The Student Academic Appeals Committee will convene, examine evidence about the appeal, listen to the appeal issues, discuss the issue, and establish a solution. The Committee findings will be documented and shared with the student and faculty member at the close of the hearing.</p> <p>Findings concerning a Student Academic Appeal are considered final.</p>	<p>The <b><u>Committee Chair</u></b> (DLC) will inform the student and faculty member of the decision of the Committee at the <b><u>close of the hearing</u></b>.</p>

The chair will always be the coordinator from the home campus of the student making the appeal. The other Student Academic Appeal Committee members consist of one person from each Consortium college appointed by the Chief Academic Officer of that college. The appointed member from each college will be selected from the Evaluation Committee for the semester in which the appeal occurs.

Both the faculty member and the student may be accompanied by one person not a member of the press. These persons will not be allowed to address the committee.

The student will have 15 minutes to present his or her case at the formal appeal hearing and the faculty member will have 15 minutes to present his or her position. After the presentations, the committee may question either the student or faculty member.

In all cases the grievant has the burden of proof with respect to the allegations in the complaint and in the request for a hearing.

The Committee will provide a written decision of the final solution to the complaint to the CAO who will provide a copy to the registrar to be kept in the student's permanent file.

Because of the time needed to resolve a possible grievance, the Distance Learning Coordinator will retain appropriate course records for at least one semester following the semester just ended.

**University of Arkansas On-line Consortium  
Student Request for Academic Appeal**

Student's Name: \_\_\_\_\_ Student ID: \_\_\_\_\_

Current Telephone Number(s): \_\_\_\_\_

Student's Home Campus: \_\_\_\_\_ Course Name and Number: \_\_\_\_\_

Instructor (s): \_\_\_\_\_ Semester and Year of Appeal: \_\_\_\_\_

Reason for Appeal: provide a written explanation of the appeal and all relevant information regarding the situation in question as well as the proposed solutions. (Additional pages may be attached.)

---

---

---

---

---

---

---

---

---

---

Request final grade change? \_\_\_ No \_\_\_ Yes, change of grade from a (n) \_\_\_ to a (n) \_\_\_.

**Step 1: Appeal Request** Fax form or use an electronic facsimile of signature

Student's Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Faculty Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Action Taken: \_\_\_\_\_

---

---

---

**Step 2: File Request with campus Distance Learning Coordinator**

Date Distance Learning Coordinator Received Appeal Form: \_\_\_\_\_

**Step 3: Hearing Status /Student and Faculty Notification of Status**

Action taken by Committee: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Hearing Not Warranted: \_\_\_\_\_  
Hearing Warranted: \_\_\_\_\_

No Hearing-Notification sent to student and instructor by the Chair of the Committee.

Hearing Warranted -The Chair of the Committee will notify the student and instructor of the following information: Day and Date of Hearing: \_\_\_\_\_  
Time of Hearing: \_\_\_\_\_  
Location of Hearing: \_\_\_\_\_

Hearings may be conducted via compressed video.

Committee Chair’s Signature: \_\_\_\_\_ Date: \_\_\_\_\_

**Step 4: Hearing Convenes and Findings are Recorded** (use additional pages if necessary).

Findings: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Date: \_\_\_\_\_

Chair:	_____	_____
	print	sign
PCCUA	_____	_____
	print	sign
UACCB	_____	_____
	print	sign
UACCH	_____	_____
	print	sign