

Office of Student Affairs
 Division of Academic Affairs
 Brody School of Medicine
 East Carolina University

SOP #	[11.6.1]
Version #	1
Implementation Date	June 20, 2019
Last Reviewed/Update Date	June 18, 2019
Approval by ECC	June 20, 2019

Heading: **Course and Clerkship Grade Return/Appeals of Grades and Data**

SOP Title: Course and Clerkship Grade Return/Appeals of Grades and Data

Rationale

The BSOM seeks to outline a clear timeline for grade/data submission and a process for grade/data appeal for all required courses and clerkships. A clear timeline and process allows all parties to work together in an orderly and efficient fashion.

Scope

This procedure addresses grades assigned in all BSOM courses and clerkships as well as narrative assessments in courses within the foundational curriculum (traditionally M1 and M2 year). There is a separate procedure (Medical Student Performance Evaluation) which outlines the appeal process for summative narrative clerkship comments that enter the MSPE.

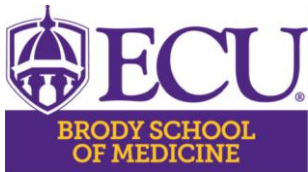
Any deviations from this procedure will need to be reviewed by the year-specific promotion and review committee.

Responsibilities

Course/Clerkship Directors (or designee): Must review student evaluation and examination performance and post final letter grades to Banner and final narrative assessments (for courses with a narrative assessment requirement) to E-Value within 6 weeks of the end of a clerkship (clinical curriculum phase)/2 weeks of the end of a course (foundational curriculum phase). Final numeric grades must be submitted to the BSOM Registrar within the same timeframe. Directors (or their designee) are required to discuss the basis of appeal with a student within 5 business days of the request for an appeal. A decision must be delivered to the student in writing (email is preferred with a copy to the Associate Dean for Student Affairs) within 10 business days of the discussion. If it is agreed that a grade will be altered, the Director must submit a change of grade form to the BSOM Registrar so that the change can be made on the official record. Directors should NOT make grade changes in Banner – these are handled through the Registrar exclusively (at the BSOM).

BSOM Registrar: Enters final numeric grades in course into Banner. Responsible for accountability of Course/Clerkship Directors to the timeliness their grade submissions. Must provide the Associate Dean for Student Affairs a notification of any courses/clerkships out of compliance with the submission deadlines. Responsible for all changes of grade once an initial grade has been entered by a Director in the Banner system. The Registrar will file all official ‘change of grade’ forms in the student’s official record.

Office of Student Affairs: Completes a yearly report of grade submission timeliness, by course/clerkship, to be submitted to the Senior Associate Dean for Academic Affairs and reviewed by the Executive Curriculum Committee.



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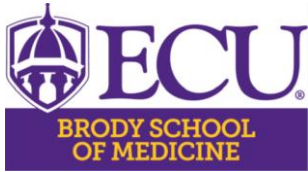
Medical Students: Must initiate an appeal of a grade/narrative assessment within 10 business days of receipt of the data (submission in Banner/E-Value constitutes receipt).

Department Chair: Once involved in an appeal, the Chair (or their designee) must discuss the basis of the appeal with the student within 5 business days of the request from the student. After the discussion with the student, the Chair must submit a final decision to the student (email is preferred with a copy to the Associate Dean for Student Affairs) within 10 business days.

Promotion and Review Committee: If a student, Course/Clerkship Director and Department Chair are not able to find consensus on a grade/comment appeal, the student has the option of an appeal to the Promotion and Review Committee for a final decision. The Committee must meet to discuss the matter within 10 business days of the date of notification of the appeal request by the Associate Dean for Student Affairs. The student and the Director will have the opportunity to present their perspectives to the Committee. The Committee will decide by majority vote and is required to deliver a decision to the student (email is preferred with a copy to the Associate Dean for Student Affairs) within 5 business days. The Committee's decision is final with no further appeals.

Outline of process:

1. Course/Clerkship Directors will submit their grades into Banner and narrative assessments into E-Value by the deadline (6 weeks after the last day of class for clinical curriculum phase, 2 weeks for foundational curriculum phase).
2. A student wishing to contest a course/clerkship grade or narrative assessment should first attempt to resolve the matter with the Course/Clerkship Director. The student must reach out by email (explaining the rationale of the appeal) within 10 business days of receipt of the grade. Directors (or their designee) are required to discuss the basis of the appeal with the student within 5 business days of the request for an appeal. A decision must be delivered to the student in writing (email is preferred with a copy to the Associate Dean for Student Affairs) within 10 business days after the discussion. If it is agreed that a grade will be altered, the Director must submit a change of grade form to the BSOM Registrar so that the change can be made on the official record. Directors should NOT make grade changes in Banner – these are handled through the Registrar exclusively.
3. If the Course/Clerkship Director and student are not able to find consensus, the student can appeal to the Department Chair (in writing – email is preferred). Once involved in an appeal (through notification by an email from the student), the Chair (or their designee) must discuss the basis of the appeal with the student within 5 business days. After the discussion with the student, the Chair must submit a final decision to the student (email is preferred with a copy to the Associate Dean for Student Affairs) within 10 business days. If resolution of the appeal occurs with this step, the Director must submit a change of grade form to the BSOM Registrar so that the change can be made on the official record. Directors should NOT make grade changes in Banner – these are handled through the Registrar exclusively (at the BSOM).
4. If a student, Course/Clerkship Director and Department Chair are not able to find consensus on a comment appeal (or if a course does not sit within a clinical or basic



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science department with a Chair, ex – Doctoring, Foundations of Medicine, Radiology), the student must notify the Associate Dean for Student Affairs of their desire bring the matter to the Promotion and Review Committee for a final decision (email notification is preferred for documentation). The Committee must meet to discuss the matter within 10 business days of the date of notification of the appeal request by the Associate Dean for Student Affairs. The student and the Director will have the opportunity to present their perspectives to the Committee. The Committee will decide by majority vote and is required to deliver a decision to the student (email is preferred with a copy to the Associate Dean for Student Affairs) within 5 business days after the meeting. The Committee’s decision is final with no further appeals.

Procedures for Implementation and Review

This procedure is to be reviewed/approved by each of the year-specific Curriculum Committees, each of the year-specific Promotion and Review Committees as well as Executive Curriculum Committee every three years.

This procedure will be disseminated by the Office of Student Affairs to students and teaching faculty/administration as part of a ‘student handbook’ during orientation each year.

Related Policies

11.2.1

Applicable Laws, Regulations & Standards

LCME Standard 11, Element 6