

Adopted: May 21 2013

**ACADEMIC SENATE
of
CALIFORNIA POLYTECHNIC STATE UNIVERSITY
San Luis Obispo, CA**

AS-765-13

**RESOLUTION ON REVISIONS TO
FAIRNESS BOARD DESCRIPTION AND PROCEDURES
(Role of Student Ombuds Services and Provost as final authority for grade changes)**

- 1 WHEREAS, The Fairness Board provides a formal means for students to seek resolution to a
2 grade dispute; and
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4 WHEREAS, Through the establishment of Student Ombuds Services, students now have an
5 alternative resource for seeking resolution through informal means; and
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7 WHEREAS, Students should be made aware of this option prior to submitting a request to the
8 Fairness Board; and
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10 WHEREAS, Current *Fairness Board Description and Procedures* do not clarify whether
11 students can appeal the outcome of the Fairness Board process; and
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13 WHEREAS, Language should be added to explain that the Provost will render a final decision
14 regarding cases brought before the Fairness Board, and this decision cannot be
15 appealed; therefore be it
16
17 RESOLVED: That the Academic Senate approve the attached revisions to the *Fairness Board*
18 *Description and Procedures*.

Proposed by: Academic Senate Fairness Board
Date: April 3 2013

Resolution on Revisions to ***FAIRNESS BOARD DESCRIPTION AND PROCEDURES***

(Procedural revisions to the *FAIRNESS BOARD DESCRIPTION AND PROCEDURES*
are ~~crossed out~~ or underlined):

PROCEDURES

- A. The first and most often successful opportunity for resolving a grade dispute occurs at the department level. Before initiating a grievance with the Board, the student should first make an informal request for redress to the course instructor. If a resolution cannot be reached, such request can then be made to the instructor's department chair/head. If resolution cannot be made at these levels, then later involvement by the Dean of Students may ~~occur~~ be helpful.

Another resource available to students is the Student Ombuds Services. Their office offers safe, confidential assistance in resolving university related issues, concerns, conflicts, or complaints. Student Ombuds Services may be able to assist the student in achieving a resolution through an informal process at any stage of the issue. The Student Ombuds Service is entirely voluntary and confidential. Because the Student Ombuds Services are confidential, no information will be shared with the Fairness Board. The Student Ombuds Services personnel cannot serve as a witness in the Fairness Board process. Student Ombuds Services generally would be used by the student prior to seeking redress from the Fairness Board, though it also may be used at any other time as well.

Any student who still feels aggrieved after requesting relief from both the instructor and instructor's department chair/head may initiate an appeal for redress by writing to the chair of the Board. The Board chair may counsel a student as to the relative merit of the case but must accept all written complaints which are ultimately submitted. The written request shall be in letter form. A copy of the *Fairness Board Description and Procedures* can be obtained from the Academic Senate website at <http://academicsenate.calpoly.edu> or the student may request a copy from the Board chair.

- A.10 Within two weeks after receiving the Board's recommendation, the Provost will inform the Board and each principal party what action, if any, has been taken. The Provost shall have final authority regarding any change of grade with the provision, however, that no grade change will be made unless it is recommended by the Board. If the recommendation of the Board is not accepted, the Provost shall indicate the reason(s) why in writing to the Board. Once the Provost has rendered a decision, the process is considered complete and the outcome cannot be appealed.

FAIRNESS BOARD DESCRIPTION AND PROCEDURES

ACADEMIC SENATE FAIRNESS BOARD PROCESS

Unresolved problem exists between student and University



Student makes informal request for redress of problem with instructor of record; if unresolved:



Student makes informal request for redress of problem with instructor's department chair/head and possible involvement of Dean of Students; if unresolved:



Optional: student may consult with the Student Ombuds Services to seek a resolution. This may occur at any time in the process; if unresolved:



Student may consult with chair of the Fairness Board on relative merit of case; if unresolved:



Student initiates appeal for redress by submission of written letter to Board chair. The letter should:

- (a) Identify the course name, section, term, and instructor
- (b) State complaint and redress sought
- (c) Indicate witnesses that may be called
- (d) Summarize the efforts to resolve the problem with instructor and department
- (e) Include copies of relevant documents such as course grade determination handout, exams, papers, statements of support made by others, etc.



Within two weeks of receiving student's letter, the Board chair schedules meeting of Fairness Board at earliest feasible date. Board reviews complaint and declares that case:

<u>MAY HAVE MERIT</u>	<u>LACKS MERIT</u>
Board requests written response from instructor (within a week) and schedules a hearing for the earliest feasible date (within two weeks). If a resolution to the problem presents itself, the hearing may be terminated. If no resolution seems satisfactory to the Board and the principal parties, the hearing leads to the Board making a recommendation to the Provost (within two weeks).	Within two working days of determination, Board chair notifies student no further action will be taken unless: Student rebuts with new evidence
	↙ ↘
	MERIT NO MERIT