



TEXAS TECH UNIVERSITY
HEALTH SCIENCES CENTER™

School of Medicine

Operating Policy and Procedure

SOM OP: 30.09, **Educational Record and Grade Appeal Policy**

PURPOSE: The purpose of this School of Medicine (SOM) policy is to define a process for medical students to challenge the content of their educational records, grades, or other institutionally held information.

REVIEW: This SOM Policy and Procedure shall be reviewed within each even-numbered fiscal year by the Educational Policy Committee. Revisions will be forwarded to the Office of the Dean for approval and publication

POLICY/PROCEDURE:

1. **General.** Students have the ability to challenge the content of educational records, grades, and other institutionally held information which is directly related to them.
2. **Informal Resolution of Educational Record or Grade Challenge.**
 - a. Student requests an initial, informal meeting with the recognized custodian (e.g., Course or Clerkship Director, home campus Dean for Student or Academic Affairs) who has responsibility for the challenged record(s), grade, or institutionally held information.
 - b. Student must initiate a request to meet with the responsible record custodian within ten (10) business days following notification to the student and/or awareness of the existence of the record, grade, or information being challenged. If greater than ten (10) business days have passed before the request to meet has been initiated, the student must present a reason for the delay to their home campus Dean for Student or Academic Affairs who will decide if the record, grade, or institutionally held information may still be challenged.
3. **Formal Educational Record or Grade Appeal.** If the challenge to the educational record, course grade, or institutionally held information cannot be informally resolved between the recognized custodian and the student, a student may proceed to formal appeal.
 - a. A formal appeal must be submitted in writing and specifically identify the item/issue being appealed and the basis for the appeal. The record custodian responsible for the challenged educational record, grade, or institutionally held information must respond in writing to the student within ten (10) business days and forward a copy of the appeal and response to the student's home campus Dean for Student Affairs (educational record on institutionally held information challenges) or the Dean for Academic Affairs (grade appeals).
 - b. If a regional campus Dean is the recognized custodian of the challenged educational record, grade, or institutionally held information, the written response to the formal appeal will be sent to the Lubbock Associate Dean for Student Affairs. If the

Associate Dean for Student Affairs is the recognized custodian of the challenged educational record, grade, or institutionally held information, the written response to the formal appeal will be sent to the Associate Dean for Academic Affairs. If the recognized custodian of educational record, grade, or institutionally held information is the Associate Dean for Academic Affairs, the written response to the formal appeal will be sent to the Associate Dean for Student Affairs.

- c. If the written response is unsatisfactory to the student, he/she can request a formal hearing in accordance with the following procedures:
 - 1) A hearing will be conducted within ten (10) working days following receipt of the written request for the hearing.
 - 2) The hearing will be conducted by an institutional official or other party (Hearing Officer) who does not have a direct interest in the outcome of the hearing. The appointment of the official or other party will be made (as appropriate) by the home campus Dean for Student or Academic Affairs, or, if a conflict of interest exists, the Lubbock Associate Dean for Student or Academic Affairs.
 - 3) The student will be afforded the opportunity to present evidence relevant to challenging the content of the educational record, grade, or institutionally held information. The hearing provides an opportunity for correction or deletion of any inaccurate, misleading or otherwise inappropriate data contained in the educational records, and/or the insertion into the records a written explanation from the student regarding the content of the challenged records, grade, or institutionally held information.
 - 4) The Hearing Officer is expected to confer with the responsible custodian of the educational record, grade, or institutionally held information prior to rendering a decision. The Hearing Officer may call other witnesses or seek additional information as warranted.
 - 5) The decision of the Hearing Officer will be submitted in writing to all involved parties within ten (10) business days after the conclusion of the hearing.
 - 6) The decision of the Hearing Officer is final. Appeal to the School of Medicine Dean will be based on due process issues only.