

The addendum below replaces the section entitled “Grade Appeals and Student Complaints” (pp. 21-22 in the 2019-20 Academic Catalogue).

Grade Appeals

Should a student have a grievance which is academic in nature (i.e. with a particular faculty member regarding a certain course or program dismissal for academic failure) the student should complete a Methodist University Academic Grade Appeal – Academic Grievance Form.

Before beginning the formal grade appeal or academic grievance process, the student should:

1. Meet with the Instructor to see if the situation can be resolved.
2. If at this point, the situation remains unresolved, the student may request a meeting with the instructor and department Chair or school Dean to address the concern.
3. If the situation remains unresolved, the student should fill out the academic grievance form to begin the formal appeal process.

The form may be obtained from the Registrar’s Office. Once the Grade Appeal – Academic Grievance form is completed by the student, it should be:

- Submitted to the faculty member involved, and the student and faculty member should discuss the issue. The student may request the presence of the Department Chair (or the School Dean if the Department Chair is the course instructor), who will serve as a mediator for the meeting.
- If no resolution of the issue can be made at this stage, the student should then discuss the issue with the school dean. If resolution is not reached, then the student should bring the appeal to the Office of the Provost.
- If the student remains unsatisfied after these meetings, The Office of the Provost will forward an unresolved appeal, forms and supporting evidence to the Chair of the Academic Standards Committee. The appropriate school dean should be kept informed of the progress of the grievance/appeal.

This formal appeal process must be started / submitted no later than 60 days from the first day of the following semester / term or 60 days following date of notification sent via email and/or mail (in the case of academic dismissal) for the course or Program as outlined on the Grade Appeal / Academic Grievance Form.

The Chair of Academic Standards shall make a reasonable effort to conduct an inquiry within two weeks of the request to appear before a quorum of the committee to determine and consider relevant facts. The inquiry will be based on a consideration of the student's complaint, the instructor's response, and an interview by the committee with the student and/or instructor.

The Chair of Academic Standards shall immediately notify the Office of the Provost of the board’s decision. The student will be notified in writing of the final decision.

Students having questions regarding the Academic Grade Appeal – Academic Grievance Procedure should also contact the Provost within 24 hours.

If the complaint cannot be resolved after exhausting Methodist University’s grievance procedure, the student may file a complaint with either the UNC General Administration, which is the state agency of

North Carolina governing post-secondary education, or the Southern Association of Colleges and Schools Commission on Colleges (SACSCOC), which is the regional accrediting body of Methodist University.

Consumer Affairs Division of the North Carolina Department of Justice: North Carolina Department of Justice Consumer Protection Division, 9001 Mail Service Center, Raleigh, NC 27699-9001, or call 877.566.7226. An online complaint form is available at: www.ncdoj.gov/complaint

Southern Association of Colleges and Schools Commission on Colleges (SACSCOC): Southern Association of Colleges and Schools Commission on Colleges, 1866 Southern Lane, Decatur, Georgia 30030-4097 or call 404.679.4500.