

College of Engineering Grievance Policy as of February 26, 2025

Title IX of the Educational Amendments Act of 1972 requires that each college or university establish due process for the resolution of academic grievances for the purpose of protecting students from prejudiced and capricious academic evaluation. All undergraduate or graduate students enrolled in a College of Engineering course have a right to appeal grades which they deem unfair and unreasonable. The responsibility to keep the appeal process moving forward is primarily the student's responsibility. Only a final course grade may be appealed and the appeal of a final grade must be of a substantive nature. The student must complete the [Student Grievance Form](#) and provide evidence indicating a mistake, fraud, or bad faith on the part of an instructor.

Examples of student grievance matters include (but are not limited to):

- Homework score is missing from final grade calculation
- Test score is miscalculated
- Failure of instructor to follow grading policy on syllabus

Students will not be permitted to grieve a grade unless it is accompanied by evidence.

The procedures outlined in this document are only for the resolution of academic grievances of undergraduate or graduate students related to courses taught in the College of Engineering. Non-academic grievances (e.g., related to housing, affirmative action, student financial services, disability services, and so forth) should be referred to the Dean of Students' Office, 215-204-7188 or the [Dean of Students](#) web site. (Temple Policy [03.70.12](#)).

Step I

If a student is not able to resolve their grievance by directly contacting the faculty, they may contact the [College of Engineering Ombudsperson](#) to file a formal appeal. This appeal must be filed within the first five days of the next regular semester (fall or spring) unless arrangements can be made to initiate the meeting prior to that time. The appeal must be in writing using the [Student Grievance Form](#). Upon receiving the appeal, the Ombudsperson will attempt to meet with the parties of interest (together or separately) to facilitate the parties' willingness to reach an agreement on the issue. Given that this meeting is intended to be informal and non-adversarial, those present should ordinarily include the student, faculty, and Ombudsperson only. Any request for the attendance of additional individuals should be discussed with the Ombudsperson prior to the meeting. The faculty member will inform the student of their decision, in written form, within three working days of the meeting with the Ombudsperson.

Step II

If the grading dispute is not resolved with the assistance of the Ombudsperson, or the faculty member fails to comply with the responsibilities of Step I, the student may appeal to the departmental chair. The appeal must be made within three working days of receipt of the faculty member's decision or faculty member's failure to comply with Step I.

A meeting with the Chair will be arranged and the Chair may request that the faculty member assigning the grade be present. Failure of the student to appear at this meeting without good cause will terminate the appeal in favor of the existing grade.

The Chair will attempt to mediate a resolution to the dispute at this level, through either separate or joint meetings with the student and faculty involved. The Chair may or may not make a recommendation; however, it is not within the purview of the Chair to change a grade assigned by a faculty member. The process is to be completed within five working days of receipt of the Step II written appeal.

Step III

If the matter is still unresolved, the student may appeal in writing within three working days of the conclusion of the previous step to the Dean or Dean Designee [hereafter referred to as the Dean], who will review the case. In most instances, the appeal procedure will not go beyond this level.

The Dean will attempt to mediate a resolution to the grading dispute. It is not within the purview of the Dean to change a grade assigned by a faculty member. Failure of the student to appear without good cause at such meeting will terminate the appeal in favor of the existing grade.

The Dean may make a recommendation at this point, or they may choose to refer the case to the College of Engineering Student Appeals and Grievance Committee [hereafter referred to as the Committee] for additional input. The Dean's recommendation or referral to the Committee is to be conveyed in writing to all interested parties within two working days of the meeting between the Dean and the student.

If the Dean refers the case to the Committee, the Committee will meet within five working days of the referral from the Dean. If greater flexibility in time is required, interested parties must be notified in advance by the Chair of the Committee.

The Committee may conduct a hearing as deemed necessary. In this event, the Committee will ordinarily meet separately with the student and with the instructor(s) in an attempt to resolve the differences. The Committee may record the hearing with the consent of the parties involved. The student and the instructor should retain copies of any material which they have submitted to the Committee. The student and faculty member may have assistance (excluding attorneys) present at the hearing. Each of the parties should be prepared to present clear, concise, complete information to the Committee and be prepared to answer questions from the Committee members.

The Committee will deliberate at their first meeting or, if a hearing is conducted, within three business days of the conclusion of the hearings. Neither the student nor the faculty will be

present during the deliberations of the Committee. All deliberations of the Committee will be strictly confidential.

At the conclusion of the deliberations, the Committee shall, within five working days, send to the Dean a written report containing a summary of the issues, key deliberations, recommendations and vote count.

The Dean will convey their recommendation in writing to all interested parties within two working days of receiving the report from the Committee. The faculty member will respond within three working days with their decision and/or action to change the grade.

This is the final step in the grade appeal process for graduate students.

Step IV

Undergraduates may appeal beyond Step III to the Provost's Office. This appeal must be in writing and must be submitted to the Provost's Office within five working days of notification of the Dean's action.

[College of Engineering Student Grievance Form](#)

College of Engineering Student Grievance Form

The College of Engineering Grievance Process is used to resolve grievances and may be initiated only after the informal process used to resolve complaints has not resulted in satisfactory resolution.

A disagreement with an administrative decision (or grade) is not a grievance unless it includes improper, unfair, or arbitrary action.

Student Name:
TUID:
Phone Number:
TU email address:
Alternative email address:
Mailing Address:
Semester and Year in Which Course was Completed:
Course Number:
Course Name:
Department:
CRN (course reference number)
Name of Instructor:
<p>Please attach the required statements as listed in steps 1 – 5 below. Statements must be typed and no more than 250 words for each statement.</p> <ol style="list-style-type: none"> 1. Please provide a concise description and summary of your grievance. Include what you see as the major issues needing resolution. 2. Specify any and all specific steps that have been taken thus far in the attempt to resolve this matter informally. 3. Identify the basis of your claim of grievance (e.g. homework or other assessment score missing from final grade calculation, test score miscalculated, failure of instructor to follow grading policy as stated on the syllabus.) 4. Please tell us what in your opinion would represent a satisfactory resolution to your grievance? That is, what would you like to see happen as a result of your grievance being formally considered? 5. Please provide a detailed (numbered) list of all documentation that you have attached in support of your grievance. This should include the course syllabus from the course in question, copies of email communications, copies of graded coursework, and other relevant supporting materials.



I have provided the documentation required for each step:

- ☐ Step I
- ☐ Step II
- ☐ Step III
- ☐ Step IV
- ☐ Step V (be sure to number all supporting materials)

Signature:

Date Submitted: