

Lebanese American University
STUDENT GRIEVANCE PROCEDURES
Approved by the University Executive Council on August 7, 2007

Filing a Grievance:

Grievances must be initiated within ten working days of the action being grieved.

When filing a Student Grievance, the grievant must submit a formal grievance, in writing, duly signed, to the Dean of Students. The grievant must fill and sign a Grievance Form. Along with the Form, the grievance should include all the relevant documents, paperwork, other evidence, and/or witnesses' names deemed relevant to substantiate the grievant claims. The grievant is required to exercise discretion, and proper judgment, in what is included as substantiating evidence.

The Vice President for Student Development & Enrollment Management is required to file the Grievance Form, and give it a true date documenting that a grievance has been filed, only upon receipt of the written Form.

Verbal grievances communicated to the Dean of Students, or any other University official, will not be recorded, and will not trigger the application of the Grievance Policy, unless they are reduced to writing by utilizing the attached Grievance Form.

Upon filing a grievance, the Dean of Students shall immediately notify the Vice President for Student Development & Enrollment Management who will form a Student Grievance Committee within seven working days of the receipt of the formal written grievance.

Student Grievance Committee:

This Committee is composed of:

1. The Dean of Students, as Chairperson
2. The Chair of the Department or the Head of the Office
3. A Faculty or Staff member appointed by the concerned Vice President
4. A representative from the University Student Council

The Committee should meet within ten working days of receipt of the Grievance Form, and within fifteen working days of said date, the Committee shall schedule a meeting with the grievant, and the respondent, with an attempt to resolve the matter within the policies and the regulations of the University. The Grievance Committee, may also, in its effort to resolve the complaint, investigate the matter and interview the witnesses.

After the Committee has concluded its deliberations, the Chairperson will prepare the Committee's recommendation(s) in a written Report, as soon as possible, after the hearing is concluded. The Report should be brief stating the Committee's recommendation(s) regarding:

1. Finding out what happened.

2. Concluding what Policy was violated, if any.
3. A proposal of what action and remedial steps should be taken.

The Report is sent to the Vice President for Student Development & Enrollment Management.

It is the responsibility of the Vice President for Student Development & Enrollment Management to make a determination on the matter, in consultation with the Dean of Students, the Vice President concerned and the General Counsel, within ten working days of the receipt of the Report, and to forward it to the President whose decision shall be final.

Thereafter, the Dean of Students shall notify the student of the outcome of the filed grievance.

If the grievance is resolved, a Report should be prepared by the Dean of Students on the grievance and how it was resolved, with all the proper documentation that relates to the grievance. This record should be maintained at the Dean's Office.

Final disposal of a Grievance:

When a grievance is resolved at any stage stated above, a Grievance Resolution Form shall be filled and signed by all involved parties.

Bi-annual reports:

The Dean of Students shall provide the Vice President for Student Development & Enrollment Management with bi-annual reports on all grievances filed, how they were disposed of, any follow-up on the grievance, the grievant, and/or the respondent, and any reflection the grievance had, or should have, on the University Policies and Procedures.

Grade Litigation:

Any grade related grievance should be conducted pursuant to the procedures herein attached, *Attachment A*.

Attachment A

Grade Litigation

INTRODUCTION

Grading errors are simply mistakes made on the part of the graders, and not differences in interpretation of a question or answer. An error has occurred when:

- The grader has made a mistake in point totals, or a question was just not graded.
- The answer is clearly and obviously correct based on the posted key, but full credit was not given.

Submitting an exam for a re-grade should be considered only after the regulations listed below are understood.

- Re-grades must be requested from the instructor in person.
- In certain instances, a request to re-grade one question might cause other related questions to be examined as well. Any interpretation of a question or answer must also be applied to all related questions and answers.
- Graders are human, and thus can make mistakes. These mistakes might be the detriment of the student, resulting in fewer points for the question than earned. Or these errors might be to the benefit of the student resulting in more points than deserved. A re-grade request implies a desire for honesty and perfection in grading, thus all exam questions and both types of errors are examined. Thus a re-graded exam score might be higher or lower than the original exam score; this is not a penalty for having requested a re-grade.
- Exams taken in pen are much more likely to be accepted for re-grade than those taken in pencil. Exams taken in pencil may be refused a re-grade at the instructor's discretion.
- Exams on which whitener or similar materials have been used cannot be submitted for a re-grade.
- Submission of an altered exam for re-grade means that the student, automatically, must expect the maximum penalty.
- Re-grades' requests, verbal or written, must be submitted no later than one week from the date which the exam is returned in class. This does not mean a week from the date the student picks it up.
- For the final exam the deadline for re-grading is one week after the grades are posted.
- If the normal deadline falls on a day which the University is closed, then the deadline is extended 24 hours.
- Re-grades must be ready within a day or two of their submission.
- If the faculty member who taught the course is no longer with LAU, the complaint is filed with the Academic Chair that should deal with the issue in the School Council.
- Once a request for re-grade is submitted, the student must accept the new point total, even if it goes down.

REQUEST FOR RE-GRADE

Step one

- Step 1 requires an oral discussion between the student and the grader. If the student considers the response to this discussion to be unsatisfactory, he/she should initiate the action outlined in Step 2.

Step two

- Step 2 must be initiated within 2 days of step one.
- Step 2 requires that the student must submit the exam, along with a brief note explaining why he/she believes that it must be re-graded. The note must be word-processed. Hand-written requests may not be accepted.
- The request should be given to the administrative assistant of the School concerned, who should date it and give it to the Chair of the Department.
- The Chair of the Department discusses this and the Faculty gives the answer.
- The Faculty member should return the request with his/her answer within 2 days of receiving it.
- If the student is not satisfied with the answer, he/she should proceed to Step 3.

Step three

- Step 3 constitutes a final appeal of the student concerning this re-grading litigation.
- The case should be presented to the School Dean concerned.
- The School Dean concerned can get the opinion of another faculty member on this issue.
- The School Dean should call for a meeting with the student, the concerned Faculty member, and the Dean of Students. A final decision on this issue is to be made.

After Step 3, all re-grade scores are final and unchangeable.