

DEPARTMENT OF BIOLOGICAL SCIENCES

GRADE DISPUTE AND GRIEVANCE PROCESS FOR STUDENTS

Consistent with University policy S07-6 STUDENT FAIRNESS DISPUTE RESOLUTION, the Department of Biological Sciences provides an informal process for students as follows and should be conducted in order: 1-4.

1. Students must first attempt to resolve such matters with the faculty member involved. Students should arrange a meeting with their instructor as soon as is possible in order to seek a resolution through informal discussion. An equitable solution to the problem should be sought before the persons directly involved have made any public or official statements that might tend to polarize the dispute and possibly render a solution more difficult.
2. Should the student and faculty member not be able to resolve their dispute, then the student should bring the matter to the attention of their academic advisor.
3. Should the student, their academic advisor and the faculty member involved not be able to construct an equitable solution, then the dispute may be brought to the attention of the department chair for assistance.
4. If the dispute cannot be resolved at the department level, the student may contact the Associate Dean of the College of Science.

It is preferable that a resolution of such disputes be completed within the department or college, but this may not always be possible. At any time, should an agreement not be reached, the student may seek the aid of the department chair or the University Ombudsman, including at a time prior to the initial meeting with the instructor. It is imperative that this process be conducted as quickly as is possible, but in such a way that due process is observed and fairness to all parties is achieved.

If this informal process fails to resolve the matter, the student may make a formal appeal to the Student Fairness Committee to initiate a formal grievance/grade dispute process. The burden of proof rests with the complainant. In the Formal Resolution Process, the grievance petition must be submitted to the University Ombudsperson's office no later than the end of the semester following that in which the alleged cause of the dispute occurred.

See University policy for details S07-6 STUDENT FAIRNESS DISPUTE RESOLUTION.

<http://www.sjsu.edu/ombudsperson/>

Questions or issues involving discrimination (including physical, racial and sexual harassment) should be reported to the SJSU Office of Equal Opportunity.

http://www.sjsu.edu/hr/about_us/hr_directory/eo_unit/