

# BURRELL COLLEGE OF OSTEOPATHIC MEDICINE

## STANDARD OPERATING PROCEDURES

<b>Student Requests for Grade Review(s)</b>	<b>SOP #: AA.004.01</b>
Effective Date	11/14/2018
Last Revision/Review	7/23/19, 8/28/19

### 1. Purpose

This SOP outlines and defines the process by which students may request review of a score on an assessment tool, or of a grade in a course. This decision will be at the discretion of the Associate Dean of Pre-Clinical Education or their designee (Years One and Two), or at the discretion of the Associate Dean of Clinical Education or their designee (Years Three and Four).

### 2. Related Policy/Authority

This SOP references the policy on Course Grades, as stated in the BCOM Student Handbook, found at:

[https://bcomnm.org/student-handbook\\_catalog/](https://bcomnm.org/student-handbook_catalog/),

and as stated on page 39 of the BCOM Course Catalog, found at:

<https://bcomnm.org/catalog/>.

### 3. Faculty/Staff Responsibilities

Responsibility for the receipt of grade review requests for students, and forwarding those requests to the appropriate individuals, will lie with the Administrative Assistant of the Office of Pre-Clinical Education.

Responsibility for the approval of grade review requests for students in Years 1 and 2 will rest with the Associate Dean of Pre-Clinical Education, or their designee, in consultation with the Course Director of the course for which the grade review is being requested.

Responsibility for the approval of grade review requests for students in Years 3 and 4 will rest with the Associate Dean of Clinical Education, or their designee, in consultation with the Clerkship Director of the clerkship(s) for which the grade review is being requested.

Responsibility for notification of the decision on a grade review request will rest with the Offices of Pre-Clinical Education or Clinical Education. In the event a request for grade review is approved, the notification of a grade change will be prepared by the Associate Dean of Pre-Clinical Education, or their designee, or the Associate Dean of Clinical Education, or their designee, and forwarded to the student, in a password-protected letter, electronically transmitted by the Office of the Registrar.

### 4. Definitions/Abbreviations

**Grade review** – the review, upon student request, of the validity of a score on an assessment tool, or of a final grade in a course, to assure that no error in reporting, calculating, or transcribing of the score or grade occurred.

**Grade appeal** – the request, made by a student, to review the validity of a score on an assessment tool, or of a final grade in a course, to assure that no error in reporting, calculating, or transcribing of the score or grade occurred.

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**Assessment tool** – the mechanism, or instrument, used to assess a student’s knowledge which grants points a score or grade in any form. All assessment tools will be objective in nature.

### **5. Procedural Steps**

The procedures for submission of student requests, review of requests, and decision on requests is outlined below:

#### **1 Submit Appeal**

- 1.1 Student appeal of a score or grade, also known as a request for grade review, must be submitted in writing through the Office of Pre-Clinical Education (Years 1 and 2) or the Office of Clinical Education (Years 3 and 4).
- 1.2 Students are provided a paper copy of the “Request for Grade Review” form, or may be directed to an on-line link to the “Request for Grade Review” form.
  - 1.2.1 All students in all four (4) curricular years will use the same form, and follow similar processes.
- 1.3 Upon completing the form, the student will submit the request by:
  - 1.3.1 returning the hard copy to the Administrative Assistant of the Office of Pre-Clinical Education; or
  - 1.3.2 clicking on the submit button at the bottom of the on-line form, which will automatically route the form to the Administrative Assistant of the Office of Pre-Clinical Education.
- 1.4 The request must include sufficient detail to provide a rationale for the request, and must include any relevant supporting documentation, to allow an informed decision to be made.
  - 1.4.1 Appropriate supporting documentation must be submitted with the initial filing of the request.

#### **2 Process Request**

- 2.1 Upon submission, the request will be forwarded to Administrative Assistant of the Office of Pre-Clinical Education, who will do the following:
  - 2.1.1 Time-stamp the submission;
  - 2.1.2 Confirm the suitability, and review the submission for completeness;
  - 2.1.3 Any request citing issues related to exam content concerns will immediately disqualify the request from review.
- 2.2 The Administrative Assistant will disseminate the request and supporting documents to the Associate Dean of Pre-Clinical Education or the Associate Dean of Clinical Education, or their designees, for review and decision.

#### **3 Review of Grade Review Request**

- 3.1 For requests from students in Years 1 & 2:
  - 3.1.1 The Office of Pre-Clinical Education’s Administrative Assistant will submit the request, with all provided documentation, to the Associate Dean of Pre-Clinical Education through e-mail.
    - 3.1.1.1 The Associate Dean of Pre-Clinical Education will review the request, and will consider the rationale and supporting documentation.

- 3.1.1.2 If the request for review has merit, the specifically cited issue will be revisited.
  - 3.1.1.2.1 Scoring/Calculation issues: The assessment document (original or facsimile of the original) will be re-assessed for accuracy in grading, and score calculations confirmed or corrected as necessary.
  - 3.1.1.2.2 Reporting/Recording issues: Assessment scores as recorded and/or transcribed into grade books (grading documents, LMS system, etc.) will be examined for accuracy, and errors will be corrected as necessary.
- 3.2 For requests from students in Years 3 & 4:
  - 3.2.1 The Office of Pre-Clinical Education's Administrative Assistant will submit the request, with all provided documentation, to the Associate Dean of Clinical Education through e-mail.
    - 3.2.1.1 The Associate Dean of Clinical Education will review the request, and will consider the rationale and supporting documentation.
    - 3.2.1.2 If the request for review has merit, the specifically cited issue will be revisited.
      - 3.2.1.2.1 Scoring/Calculation issues: The assessment document (original or facsimile of the original) will be re-assessed for accuracy in grading, and score calculations confirmed or corrected as necessary.
      - 3.2.1.2.2 Reporting/Recording issues: Assessment scores as recorded and/or transcribed into grade books (grading documents, LMS system, etc.) will be examined for accuracy, and errors will be corrected as necessary.
- 4 Notification of Outcome of Grade Review Request**
  - 4.1 Upon completion of the review process, the determination will be communicated to via a letter for transmittal of the decision to the student. Resolution of the request shall be communicated to the student by the Registrar within one (1) business day (24 hours) of the submission of the "Request for Grade Review".
    - 4.1.1 The Associate Dean of Pre-Clinical Education (Years 1 and 2) or the Associate Dean of Clinical Education (Years 3 and 4) will prepare a letter which includes:
      - describing the
        - 4.1.1.1 The decision to approve or not approve the request, with a brief rationale for the decision;
        - 4.1.1.2 If approved, the finding of any examination of documents and the accuracy of the assigned score/grade as currently recorded;
        - 4.1.1.3 Describe the change to the assigned grade, if any, made as a result of the request.
    - 4.1.2 The letter will be forwarded to the Office of the Registrar.
      - 4.1.2.1 The Registrar will distribute the letter to the student through e-mail.
        - 4.1.2.1.1 The letter will be attached to the e-mail as a password-protected PDF file.

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- 4.1.2.1.2 The password for the PDF file will be provided to the student in a subsequent (second) e-mail.

### **6. Reports/Charts/Forms/Attachments/Cross References**

The online version of the grade review request form is found at the following link:

<https://bcomnm.org/students/student-forms/>

### **7. Maintenance**

This policy will be reviewed as necessary, with a review occurring at no more than three (3) year since the most recent review.

### **8. Signature**

Signatures on File

8/28/19

Robert Ketchum, PhD and Adela Lente, MD

Date

### **9. Distribution List**

Internal/External

### **10. Revision History**

Revision Date	Subsection #	Summary of Changes	New/Cancellation/Replacement Procedure? (if applicable)	Approval Date
7/23/19	All	Update to change from Academic Affairs to Pre-Clinical Education or Clinical Education		7/23/19