

Steps for Submitting an Academic Grievance (Grade Appeal)

Before escalating your grievance to the College of Liberal Arts and Sciences, you must first address your concerns with your instructor and the appropriate administrator in the academic unit that offered the course. Over 95% of all disputes are settled in this way and are never escalated to the Dean's office. Before submitting a formal grade grievance, students should speak with the designated representative from the Dean's office to discuss the case and go over the full appeal process. Please call 480-965-6506 to schedule an appointment and let them know ahead of time if you need a phone appointment. Students with phone appointments are responsible for calling 480-965-6506 at the time of the appointment.

If, after speaking with the Dean's representative you decide to pursue a formal appeal:

Provide a typed statement supporting your request. That statement must include:

A heading including

- Your name and ASU ID number
- The Course number, title, 5 digit class number, the year and term, and the session in which the course was taught (A, B, or C)
- The instructor's name

Your statement should address

- Your reason for questioning the grade
- The remedy you are requesting
- **Your handwritten signature at the bottom**

If you have documents you wish to submit as evidence to support your statement

- Label them as Exhibit 1, Exhibit 2, etc.
- Reference the exhibit number(s) in your statement of appeal so the Committee will know what point each exhibit supports
- Attach them to your statement of appeal

Submit your entire written statement with any supporting documents to the College of Liberal Arts and Sciences Office of Student and Academic Programs. You may deliver a hard copy of your appeal to the front desk of the Futures Center on the first floor of Armstrong Hall on the Tempe campus, or you may email it to CLASDean@asu.edu. If you submit an electronic document, please sign the statement, scan all pages, and submit as a single .pdf file. **Formal written appeals must be received by the CLAS Futures Center no later than 5:00 p.m. on the tenth business day after meeting/speaking with the dean's representative, whether you are enrolled in that term or not.**

Office of Student and Academic Programs

Armstrong Hall, Suite 152 | 1100 S. McAllister Ave. | PO Box 872601 | Tempe, AZ 85287-2601
p: 480-965-6506 | f: 480-965-2110 | clas.asu.edu

The dean's office will submit your statement with any attachments to the instructor, requesting the instructor's written response. When the response is received you will be invited to review it and hear the opinion of the dean's representative before deciding whether to request a hearing before the CLAS Student Affairs and Grievance Committee or consider the matter closed.

*Cases will be scheduled in the order in which final documentation is received. You will be notified once a hearing date has been assigned with the date and an electronic copy of all material reviewed by the committee. **It is important to submit your formal grievance as soon as possible, because all grade grievances must be resolved within the regular fall or spring term immediately following the term in which the grade was issued.** More information about this process is available at <https://clas.asu.edu/resources/academic-grievance>.*