



Policy on Course Grade Appeals Doctor of Pharmacy Degree Program University of Pittsburgh School of Pharmacy

The University of Pittsburgh School of Pharmacy affirms the right of students to a prompt and fair resolution of a complaint or grievance. Complaint resolution procedures involving grades include both informal and formal processes. Students should use the formal grade appeal procedure only as a last resort.

A course grade is earned by the learner and assigned by a faculty member based on their professional assessment of the academic quality of the student's performance. Such assessments are non-negotiable, and disputes about them do not constitute valid grounds for appeal.

Acceptable grounds for a grade appeal are:

- An error was made in grade computation.
- A grade assignment was capricious or arbitrary (such as assignment based on criteria other than the student's performance in the course or assignment that constitutes a substantial departure from the published or announced grading standards for the course). A student may not claim capriciousness if they disagree with the professional evaluation of the instructor.

Informal Process

For grades assigned during the course, students are encouraged to first address any complaint with the faculty member/course coordinator(s) and attempt to resolve the issue through discussion.

If the concern is with a final course grade, students are encouraged to first request a meeting with the course coordinator(s) to discuss the reasons for their concerns and attempt to resolve the issue through discussion as soon as possible, but before 5 business days after the end of semester grades are posted for the course in question.

A student may provide additional information that was not previously available to the course coordinator(s) for consideration, including possible evaluations that the student believes were not considered at the time the grade was determined.

Formal Process for Final Grade Appeal

If a student fails to reach a satisfactory resolution of their complaint through the informal process, the student may appeal their final grade by the following procedure:

- The student submits written documentation of his/her complaint in writing to the course coordinator(s) that made the grade determination made as soon as possible but **within 5 business days** after the official end of semester grades are posted for the course in question.
- The course coordinator(s) decision is provided to the student in writing within 5 business days.
- Should resolution not occur at the course level, the student should then submit the written documentation of their complaint in writing to the PharmD Program Director, accompanied by results of communication with the course coordinator(s), faculty and any relevant supportive materials including tests or assignments. The student may provide information that was not

previously available to the course coordinator(s) for consideration, including possible evaluations that the student believes were not considered at the time the grade was determined.

- The PharmD Program Director will meet with the student and course coordinator(s) and review materials, as well as review course documentation including the written justification for the assigned grade submitted by the course coordinator(s), course grading procedure and any other pertinent information. A final decision will be made in writing to the student and course coordinator(s) within 5 business days of the meeting.
- The Program Director will recuse themselves when they are a course coordinator or teaching faculty member of the course, and the Associate Dean of Student Success will serve as the designated alternate.