



University Compliance, Ethics, and Risk Office

UNIVERSITY OF CENTRAL FLORIDA

University of Central Florida Draft Policy Submission Cover Memo Form

Policy No. and Title:

Initiating Authority:

Initiating Authority Approval Date:

Date of Submission for Review:

Submitted by:

Department:

New Policy

Existing Policy (5-year Review)

Existing Policy (Out of Cycle
Review)

Summary of Revisions: (For a new policy, please provide a summary of the policy. For an existing policy, please provide a summary of the revisions made to the policy.)

Stakeholders included in the Review Process: (Provide a list of departments involved in the review/revision process.)

Stakeholder feedback must also be requested from the [Faculty Senate](#) and the [College Policy Liaisons](#). By checking the boxes below, you are confirming that feedback from these groups was requested, received, and considered in the draft policy.

College Policy Liaisons

Faculty Senate

Regulatory Requirements (if applicable): (Provide information on regulatory requirements pertaining to the policy, including specific statute or regulation number.)

Presenters: (Provide the name(s), position title(s), and email address(s) for all individuals who will be presenting the policy to the university's Policies and Procedures Committee.)



Draft - Student Academic Appeals

Policy Number	4-412
Responsible Authority	Senior Vice Provost for Academic Affairs
Initiating Authority	Provost and Executive Vice President, Academic Affairs
Effective Date	
Date of Origin	

APPLICABILITY/ACCOUNTABILITY

This policy and related procedures are applicable to all members of the university community.

BACKGROUND INFORMATION

This policy will replace UCF Regulations 5.016 and 5.017, combining undergraduate and graduate policies, and reducing the cumbersome nature of the current regulations by streamlining procedures and reducing time frames.

POLICY STATEMENT

The University of Central Florida is committed to resolving all student academic appeals, including grade appeals and academic program appeals, in a fair and expeditious manner. This policy outlines the procedures and time frames for handling undergraduate and graduate student academic appeals. It is expected that all members of the university community involved in the process of student academic appeals will comply with the procedures and time frames as set out in the policy.

GENERAL POLICY

A. Student Grade Appeals

The grade appeals process applies only to the final course grade, and not to individual assignments.

Step 1 – Informal Grade Appeal

Before beginning the formal grade appeal process, students must first contact the course instructor of record to initiate a verbal or written appeal (emails must be sent from the student's UCF email account). The student must initiate contact within **20 business days of the grade being available in myUCF**. The course instructor receiving the appeal shall respond to the appeal in writing within **10 business days** of receipt. Should the course instructor approve the appeal, a grade change will be processed.

In the event the course instructor is unavailable or does not respond to the student within the time frame stipulated, or if the issue remains unresolved, the student may move to Step 2.

Step 2 – Formal Grade Appeal

Students must make certain that they have valid grounds for a formal grade appeal, which are limited to one or more of the following criteria:

- (1) Alleged deviation from established grading policy and/or procedures as per the course syllabus, posted in Webcourses following requirements of UCF 4-403 Required Elements of the Course Syllabus.
- (2) Alleged deviation from university syllabus policy that could have impacted the resulting grade
- (3) Alleged lowering of grades for non-academic reasons

If the appeal meets one or more of the above criteria, the formal grade appeal must be made within **40 business days of final grades being posted** or **10 business days of receiving a decision from the instructor, whichever comes sooner**.

Formal grade appeals must be made using the [Grade Appeal forms](#) and **all supporting documentation** must be uploaded with the form. Once the formal grade appeal has been received, the student will receive an acknowledgement, and the appeal will be passed to the unit head (chair or director) of the department or school housing the course. The unit head will have **10 business days** from the date of receipt to investigate and respond to the appeal. The decision will be communicated to the student and a grade change will be processed if warranted. A copy will be sent to Grade Appeals at the Office of Undergraduate Studies or the College of Graduate Studies, as appropriate.

This decision will be final, unless the student has **new information** to present and/or can show that a **procedural error** was made by the college, in which case the student may proceed to Step 3.

Step 3 – Provost Level Appeal

If the student has **new information** to present and/or can show that a **procedural error** was made, the student should communicate this information to undergraduate or graduate grade appeals within 5 business days of receipt of the decision from the unit head, using the appropriate [form](#). The provost's designee in either the Office of Undergraduate Studies or College of Graduate Studies, as appropriate, will have **10 business days** from the date of receipt of this information to investigate the formal appeal, in consultation with the dean or dean's designee of the college housing the course if appropriate, and provide the student with a final decision, which cannot be appealed.

B. Academic Program Appeals

Academic program appeals apply to students seeking to appeal a program decision. Academic program appeals include academic program actions for both undergraduate and graduate students and denied program changes and automatic graduation under the Timely Progress Policy for undergraduate students.

Step 1 – Informal Academic Program Appeal

Before beginning the formal academic program appeal process, students must first contact the appropriate office based on the type of appeal as outlined below.

- Denied program changes and automatic graduation (applies only to undergraduate students with 75 or more credit hours) - the director, Academic Success Coaching, of the college housing the program or major
- All other academic program actions - faculty administrator (e.g., program director or program coordinator)

To initiate a verbal or written appeal (emails must be sent from the student's UCF email account), the student must initiate contact within **10 business days** of being notified of the program action being taken. The faculty administrator or director, Academic Success Coaching, receiving the appeal shall respond to the student in writing within **10 business days** of receipt. Should the faculty administrator or director approve the appeal, the student will be notified and the appropriate action will be taken.

In the event the faculty administrator or academic success coach is unavailable or does not respond to the student within the time frame stipulated, or if the student has information that was not previously taken into consideration and/or can show that a procedural error was made, the student may move to Step 2.

Step 2 – Formal Program Appeal

Students of a denied informal program appeal may institute a formal program action appeal if they have information that was not previously taken into consideration or they can show that a procedural error was made. The formal appeal must be made within **5 business days** of receiving the decision in **Step 1** using the appropriate form.

- (a) In the case of **academic program actions**, the appeal will be passed to the dean or dean's designee of the college housing the program, who will respond to the student in writing within **10 business days** of receipt. A copy will be sent to Academic Program Appeals at the Office of Undergraduate Studies or the College of Graduate Studies, as

appropriate. If the student has information that was not previously taken into consideration, or they can show that a procedural error was made, the student may proceed to **Step 2 (b)** within **5 business days** of receiving the dean or dean's designee's decision using the appropriate form located at <https://www.ucf.edu/xxxxxxx> (to be determined).

- (b) In the case of **denied program or major changes and automatic graduation**, or where a student has information that was not previously taken into consideration or can show that a procedural error was made in **Step 2(a)**, the provost's designee in the Office of Undergraduate Studies or College of Graduate Studies will have **10 business days** from the date of receipt of this information to investigate the formal appeal and provide the student with a decision. This decision is final and cannot be appealed.

DEFINITIONS

Academic Program Appeals. An academic program appeal is a formal process whereby an undergraduate or graduate student may appeal an academic program action. For undergraduate students, it also includes appealing denied program changes and automatic graduation.

Grade Appeals. A grade appeal is limited to a final course grade on the grounds of alleged deviation from established grading policy and/or procedures as per the course syllabus, alleged deviation from university syllabus policy that could have impacted the resulting grade, and/or alleged lowering of grades for non-academic reasons.

Student Academic Appeals. A student academic appeal is a request by a student for the review of an action or decision that affects a student's academic standing or progress. Such appeals include both final grade appeals and academic action appeals.

PROCEDURES

Procedures to guide students are fully outlined within the policy and can be accessed online at <https://undergrad.ucf.edu/grade-appeal/> (website will be updated once policy has been approved)

FORMS

[Undergraduate grade appeal form](#)

[Graduate grade appeal form](#)

(Website and forms will be updated upon approval of the policy)

CONTACTS

Office of Undergraduate Studies
Millican Hall, Suite 210,
4365 Andromeda Loop North, Orlando, FL 32816-0086
Phone: 407-823-2373

College of Graduate Studies
Trevor Colburn Hall, Suite 205A,
12796 Aquarius Agora Dr., Orlando, FL 32816-0112
Phone: 407-823-2766

gradeappeals@ucf.edu
[Grade Appeals](#)