

Grade Appeal Procedures for Students Enrolled in Online Courses

- (1) Students with issues directly related to online courses will contact the Director of Instruction, Online Learning, Jeremy Eason (jeremy.eason@westgatech.edu), to help resolve issues (Customer Care Coordinator and appropriate Dean will be consulted and assist as needed)
- (2) If the issue escalates to a grade appeal, the Director of Instruction, Online Learning (DI) should remind the student that they need to *contact the faculty member* to see if the issue can be resolved.
- (3) Once the student has contacted the faculty and if no resolution was reached, the divisional Dean will assume the responsibility for evaluating and processing the grade appeal. The DI, Online Learning will be involved with consultation to assist the Dean as needed. The Dean has responsibility for the grade appeal decision.
- (4) If the student does not accept the decision, then the student has the right to appeal to the Vice President of Academic Affairs (assuming timeline and appeal procedures have been followed per policy by the student) who will render a final decision.