

ACADEMIC GRIEVANCE/ GRADE APPEAL

Academic Grievance

An "academic grievance" is a claim by an enrolled student receiving academic credit for a course that a specific academic decision or action, such as a grade in a course, has violated published policies and procedures, or has been applied to the student in a manner different from that used for other students.

Students wishing to appeal a grade or reverse an academic decision should always begin by meeting with the instructor initiating the grade or decision. Oftentimes, this meeting will result in a satisfactory outcome for the student and instructor. If the student and instructor are unable to resolve the issue, the student should follow the academic grievance process set forth in the Academic Grievance policy. In the event that the process is not initiated or continued following the timelines mentioned in the Academic Grievance policy, the decision becomes final.

The detailed Academic Grievance policy can be found in the Student Handbook (<https://www.jsu.edu/studentaffairs/handbook.html>) and additional information can be found on the Academic Grievances by Students (<https://www.jsu.edu/academicaffairs/academic-grievances/>) web page.

If for some reason Jacksonville State University (JSU) is not able to resolve an issue, students may file a complaint with Mr. Ron Leonard, JSU's representative for the Alabama Commission on Higher Education (ACHE) (<https://www.ache.edu/>) or the student's home state's higher education agency. Please contact Mr. Leonard at Ron.Leonard@ache.edu or (334) 242-2211. For a list of all state agencies where to file a student complaint, see the State Authorization Guide (<https://nc-sara.org/guide/state-authorization-guide/>).

Jacksonville State University has been approved to participate in the National Council for State Authorization Reciprocity Agreements (NC-SARA) (<https://nc-sara.org/>). NC-SARA is a voluntary, regional approach to state oversight of postsecondary distance education and is a private nonprofit organization [501(c)(3)] that helps expand students' access to educational opportunities and ensure more efficient, consistent, and effective regulation of distance education programs.