



AP 4231

Grade Changes

References: Education Code Sections 76224 and 76232;
Title 5 Section 55025

Approved: December 2021

Last Revised:

Academic Senate Approval May 2020

The instructor of the course shall determine the grade to be awarded to each student.

The determination of the student's grade by the instructor is final in the absence of mistake, fraud, bad faith, or incompetence. "Mistake" may include, but is not limited to, clerical errors and errors made by an instructor in calculating a student's grade. "Fraud" may include, but is not limited to, inaccurate recording or change of a grade by any person who gains access to grade records without authorization. "Bad Faith" may include, but is not limited to, assigning a course grade that is not based on the grading system found in the course syllabus, changing the grading criteria to the detriment of students without prior, documented notification, or not applying uniform grading criteria to all students within the same course. "Incompetence" may include, but is not limited to, a lack of ability, legal qualification, or fitness to conduct and fairly grade a course, which is usually pervasive and not restricted to one student or one incident.

All changes or modifications to a student record must be requested no later than three years from the semester in question.

The procedures for challenging a final grade are as follows:

1. The student must confer with the instructor either in person or electronically to determine if the appropriate grade(s) was issued. If the instructor is not available or does not respond within 7 days, the student may contact the appropriate department office. The department office will attempt to contact the instructor and if after 7 days is unsuccessful, may find a faculty substitute for the instructor. The student must seek resolution first with the instructor or a substitute. If a faculty substitute is required, their realm of authority will be limited to claims based on mistake and miscalculation. With permission from the Dean or Vice President of Instruction, substitute access to final grade rosters will be granted through the Office of Instruction. In the challenge, the student should:
 - a. Identify the term, control number, course name, course number, and instructor (if the challenge is directed to a faculty substitute).
 - b. State the action requested; e.g., change a grade of C to an A, change an I to a grade of
 - c. Provide the reasons(s) and supporting evidence why they believe this request should be approved.

Any claims other than mistake or miscalculation will go directly to the Dean.

2. Students who wish to appeal the decision of the instructor (or substitute) must seek resolution with the appropriate Area Dean within 15 days after conferring with the instructor (or substitute) either in person or electronically. The appeal to the Dean must be in writing. In the appeal, the student should:
 - a. Identify the term, control number, course name, course number, and instructor.
 - b. State the action requested: e.g., change a grade of C to an A, change an I to a grade of C.
 - c. Provide the reasons(s) and supporting evidence why they believe this request should be approved. The Dean has 15 days from the receipt of the request to provide a written response to both the student and the instructor (and substitute if applicable). The response shall inform the student of their right to appeal to the Vice President of Instruction.
3. Final appeal rests with the Vice President of Instruction. The Vice President has 15 days from receipt of the appeal to respond in writing. The Vice President's decision is final and shall be reported to the student, the instructor (and substitute, if applicable), and the Dean.

Procedures for complaints about an instructor and grievance procedures are outlined in the Butte College catalog. The removal or change of a grade determined to be incorrect from a student's record shall only be done pursuant to Education Code Section 76232 or by an alternative method that ensures that each student shall be afforded an objective and reasonable review of the requested grade change. Because the procedure requires that a student first confer with the instructor to request a grade change, provisions shall be made to allow another faculty member to substitute for the instructor if the student has filed a discrimination complaint, if the instructor is not available or where the District determines that it is possible that there may have been gross misconduct by the original instructor. In the case of fraud, bad faith, or incompetence, the final determination concerning removal or change of grade will be made by the Vice President of Instruction. In all cases, the instructor who first awarded the grade will be given written notice of the change.

Admissions & Records' procedures for removing or changing a grade determined to be incorrect from a student's record are:

1. The instructor, Dean, or Vice President of Instruction obtains a Change of Grade Form from the Department Secretary or Admissions & Records.
2. Once the instructor, Dean, or Vice President of Instruction has completed the Change of Grade Form, the form must be delivered by the Department Secretary or instructor, Dean, or Vice President of Instruction to Admissions & Records for processing.
3. Admissions & Records will review and process Grade Change Forms within 10 working days from receipt of the form.
 - a. If there are any questions about the Change of Grade Form, Admissions & Records will contact the instructor, Dean, or Vice President of Instruction immediately.
4. The student's academic record will be updated. The Change of Grade Form will then be processed and annotated as having been completed.
5. The Change of Grade Form will be scanned into the student's electronic academic file.
6. Admissions & Records will notify the student and the instructor, Dean, or Vice President of Instruction that the grade has been changed.

Security of Grade Records

See BP/AP 5040: Student Records, Directory Information, and Privacy.

Also see BP/AP 3310: Records Retention and Destruction, and BP/AP 5530 Student Rights and Grievances.