

Sarasota University

Grade Appeals and Student Complaints Student progress in a course requires the submission of work in a timely fashion. The expectation is that the student's work meets the course standards. The professors at Sarasota University have the authority to extend deadlines and to grade or to not accept work which they deem unsatisfactory or beyond the deadline for submission. Students should understand that the work they submit is treated as final copy and is subject to evaluation against the assignment's standards. It is the prerogative of the professor to request that an assignment be redone before a grade is assigned. Students are encouraged to communicate in a timely fashion any issues that might affect the student's progress in the course. Faculty members who are professors of record for a class are vested with the primary but not sole authority to grade and report student work in relation to course requirements and standards of performance. Grading procedures are University-wide standards for assessing and reporting student work. If a student feels that a grade is an unfair representation of their achievement in a course, the student should first talk with the professor. If the outcome of that conversation is unsatisfactory, the student should contact the professor's department head who will discuss the issue with the professor. This discussion may involve the student. If the result of that discussion is unsatisfactory to the student, the student may appeal to the Academic Progress Committee. If the student finds the result of that discussion unsatisfactory, the student's next step is an appeal to the Vice-President of Academic Affairs who will refer the appeal to the Provost. Depending on the nature of the complaint, the Provost has the authority to uphold previous actions, to dismiss a student, to consult with the professor for clarification and documentation, to recommend an opportunity to submit or resubmit work, and to counsel the professor about a grade change. The University's policy of fairness means that issues related to student progress and achievement are significant, intellectual freedom is respected, and that in a community, determinations of achievement and progress may be a group decision. Students should make their issue with a course grade or other complaint known by email in a timely fashion (within 14 days). Appeals and complaints at the department head level will be handled within seven days of receipt. At the University level, decisions are reported within 30 days. All actions are reported by email or in writing by US or commercial mail (UPS, FedEx). A printed record of all written correspondence between the student and the University regarding the complaint will be kept on file. A Grade Appeal Form is available from the Director of Student Services.

An appeal of the Provost's decision may be made to the Executive Director, Commission for Independent Education, 325 West Gaines Street, Suite 1414, Tallahassee, Florida 32399, and (888) 224-6684.

MACTE reviews complaints that relate to a program's compliance with the Quality Principles and Standards. MACTE is interested in the sustained quality and continued improvement of Montessori teacher education programs but does not intervene on behalf of individuals or act as a court of appeal for individuals in matters of admission, appointment, promotion, or dismissal of faculty, staff, or adult learners. MACTE does not investigate anonymous complaints.

A copy of the appropriate Standards and/or the MACTE policy and procedure for submission of complaints may be obtained by contacting the MACTE office at 420 Park Street, Charlottesville VA 22902, Phone: (434) 202-7793, Fax: (888) 525-8838, e-mail: accreditation@macte.org, website: www.macte.org

Distance Education Students that have completed the internal institution complaint process and the applicable state process, may appeal non-instructional complaints to the Florida SARA PRDEC Council at FLSARAinfo@fldoe.org.