

Student Grade Appeals for UCF Students enrolled in UCF Downtown Co-Listed Courses

[UCF Policy Number 4-412](#) Student Academic Appeals includes Student Grade Appeals. This policy also applies to students enrolled in UCF Downtown co-listed courses with minor variations, as follows:

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 using the UCF Grade Change Form.

The student may move to Step 2, if:

- (1) the course instructor is unavailable or does not respond to the student within the time frame stipulated, or
- (2) the course instructor has responded and the issue remains unresolved.

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 Canvas or Webcourses.
- (2) Alleged deviation from the 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 UCF [Grade Appeal form](#) 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 Valencia Vice President, Academic Affairs for view by the appropriate Valencia Academic Dean or designee responsible for the course. The Valencia Academic Dean or designee 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 copy of that communication will be sent to Grade Appeals at the UCF Office of Undergraduate Studies: gradeappeals@ucf.edu. If a grade change is warranted, it will be processed by Valencia.

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 – UCF 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 [UCF Undergraduate Grade Appeals](#) within **5 business days** of receipt of the decision from the Valencia Academic Dean or designee, using the appropriate [form](#). The UCF Provost's designee in the UCF Office of Undergraduate Studies will immediately communicate such information to the Valencia Vice President, Academic Affairs or designee. The UCF Provost's designee in the UCF Office of Undergraduate Studies will have **10 business days** from the date of receipt of this information to review the information submitted and to investigate the formal appeal, in full collaboration with the Valencia Vice President, Academic Affairs or designee, and provide the student with a final decision, which cannot be appealed.