

Office when continued enrollment in the course is in question or additional, non-class-based penalties may be appropriate. Violation of a behavior contract must be reported to Chief Student Services Officer.

#### G. Addressing Repeated Offenses in Multiple Classes

Cases of academic misconduct, including academic dishonesty, are recorded and monitored by Student Services. If a student violates the same academic policy/guideline/rule three times during their time at CGCC, a case is created and assigned to the Chief Student Services Officer to determine a penalty for the repeated offenses.

### 1.3 Appeals Processes

The following section describes CGCC guidelines and procedures for three types of appeals processes: grade appeals, academic integrity appeals, and academic record appeals. Students may appeal any decision that falls into these categories using the procedures outlined below.

#### A. Types of Appeals

##### 1. Grade Appeal:

This procedure is used when a student believes the final grade assigned for a course should not stand because of discrimination or arbitrary or capricious action, the results of extenuating circumstances (e.g., emergencies), or other reasons not related to academic performance. A grade appeal cannot be based upon differences in assigned grades between multi-section courses, whether or not the course sections are taught by the same instructor. Grade appeals also cannot be carried out for grades assigned to individual assignments within a course, except for cases where an individual assignment/assessment grade is impacted by extenuating circumstances, such as an emergency or planned absence the instructor knows about in advance (see section 1.5.B below). To appeal grades on individual assignments, see section 2.1.C below.

##### 2. Academic Misconduct Appeal:

When a student wants to appeal a decision made regarding a violation of the student conduct guidelines regarding academic misconduct, the academic misconduct appeal process is used. Academic misconduct includes both possible breaches of the student code of conduct (see section 2.2.A below) and possible academic misconduct (see section 1.1 above), depending on the circumstances. Academic misconduct that may result in suspension or expulsion from CGCC may be subject to the Student Conduct Disciplinary Procedures set forth in Section 2.3.

##### 3. Academic Records Petition:

This procedure is followed when students want to request an exception to academic policies or deadlines, which may include drop for non-attendance (“no show”), late withdrawal, Oregon residency, academic renewal, or other academic policies. For more information about what constitutes an Academic Records Petition, contact Student Services, email [registrar@cgcc.edu](mailto:registrar@cgcc.edu), or call (541) 506-6011.

#### B. Grade Appeal Procedures

The grade appeal policy and procedure is designed to provide all students at the College with a clearly defined avenue for appealing the assignment of a course grade, following the posting of final grades.

A final grade is the instructor’s evaluation of the student’s work and achievement throughout a

terms participation in a course. Factors upon which the final grade may be based include, but are not limited to: attendance, recitation, class participation, written, oral, and online quizzes, reports, papers, final examinations, and other class activities.

If the student fails to pursue any step of the grade appeal procedure within its allotted time, the decision made in the previous step shall be final (see Steps 1 and 2, below). All correspondence and records should be retained in the office in which the complaint is finally resolved.

The grade initially assigned by an instructor remains in effect until and unless a change is determined by the appeal process.

### 1. Conditions for an Appeal

In all cases, the student shall have the burden to prove all allegations in her/his complaint by clear and convincing evidence at all stages of the appeal. Students may appeal grades they believe were based on prejudice, discrimination, arbitrary or capricious action, the results of extenuating circumstances (e.g., emergencies), or other reasons not related to academic performance. A grade appeal cannot be based upon differences in assigned grades between multi-section courses, whether or not the course sections are taught by the same instructor.

### 2. Grade Appeal Procedure and Time Schedules

- Step 1. Informal Consultation with Instructor.

This must be initiated within 14 calendar days of the posting of the course grade for viewing by students. The student shall first consult with the instructor in an effort to reach a satisfactory resolution of her or his appeal. Students who wish to appeal a grade should first meet with the College instructor to review the assigned grade and attempt to resolve the matter informally. In the event that the student cannot schedule a face-to-face meeting with the instructor, the student may attempt to consult with the instructor by email or phone, or the student may ask the instructor's supervisor to schedule the meeting between the student and the instructor.

Informal consultation is a required first step, and no further grade appeal is permitted unless informal consultation is first attempted. The instructor's decision after the consultation must be completed and communicated to the student within ten business days of the informal consultation. The only exception to this procedure is when the instructor is no longer employed by the College or is otherwise unavailable so that it is impossible to complete Step 1. If the student has attempted to contact the instructor via email and has not received a reply within ten business days, the student may proceed directly to Step 2, provided that the student must present documentary evidence of the attempt to confer by email with the instructor.

- Step 2. Appeal to the Instructor's supervisor.

If a student wishes to appeal a grade further, the student must submit a written appeal to the instructor's supervisor responsible for the course being appealed within ten business days following the end of Step 1. The appeal to the instructor's supervisor must be submitted in writing and must contain the student's name, ID, the course/section, instructor, written communication resulting from Step 1, and description of how the case meets the conditions of a grade appeal. (See Conditions for an Appeal, section 1.3.C.1, above.) The instructor's supervisor will then review the information provided to reach a decision. The supervisor's decision will be communicated to the student and the instructor within 15 calendar days of the receipt of the appeal if practicable.

- Step 3. Appeal to the Chief Academic Officer.

If the student wishes to appeal a grade further, he or she may submit an appeal to the Chief Academic Officer within ten business days of the end of Step 2. The appeal to the Chief Academic Officer must be submitted in writing and must contain the student's name, ID, the course/section, instructor, communication resulting from Step 1 and 2, and description of how the case meets the conditions of a grade appeal. The Chief Academic Officer will then review the information provided to reach a decision. The decision will be communicated to the student, the instructor, and the instructor's supervisor within ten business days of the receipt of the appeal. All decisions made in Step 3 are final.

### 3. Retention of Records

As part of the College's grade appeal procedure, instructors are required to keep grade-related materials until the appeal time frame has elapsed. Material that applies to an ongoing grade appeal process must be retained for six months following completion of the grade appeal process. Grade-related material refers to examinations, projects, term papers, records on grades, attendance records, electronic files, and other material that is used in the grading process and is not returned to the student. If materials are returned to the student, a student desiring to appeal must present any tests, examinations, term papers, or other graded material that form the basis for their appeal.

Failure by College personnel to meet the timelines set forth in the Grade Appeal procedure does mean that the student prevails. In the event College personnel do not meet timelines, the College will attempt to equitably adjust the schedules to permit the evaluation of the student's appeal.

## C. Academic Misconduct Appeal Procedures

The Academic Integrity Appeal Procedure is designed to provide all students at Columbia Gorge Community College with a clearly defined avenue for appealing decisions regarding academic misconduct.

### 1. Conditions of the Appeal

In all cases, the student shall have the burden to prove all allegations in her/his complaint by clear and convincing evidence at all stages of the appeal. The only grounds for appeal that will be accepted are gross error in procedure, violation of the student's rights, new evidence, or extreme bias on the part of the individual/group making the decision and/or assigning the penalty.

### 2. Timeframe for Initiating an Appeal

The student may challenge the penalty recommended by an instructor by following the appeals procedure below. In full-term courses, students may initiate an appeal within ten calendar days of notification of the penalty. Failure to make an appeal within this ten business day time period shall constitute a waiver of the appeal right, shall result in the penalty becoming final as recommended, and the case shall be considered complete.

In short-term courses, clinical courses, or other time-critical circumstances, students are advised to begin the appeals process immediately (or as soon as feasible but no longer than two business days) after any allegations of misconduct. Failure to do so will not only constitute a waiver of right to appeal, but also may severely hinder a student's ability to complete a program or course.

If it is determined that the student committed an act of misconduct and the student drops

or withdraws from the course, the case will remain open for monitoring by Student Services.

### 3. Penalty and Decision Appeal Process

- Step 1. Informal consultation with instructor (if appropriate).

This must be initiated within ten business days of the student receiving notification of the penalty, or as soon as feasible, but no longer than two business days, if the course is short-term and/or is part of a time-sensitive clinical schedule. The appeal to the instructor must be submitted in writing. The instructor's decision, whether a denial of the appeal or other resolution, must be completed within ten business days of receiving the appeal, or within two business days in the case of short-term and/or time sensitive courses.

- Step 2. Appeal to the instructor's supervisor.

If a student has reasonable grounds and wishes to appeal a penalty further, she or he must submit a written appeal to the appropriate instructor's supervisor within ten business days following the end of Step 1 for full-term courses. For short-term and/or time-sensitive courses, students must appeal as soon as feasible after receiving the instructor's decision, but no longer than two business days. The appeal must be submitted in writing. The instructor's supervisor may request additional information from the student or instructor. For full-term courses, the instructor's supervisor has seven calendar days from receipt of the appeal to make and communicate the decision to the student and the instructor. For short-term and/or time-sensitive courses, the instructor's supervisor must make and communicate the decision to the student within two business days.

- Step 3. Appeal to the Chief Academic Officer.

If a student has reasonable grounds and wishes to appeal a penalty further, she or he must submit a written appeal to the Chief Academic Officer within ten business days (for full-term courses) or two business days (for short-term and/or time-sensitive courses) following the end of Step 2. The Chief Academic Officer will endeavor to render a written decision within ten business days (for full-term courses) or two business days (for short-term and/or time-sensitive courses) of receipt of the appeal. Decisions made in Step 3 are final.

### 4. Grading and Attendance Protocol for Students Engaged in a Conduct Case or Appeal through Student Services

This protocol applies when a student's attendance in a class and/or a student's grade is potentially impacted by the following circumstances:

- A student is engaged in a conduct case being handled by Student Services.
- A student is involved in an appeal of a conduct decision and/or penalty determined by Student Services.
- A student is involved in an appeal of an Instructional Services decision.

### 5. Attendance in class

In most cases, the student may continue to attend the class until the conduct and/or appeal process has been concluded. However, in some circumstances, such as when the student is behaving unsafely in a clinical or laboratory setting (see 1.1.C.3g above), students may be ineligible to return to class until any and all appeals are completed. In addition, the Office of

Student Services may determine that a student's continuation in the course will significantly compromise the learning environment or safety of others, thus warranting a student's removal from class until the appeals process is complete. The student will be notified whether she/he is eligible to return to class pending outcome of the appeal.

#### 6. Entering Grades

- Mid-appeal/Mid-case

If the appeal occurs at the end of a term, the Chief Student Services Officer will notify the instructor to assign the student a grade incomplete (I) while the appeal is pending.

- Upon case/appeal completion, post grade reporting period

In the event that (a) a grade related penalty has been appealed by a student, (b) a penalty of suspension or expulsion has been appealed, (c) the appeal has not yet been resolved, or (d) if an appeal or case is resolved after the period for course grade reporting, the Chief Student Services Officer will notify the appropriate parties about necessary changes to the grade record and will contact the Registrar's Office to finalize the course grade. If the instructor is unavailable, the instructor's supervisor will finalize the grade.

#### 7. Enrollment and Grades Regarding Suspension or Expulsion

In the case of expulsion, the student will be assigned a failing grade in the associated course. In the case of suspension, the grade assigned for the associated course will be determined by the Registrar after consultation with the appropriate instructor(s) and instructor's/instructors' supervisor(s). An expulsion will take effect immediately upon exhaustion of the appeal process; if this occurs in the middle of a term, the expulsion will terminate enrollment in all courses. In the case of a suspension, if the review and appeal is exhausted in the middle of a term, the Chief Student Services Office will determine whether the student can continue in other courses.

#### D. Academic Records Petition Procedure

The Academic Records Petition policy and procedure is designed to provide all students at Columbia Gorge Community College with a clearly defined avenue for appealing the College's application of academic policies, academic deadlines, and the content of the student's official record.

1. Informal Appeal/Consultation with Student Services—Students seeking exceptions to academic policies or deadlines should first contact Student Services to explain the situation. In some circumstances, Student Services personnel may help provide information and satisfactory remedies for the student. In such cases, no further action may be required.
2. Formal Appeal—If the student would like to further appeal any decisions or policies after consulting with Student Services, the student must obtain and complete an Academic Records Petition Request form (see Student Services for the form). Once completed, the form and any accompanying, relevant documentation and evidence should be submitted to a Student Services representative. Completed forms and documentation will be reviewed by the Registrar. Decisions by the Registrar should be rendered and students notified within ten business days. In the event that forms are incomplete and/or more supporting documentation is needed, the Registrar may contact the student for more information. Such actions will delay the Registrar's responses and decisions.
3. Appeal of the Registrar's Decision—Students may appeal decisions made by the

Registrar by submitting a request for appeal in writing to the Chief Student Services Officer. This request must contain the same documentation (original or copies) submitted to the Registrar in the previous step, as well as a cover letter explaining why the Registrar's decision is inappropriate, and additional information as necessary to convey the facts in the student's case. As in step 2 above, the student may be contacted for more information. Decisions will be made and communicated by the Chief Student Services Officer within ten business days after all relevant appeals materials have been received. Decisions of the Chief Student Services Officer are final.

#### E. Appeal Proceedings

Regardless of the nature of the appeal, neither formal rules of process and procedure nor rules of evidence, such as those applied in court, are used in proceedings under this section.

### 1.4 Credits and Grades

#### A. Credit Hour

Columbia Gorge Community College (CGCC) grants credit for college work based on the national standard of the Carnegie Unit. Credit is based on in-class or equivalent hours and student out of class work. CGCC operates on the quarter system, in which one credit is based on, or equivalent to, 30-36 hours of academic engagement. When equating clock or contact hours to credit hours, one credit in the following types of courses is represented by:

- Lecture – 10 to 12 clock hours of instruction with a minimum of 20 hours of out-of-class student work.
- Lecture/lab – 20 to 24 clock hours of instruction with a minimum of 10 hours of out-of-class student work.
- Lab – 30 to 36 clock hours of instruction with minimal outside study.
- Cooperative Education/Clinical – 30 to 36 clock hours of supervised or semi-supervised instruction consisting of work experience in which a college instructor visits the work site periodically but primary supervision is from the employer or other individual contracted to provide the work experience
- Seminar – 10 to 12 clock hours in class with a minimum of 20 hours of out-of-class student work (Example: Cooperative Education Seminar 280)
- Independent Study – A minimum of 30 hours student involvement equals one credit hour.

For courses in which instruction is less clearly tied to clock hours, such as courses that might be offered exclusively online, course submissions shall include evidence of equivalency that reasonably approximates the minimum hours of student engagement.

#### B. Class Attendance

The philosophy of the institution is that students who attend class learn more than those who do not attend regularly, and that grades are a reflection of learning. Furthermore, the policy below affirms that instructors and students share important responsibilities for the quality of the overall in-class learning experience.

##### 1. Responsibility of Instructors

It is the responsibility of the instructor to determine the attendance guidelines that best promote learning in a particular course. On or before the first meeting of each class, the instructor is expected to articulate and inform students in writing via a course syllabus about specific class attendance requirements. In general, instructors should exercise fair and