WAC 132V-123-020 Informal resolution. If a student feels his or her final course grade was awarded incorrectly, in error, or in an arbitrary or capricious manner, his or her actions shall follow the steps below to address the discrepancy. Every effort will be made to resolve the discrepancy at the first level.

(1) Step 1.

(a) The student shall contact the instructor to discuss the student's concerns. This contact shall occur prior to the fifth instructional day of the next quarter. For a spring quarter grade this step may occur prior to the fifth instructional day in either of the following summer or fall quarters.

(b) This contact shall include:

(i) Discussing reasons the student believes there is a discrepancy;

(ii) Presenting other documentation that may have been overlooked in the determination of the final course grade.

(c) If the student believes his/her concern has not been adequately resolved in step 1, he/she may proceed to step 2.

(2) Step 2.

(a) The student shall contact the program/department chair or designated faculty member to discuss the student's concerns. This contact shall occur prior to the tenth instructional day of the next quarter.

(b) This contact shall include:

(i) Reasons the student believes there is a discrepancy;

(ii) Documentation;

(iii) The results of the meeting with the faculty member.

(c) The chair or designated faculty member will discuss the situation with the faculty member before giving the student his or her recommendation.

(d) The chair or designated faculty member will inform the student of his or her recommendation. This shall occur prior to the 15th instructional day of the next quarter. The chair or designated faculty member's recommendation is not binding.

(e) The chair or designated faculty member will inform the student of the formal appeal process if the chair's recommendation is not satisfactory to the student.