Appeal Policy for Course and Clerkship Grades
Educational program Committee Approved: June 5, 2019
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Any student concerns about discrimination, student mistreatment, criminal behavior towards a student, sexual harassment or sexual assault are of a very serious nature by definition and handled separately from student academic complaints. Additionally, all students should be aware that complaints of sexual harassment, sexual assault, or criminal behavior towards the student or by the student have to be reported according to the Title IX Act and the Clery Act. Please use these sources of information linked below to learn more about how to address concerns of this nature:

Title IX and Clery Act Mandatory Reporting Guidelines
UofL Sexual Harassment Policy
UofL Student Sexual Misconduct Policy

Overview:

Students who do not feel that their grade accurately reflects their performance in a course or clerkship has the right to ask for clarification or appeal the grade from the course or clerkship director. Generally, course and clerkship directors are the first contact for student concerns about grades and are empowered to make decisions about those concerns. If the course or clerkship director is involved in the issue that is causing the concern, the complaint may be received instead by the Associate Dean of Medical Student Affairs or the Senior Associate Dean for Undergraduate Medical Education. UofL has an overall student grievance policy and process that outlines the actions for concerns that are not resolved through the initial processes described below. This may be viewed at: UofL Student Grievance Policy and Process

M1-2 course grades:

In-class quizzes, Team-Based Learning (TBL) and Question Attack Sessions (QAS) quizzes:

Concerns about a question’s validity may be discussed during class. If a question contains an error and needs to be corrected that was used in TBL and QAS, the question scores will be corrected for the individual quizzes, but not the group quizzes.

M1-2 In-house closed-book examinations question challenge process:

1. All students taking the examination on the scheduled exam day will have the opportunity to review all in-house major examinations, either on ExamSoft or by posted paper secure examination review.
2. All students taking the examination on the scheduled exam day will have a set, scheduled opportunity to write a challenge for all questions on these examinations for review and discussion by the challenge committee. Challenges will not be accepted outside of that scheduled time.
3. The challenge committee consists of the course directors course representatives. The committee decides which challenges will be sent forward for faculty response vs. will not be sent forward and also may review exam items that did not perform as expected.
4. Question challenges are then sent forward to the responsible faculty, and that faculty makes a response. This response is reviewed and can be overridden by the course director based on question performance or other evidence, if needed.
5. Final grades for each examination will be posted in RedMed once all question challenges have been settled.
6. Any concerns about exam security as a result of the review process will result in elimination of question challenges and the review process for the remainder of the year.
7. When all assessments in a course are complete, the course director will review the performance of all major course assessments to ensure they fall within acceptable parameters and make additional grade changes applied to all students within the course if necessary.

M1-2 NBME shelf examinations:

Students have one week after posting of NBME shelf grades to request a regrading of the examination from NBME by emailing Ms. Sherri Gary in Medical Student Affairs. The student will have to pay the associated fee that is charged by the NBME for regrading. NBME shelf examinations are otherwise not allowed to be reviewed or appealed per the NBME’s rules.

Peer, Interdisciplinary (ICC), Problem-Based Learning (PBL) tutor, and non-OSCE Standardized Patient narrative evaluations:

Any student with concerns about a written evaluation in an M1-2 course should first contact the course director and outline their concern, and specify whether they are asking that the evaluation be discussed with the peer, faculty member or standardized patient (SP). If discussion occurs, peer evaluators will always remain confidential, and the name of the student completing the concerning evaluation will not be discussed with the concerned student. The final authority for making changes or leaving the evaluation as originally submitted after assessing the situation resides with the course director.

OSCE examination grades:

Naturally, there will be occurrences when a student will want to request review or appeal of a high-stakes standardized patient grade. The process to do so is as follows:

1. Email the course or clerkship coordinator and the Director of the Standardized Patient Program. This will let the coordinator know that you wish to have a grade reviewed. In your email, please state specifically what you feel warrants review.
2. The Director of the SP program will review your checklists, score and your performance. This may include consulting the standardized patient with whom you worked for the assessment. The Director will offer insight about your current grade and inform the Assistant Dean for Clinical Skills that you are requesting a review/appeal.
3. The Assistant Dean for Clinical Skills will review your performance and the feedback you received for the activity. You will have the opportunity to discuss your performance in person. Any changes to your grade will be determined by the Director of the SP program and Assistant Dean for Clinical Skills. Grade changes are granted for calculation errors. It is rare to find an error in the checklist completed by the standardized patient; however, this process exists to capture such errors as well. On occasion, you may have the opportunity to repeat the assessment. This does not guarantee that your grade will be changed.
4. Any changes to the grade are reported to the course or clerkship coordinator by the Director of the Standardized Patient Program.

Loss of credit or course failure due to failure to complete required assignments or attend required graded sessions:

Graded required-attendance assignments or assessments are covered in the Excused Absence Policy. Students not meeting requirements for an excused absence will receive a zero for that session and any associated work.

Failure to complete required assignments by the due date will result in a zero for that assignment. If the student wishes to appeal this loss of credit, they may email the course director and explain the reason for failure to complete and ask for an extension. In general, reasons that would be acceptable for an excused absence will usually also be acceptable as a basis for an extension on an assignment due date. Students who have not responded to email reminders to complete the assignment on time will generally not be eligible for extensions.

The course director’s review of the above complaints and decision to resolve the student’s complaint may be appealed using the UofL Student Grievance Process: UofL Student Grievance Policy and Process

M3-4 Grades:

All grades except NBME shelf examination grades:

Concerns about a specific graded component or evaluation in a clerkship must be emailed to the clerkship director and coordinator within one week of the receipt of the grade for consideration. The clerkship director has one week to respond to the student’s concern and will keep all correspondence related to the concern. The clerkship director’s decision may be appealed by the student using the UofL Student Grievance Process: UofL Student Grievance Policy and Process

NBME examination grades:

Students have one week after posting of NBME shelf grades to request a regrading of the examination from NBME by emailing Ms. Sherri Gary in Medical Student Affairs. The student will have to pay the associated fee that is charged by the NBME for regrading. NBME shelf examinations are otherwise not allowed to be reviewed or appealed per the NBME’s rules.

Related LCME Element:
Element 11.6: Student Access to Educational Records