



DECREE OF THE DEAN OF THE FACULTY OF MATHEMATICS AND NATURAL SCIENCES
INSTITUT TEKNOLOGI BANDUNG
NUMBER: 205/IT1.C02/SK-DA/2021

ON

**GRADE GRIEVANCE POLICY
THE FACULTY OF MATHEMATICS AND NATURAL SCIENCES
INSTITUT TEKNOLOGI BANDUNG**

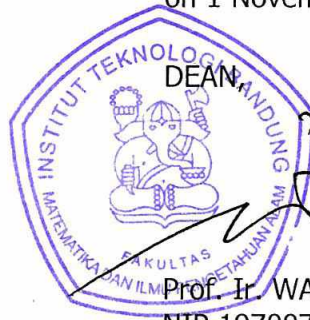
- By considering that :
- a. The purposes of assessments are to foster student learning, to assess student achievement, and to provide evidence of the quality of the programme;
 - b. assessment of student performance is central to a fundamental aim of the Institut Teknologi Bandung (ITB), and it is an integral part of the commitment of ITB to providing learning opportunities to achieve the best results for each student;
 - c. if a student has sufficient reasons that a particular lecturer has given an inaccurate assessment, namely that one of the Basic Values Appeals is fulfilled, then the student has the right to file an appeal according to the given procedure;
 - d. every faculty member of ITB is responsible for assigning appropriate grades. However, the institute will not review the judgment of any faculty member in assessing the quality of students' work;
 - e. if a student believes that a faculty member improperly assigned a semester grade due to one or more of the Grounds for Grade Appeal, as described below, the student may appeal the grade by following the procedures described in this policy;
 - f. a dean's decree is needed to contain all regulation aspects associated with points a, b, c, d, and e above.

- By recalling :
- 1. Law of the Republic of Indonesia Year 2003 Number 20 on the National Education System;
 - 2. Law of the Republic of Indonesia Year 2012 Number 12 on Higher Education;
 - 3. Government Regulation Year 2013 Number 65 on the Statute of Institut Teknologi Bandung;
 - 4. Regulation of ITB Rector Number 609/IT1.A/PER/2021 concerning Academic Regulations of Institut Teknologi Bandung;
 - 5. Regulation of ITB Board of Trustees Number 005/P/I1-MWA/2015 concerning the ITB Student Code of Ethics;
 - 6. Decree of ITB Academic Senate Number 032/SK/K01-SA/2002 concerning Core Values of Institut Teknologi Bandung;
 - 7. Decree of ITB Academic Senate Number 05/IT1.SA/PER/2020 on the value of education Institut Teknologi Bandung.
 - 8. Decree of ITB Rector Number 222/SK/K01/OT/2005 concerning Academic Unit Management at Institut Teknologi Bandung;
 - 9. Decree of ITB Rector Number 212/IT1.A/SK/KP/2020 concerning the Appointment of Deans of Faculties and Schools at ITB 2020-2024,

THE DEAN OF THE FACULTY OF MATHEMATICS AND NATURAL SCIENCES INSTITUT TEKNOLOGI BANDUNG
EFFECTIVELY ENFORCES:

- FIRST : Grade Grievance Policy of the Faculty of Mathematics and Natural Sciences
Institut Teknologi Bandung.
- SECOND : This decision is effective as of the date of stipulation and will be corrected
accordingly if there is an error in its stipulation.

Put into effect in Bandung
on 1 November 2021



Prof. Ir. WAHYU SRIGUTOMO, S.Si., M.Si., Ph.D.
NIP 197007131997021001

Copy of letter to:

1. Vice Rector for Academic and Student Affairs;
2. Vice Dean for Academic of the Faculty Of Mathematics And Natural Sciences (FMIPA);
3. Heads of Undergraduate, Masters and Doctoral Study Programs FMIPA.

Grade Grievance Policy

The purposes of assessments are to foster student learning, to assess student achievement, and to provide evidence of the quality of the programme. Therefore assessment of student performance is central to a fundamental aim of the Institut Teknologi Bandung, and it is an integral part of the commitment of the Institut to providing learning opportunities to achieve the best results for each student. In this respect, every faculty member of ITB is responsible for assigning appropriate grades. However, the institute will not review the judgment of any faculty member in assessing the quality of students' work.

If a student believes that a faculty member improperly assigned a semester grade due to one or more of the Grounds for Grade Appeal, as described below, the student may appeal the grade by following the procedures described in this policy.

Examination Remark Inquiry

Students may make inquiries regarding the score of their works during the semester before the final grade list (DNA) is published. Every student has the right to see his/her marked assessment papers. If the student believes that his/her work needs to be remarked, then the student may submit the request by filling out the attached Re-evaluation Request Form. The inquiry process is not an appeal process for negotiating higher marks. The inquiry is sent directly to the lecturers.

According to the ITB Academic Regulations, students have the right to view their examination scripts. Because all examination papers are designated as "Confidential", such viewing must take place under supervision, and students may not take copies.

If after viewing his/her examination script, the student believes that there is an error in either marking or marks calculation, he/she may request that the examination paper be remarked by completing the Application for Remarking Exam Script(s) Form. The student has to specify which parts of the exam are to be remarked and the reason why it needs to be remarked. However, the lecturer reserves the right to remark the entire script if it deems appropriate.

Grounds for Remarking Inquiry

The remarking inquiry procedure is available only for the inquiry of remarking an assessment based on one or more of the following reasons:

1. an arithmetical error in the calculation of the mark or clerical error in recording the mark;
2. a conceptual error in marking one or more problems in the exam;
3. the assessment is not conducted in accordance with the approved ITB's regulations.

Note that

1. The student should not present during the remarking.
2. Whenever possible, remarking will be undertaken by the original grader. If the original grader is not available, a substitute grader will be appointed with detailed instructions.
3. In the event that a different mark is returned, the new mark will be used regardless of whether the new mark is higher or lower than the previous mark.

4. The mark(s) awarded after re-marking of an examination will be regarded as the final result.
5. The lecturer must respond to the inquiry no later than 7 calendar days after the student submits the remarking inquiry form.

Grade Appeal

If a student has a grievance about a grade, he/she should first try to speak with the lecturer. Should both parties do not reach an agreement, the student may request a formal grievance process. It is the student who must initiate the formal process by filling the Final Grade Appeal Form no later than 14 calendar days after the final grades listing is published.

The formal process is initiated when the student submits the completed Final Grade Appeal Form and support materials to the study programme chair. The case must specify the grounds on which the grade is being challenged.

Grounds for Grade Appeal

The grade appeal procedure described in this policy are available only for appeal of a semester grade published in the final grade list (DNA) based on one or more of the following reasons:

1. The grade does not reflect the correction made by the lecturer during the mark inquiry process;
2. The assignment of a grade is based on something other than performance in the course;
3. Substantial failure on the part of an instructor to follow the course syllabus or other announced grading policies;
4. The assessment is not conducted in accordance with the approved regulations from the programme of study.

For each case, the chair of study programme, will propose an ad hoc grade appeal committee to the Dean, consisting of three faculty members: one faculty from the research group responsible for the course whose grades are being challenged and two faculty members from research groups representatives. The chair of the study programme should propose the committee to the Dean within 7 calendar days of receiving the Final Grade Appeal Form and the Dean should appoint the committee within 7 calendar days.

The committee is appointed

1. To conduct a fair and unbiased fact-finding meeting;
2. To determine whether the grounds for the grade appeal are supported by facts;
3. To determine whether the student's grade should be changed and, if so, to request a change of grade by the study programme chair; and
4. To communicate the results of the review to the parties

Any lecturer against whom the appeal is being brought cannot be a member of the committee. The ad hoc appeal committee will review all the required materials (from the student and instructor) and recommend a resolution. If the study programme chair is the lecturer against whom the appeal is being brought, the vice dean of academic affairs of the faculty in which the course is taught will appoint the committee.

The study programme chair will implement the outcomes(s) of the appeal, as required, at the conclusion of the grievance procedure.

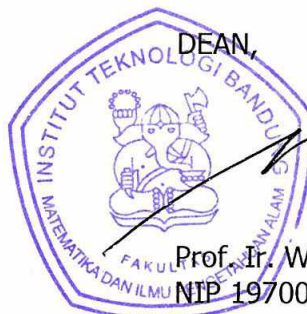

The procedure

The ad hoc appeal committee chair schedules a fact-finding meeting with the student and the faculty member at a mutually convenient time as soon as possible, no later than one month since the committee is appointed. The chair of the committee will request that the faculty member provide documentation of the basis of the grade.

At the fact-finding meeting, both the student and the lecturer have the opportunity to present relevant information through and explain their positions orally and/or through written documents. At the fact-finding meeting, the committee may request additional relevant materials from the student or lecturer.

Following the fact-finding meeting, the committee chair will convene a meeting or meetings as needed with the committee members. The committee will determine whether the grounds for the grade appeal were supported by the evidence presented at the fact-finding meeting. The committee writes down the decision by completing the Ad Hoc Committee Decision Form no later than 14 calendar days since the fact-finding meeting.

DEAN,



Prof. Ir. WAHYU SRIGUTOMO, S.Si., M.Si., Ph.D.
NIP 197007131997021001

Application for Remarking Exam Script(s)

Name of Student :

Student Identification Number :

Course Number dan Title :

Semester and Academic Year :

Examination Script to be
Remarked :

Name of Lecturer :

1. Part(s) of the exam script requested for a remarking because I believe arithmetical error(s) in the calculation of the mark or clerical error(s) in recording the mark has been made.

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2. Part(s) of the exam script requested for a remarking because I believe mathematical error(s) in marking have been made. (Please specify the error(s))

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3. The assessment is not conducted in accordance with the approved regulations from the programme of study

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I understand that the remarking of my paper will be undertaken without prejudice. In the event that a different mark is returned, the new mark will stand, regardless of whether it is lower or higher than the original mark.

Student Signature

Date

Grade Appeal Request Form

Student's Name :
Student Identification Number :
Address :

I hereby appeal the semester grade assigned to me for the following class:

Course Number :
Course Title :
Semester and Year :
Name of Lecturer :
Assigned Grade :

Grounds for the Grade Appeal (Check all that apply.)

1. _____ The grade does not reflect the correction made by the lecturer during the mark inquiry process;
2. _____ The assignment of a grade is some basis other than performance in the course;
3. _____ Substantial failure on the part of an instructor to follow the course syllabus or other announced grading policies;
4. _____ The assessment is not conducted in accordance with the approved regulations from the programme of study

Attachments (Attach copies of the following to this form.)

- A brief explanation to support the grounds for your appeal.
- A list of relevant support materials.
- A copy of each of the support materials identified on the list.

Student Signature

Date

Grade Appeal Ad Hoc Committee Decision Form

Course Number :
Course Title :
Semester and Year :
Name of Lecturer :
Name of Student :
Date of fact-finding meeting :

Decision of Grade Appeal Ad Hoc Committee

- _____ The grounds for the grade appeal are not supported, and the grade will remain on the student's transcript
- _____ The grounds for the grade appeal are supported, and the grade on the student's transcript will be changed from _____ to _____

Findings

1. Did the faculty member leave the grade that remains uncorrected, although according to the exam mark inquiry process, the grade should be corrected?
 - a. _____ Yes. Attach a summary of the explanation.
 - b. _____ No
 - c. _____ Not Applicable
2. Did the faculty member award the grade based on something other than performance in the course?
 - a. _____ Yes. Attach a summary of the explanation.
 - b. _____ No
 - c. _____ Not Applicable
3. Did the faculty fail to follow the course syllabus or other announced grading policies?
 - a. _____ Yes. Attach a summary of the explanation.
 - b. _____ No
 - c. _____ Not Applicable
4. Did assessment is not conducted in accordance with the approved regulations from the programme of study?
 - a. _____ Yes. Attach a summary of the explanation.
 - b. _____ No
 - c. _____ Not Applicable

Grade Appeal Ad Hoc Committee

Chair	Member	Member
Date	Date	Date
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