



Procedure for Students Who Have Grade Disputes/Instructional Concerns

Please ensure that you have read and clearly understand the course syllabus prior to expressing an instructional concern about that class. As a student at Eastfield College, it is your responsibility to review and understand the course syllabus for policies, learning objectives/outcomes, grading criteria, and your role/responsibilities as a student in the course.

Follow these steps in order to have a meaningful consultation with your instructor.

To prepare for the consultation with your instructor, assemble the following documents:

- course syllabus
- any relevant email exchanges
- homework or other assignments in question
- related tests

Contact your instructor for an appointment. Agree on time and place for the consultation.

Prior to the meeting with your instructor, make notes about or write out your concern. Include the resolution you seek.

Arrive at the appointment location on time.

Clearly and politely state your concern and the resolution you seek.

Present the relevant documentation.

Listen openly to the instructor's response and take notes as appropriate.

Express appreciation to the instructor for taking time to hear your concern even if the decision is not what you had wanted.