

Creighton University School of Medicine

Medical Program Policies

POLICY: Grade Grievances Policy

GOVERNING BODY: Educational Program Committee

APPROVAL DATE: 7/9/2019

REVISED DATE: 6/8/2021

LCME ACCREDITATION STANDARD REFERENCE: Element 9.9 Student Advancement and Appeal Process; Element 11.6 Student Access to Educational Records

PURPOSE

The School of Medicine believes it is important to provide students an opportunity to comment on exam item quality and a grievance process for final course grades.

POLICY

1. Review of Exam Items

Component I and II:

Students are offered an opportunity to review the answer key to major internally prepared course examinations and to submit comments. The Component Director schedules the comment session after the last student completes the exam. The scheduled comment session is a secure session the only opportunity for student review of an exam answer key. The answer keys to extramural examinations, such as NBME shelf exams, are not subject to review.

Student comments on exam items are reviewed by two students (one from each campus if the exam is offered on both campuses) elected annually by the class, who determine which comments have merit. The elected class officers, called the Unit Chairs, then meet with the Course Directors and the Component Director to present the comments on the exam items that they judge to merit review. The Component Curriculum Coordinator schedules the meeting at a time convenient to both the Unit Chairs and the Course Directors and Component Director, allowing the Unit Chairs sufficient time to review the student comments. The Course Directors may invite other members of the course faculty to supply expertise at the meeting. After considering the comments presented by the unit chairs, the Course Directors and the Component Director respond to the unit chairs with a decision to leave the items discussed unchanged, remove the item from the exam, or accept two or more answers that are judged equally valid. **No challenge to any exam question can be presented other than by the unit chairs at this meeting** – there is no other process for requesting a change to an exam answer key.

2. Review of Final Course Grade

Students may dispute a final course grade of Unsatisfactory (UN). The student must attempt to informally resolve grade disputes with the Course Directors. If the Course Directors elect to alter the grade as a result of this informal request, the same consideration is applied to the grades of all students enrolled in the course. If the issue is not resolved by conferring with the Course Directors, the student and the Course Directors may confer with the Component

Creighton University School of Medicine

Medical Program Policies

POLICY: Grade Grievances Policy

GOVERNING BODY: Educational Program Committee

APPROVAL DATE: 7/9/2019

REVISED DATE: N/A

LCME ACCREDITATION STANDARD REFERENCE: Element 9.9 Student Advancement and Appeal Process; Element 11.6 Student Access to Educational Records

Director. If the Course Directors and Component Director elect to alter the grade, the same consideration is applied to the grades of all students enrolled in the course.

If the grade dispute is not resolved informally, the student may formally dispute the grade assignment to the Associate Dean for Medical Education. To initiate the grade grievance process, the student must explain in writing why he/she believes the grade was assigned in an arbitrary or capricious manner. The student must submit the grade grievance, along with any supporting written documentation, to the Associate Dean for Medical Education within 10 working days of the release of the course grade. If, prior to the official release of the course grade, the Course Director informs the student in writing that the final calculation of course grades indicates that he/she will receive a grade of Unsatisfactory, the 10-day time period will begin with the written notification. Following receipt of a grade grievance, the Associate Dean for Medical Education will appoint an ad hoc committee composed of three faculty members, two students, and the Associate Dean of Medical Education, who will serve as chair. No faculty member with a conflict of interest, as defined within the Conflict of Interest Policy, may serve on the ad hoc committee. No faculty member who has previously taken an adverse academic action against the student (e.g., awarded a failing grade, participated in an informal or formal grievance process with this student) may serve on the ad hoc committee. The chair is a nonvoting member, except in the case of a tie. A quorum consists of four voting members. An Assistant Dean for Medical Education may substitute for the Associate Dean as chair of the committee.

The Component Director will provide the committee with the course syllabus, any additional information on grading policy, all written documents evaluating the student's performance that have previously been shared with the student, any other relevant information, and any information requested by the Associate Dean for Medical Education (or their alternate) or the ad hoc committee. This information will also be provided to the student making the grade grievance. Within 10 working days of being convened, the Grievance Committee will review the student's grade grievance. If the committee finds that the assignment of the grade resulted from consistent and fair application of the mechanisms of evaluation, the Associate Dean for Medical Education informs the student, in writing, that the grade grievance is denied, and the process is terminated. Otherwise, the committee shall refer the matter to the Course Directors to correct the noted deficiencies. The same adjustment process must also be applied to the grades of all similarly graded students enrolled in the course or clerkship. The Associate Dean for Medical Education will then inform the student, in writing, of the decision, and the process

Creighton University School of Medicine

Medical Program Policies

POLICY: Grade Grievances Policy

GOVERNING BODY: Educational Program Committee

APPROVAL DATE: 7/9/2019

REVISED DATE: N/A

LCME ACCREDITATION STANDARD REFERENCE: Element 9.9 Student Advancement and Appeal Process; Element 11.6 Student Access to Educational Records

is terminated.

SCOPE

All students enrolled in the Medical Education Program.

ADMINISTRATION AND INTERPRETATION

The Office of Medical Education is responsible for the administration of this policy. Please forward questions to the Associate Dean of Medical Education.

AMENDMENT

This policy may be amended by majority vote of the School of Medicine Medical Education Program Educational Program Committee.