University of California, Los Angeles Department of Spanish and Portuguese
Language Program
Policy on Grade Disputes
Revised 9/2018

Written Exams, Oral Exams, Written and Oral Assignments

1. If a student disputes a grade received on any assessment during regular instruction, he/she must make the instructor (TA or Lecturer) aware of the dispute within 5 days of the return of the assessment to the student.

2. The instructor will review the assessment carefully, verify that the scoring is correct, and provide an explanation to the student, in person (not via e-mail) during regular office hours.

3. After the 5 day period has passed, no further review will be allowed.

4. Lecturer decisions will be final.

5. Except in extremely exceptional circumstances*, TA decisions will be final.

My Labs, Supersite, ILrn, Respondus, CCLE

1. It is the student’s responsibility to make sure that My Lab/Supersite/Ilrn or other digital platforms are functioning properly with his/her personal computer/hardware and that assignments are being submitted correctly.

2. If there are any technical problems, it is the student’s responsibility to contact the 24/7 support for and request technical assistance. Your instructor is NOT able to provide technical support for these programs. In the event that this problem causes an assignment to be late, it is the student’s responsibility to provide the instructor with a copy of the support request and response to verify the technical issue.

3. If the 24/7 technical support cannot resolve an issue within 3 days, the student should request assistance from the instructor who will contact a representative to request help.

4. Technical difficulties are NOT an excuse for not completing the assignments. If the student does not follow the above procedure to attempt to resolve the issue, no credit will be earned for the online assignments.

5. When students are asked to complete exams via CCLE, Respondus Lock Down Browser must be used. If Respondus is not used, the student will not receive credit for the exam. It is the student’s responsibility to make sure the computer and internet access, as well as CCLE and Respondus are working prior to beginning the exam. Technical assistance is available in CDH and in campus computer labs. If you log on to CCLE and find an exam does not require Respondus, report the situation to your instructor. If you take the exam, you will NOT receive credit.

5. Lecturer decisions will be final.

6. Except in extremely exceptional circumstances*, TA decisions will be final.
Final Grades

1. All grades will be posted in Gradebook no later than Thursday of Finals Week. It is the student's responsibility to check and verify every grade posted in Gradebook and to notify the instructor if any discrepancies or clerical errors are found by Thursday of Finals Week at the latest. It is recommended that the student not wait until the end of the quarter, but rather check Gradebook frequently to verify that all scores have been entered correctly.

2. The Final Grade awarded will be consistent with the grading scale posted in the course syllabus. No exceptions.

3. Students enrolled on a P/NP basis must receive a minimum of 73% to pass, students enrolled S/U must receive a minimum of 83% to pass. No exceptions.

4. No extra credit will be accepted. No exceptions.

5. No late work will be accepted after instruction has ended. No exceptions.

6. Lecturer decisions will be final.

7. Except in extremely exceptional circumstances*, TA decisions will be final.

8. Once a grade is assigned, it should be changed only in cases of clerical or procedural errors in calculating and assigning grades. Re-grading of exams is permitted, but not reexamination of students (Divisional Senate Regulation 780B).

* For an exceptional situation, in which the student and TA cannot resolve a dispute, the student may contact the Director of the Language Program for mediation.