

## 1. General rules

All faculty members, instructors, and students are required to adhere to the following set of rules and guidelines:

- At the course first week, each instructor should distribute a brief account about the tackled scientific subject along the course and the evaluation method to identify the student's grade at the end of the (course syllabus). The evaluation method should be essentially clear and detailed to cover the different requirements used by the instructor to evaluate the students and the percentage for each requirement of the course total grade. This document (course syllabus) should be the course legal contract that organizes the relation between the student, the instructor, and the course itself. The instructor should commit himself/herself completely with what was mentioned in this contract and to not change just in the necessary cases and to go with the students benefits, the student should be told about any modification will be done by the instructor in the course contents or the evaluation way.
- Each instructor should track the student's attendance in a clear and documented way to avoid any problem that might happen sometimes between the student and the instructor about the student's absence percentage in the course. The student's absence within the university rules (less than 25% of the curriculum lectures) shouldn't affect negatively on the student's grade in the curriculum. Sometimes, the student complains that the instructor has reduced his course marks because of absence and reduces his evaluation, although he/she doesn't break the university rules and the student's absence percentage doesn't exceed 25% of the course hours.
- The student has the right to see his answer sheet in any exam including the final exam after the instructor correction process and he has the right to discuss or ask the instructor about the method the instructor used to grade the exam or any other clarification questions. This also is applied to any other activity the student makes as a scientific research or laboratory report ...etc, in which the student has the right to see what he has presented to the instructor and knows the given grade after the instructor evaluation of the presented activity.
- The instructor shouldn't ask the student to do the second half exam in any course if the student didn't receive the first half exam result in the same course and the student hadn't the chance to see the first half exam result and revise and discuss the result with the instructor.
- It is necessary for the student to know his actual grade (it is important to divert the grade into a percentage of the course total grade which will be the base to identify the students given evaluations) he has gained in all activities that were used in evaluation which he made before going through the final exam. It is important that the student is aware of his performance and grade in the work he performed before the final exam so he/she will have reasonable expectation in terms of the final grade he/she should get in the course.

- It is necessary for the instructor to give a sufficient time and announces it to the students to revise their final exams after the correction of the instructor and before the final grade calculation officially in which the student will see the final exam paper and the student can discuss and ask the instructor about the correction way.
- At the end of each course, it is necessary that each instructor should deliver a detailed list for the marks that each student had in each of the activities that used to evaluate the course registered students with the final evaluation that the student has in the course. This list should be kept in the scientific department with a copy kept in the instructor's file and a copy of these lists will also attached with the final results lists.

## **2. Modifying Student Grade After It has Officially Posted**

The student evaluation will be changed according to the following procedures:

- The instructor will fill the prepared form to modify a student grade after the calculation which clarifies all information about the course, the student and the instructor. The instructor will clarify the student's current grade and modification grade with the reasons to modify the evaluation in details and attach all formal papers that explain the modification reasons like the student exams and works in the course during the course and the marks calculation file. The application will be delivered to the head of department.
- The head of department will see the application and make sure that the information are completed and assign two faculty members in the department to see the application and revise the reasons presented by the course instructor to modify the grade. Each member will present his opinion to approve the application or not.
- If the two members agree on the modification, the head of the department will adopt the modification and send it to the Associate Dean of the college to approve it. Then, the application will be sent to the Registration Directorate in order to change it.
- If one of the two members agrees on the modification and the other doesn't or refuses to give his opinion, the head of department has the right to give the final decision in approving or not. If the head of department agrees, the application will be adopted and sent to the Associate Dean to approve and then it will be sent to the Directorate of Registration in order to be modified.
- If the two members do not agree on the grade modification, the application will be refused and the head of department will inform the course instructor with the final decision.
- If the course instructor is the head of the department, he will direct his application to the Associate Dean of college who will follow the same procedures explained in the previous items.

### **3. Students Appeals for Reevaluation of Students Performance in A course**

The student who has an objection on the grades he had at the end of the course or on the evaluation that the instructor made on one of his works or exams during the course, he can complain by following these procedures:

- At the beginning, the student should see the instructor and show his objection on the evaluation the instructor made in order to reach to a solution for both parties. If the instructor decides to change the final grade of the student after it has been officially posted, then he/she should follow the procedure outlined previously in Item 2.
- If the student and the instructor were not able to reach a solution and the student isn't satisfied with the instructor's opinion, the student should go to the head of the department which is offering the course and explain his complaint for him in details and include all documents. The complaint should be written, signed and dated.
- The head of department will evaluate the complaint and if he/she decides that it deserves to be revised, he/she will present the problem to the course instructor and ask him to write an answer for the student complaint.
- The head of the department will assign two faculty members to revise the student presented complaint and the course instructor written answer and then to present a report containing their opinions about the student's presented complaint.
- The head of department will see the presented reports and give the final decision. If this decision leads to a modification in the student grade after it has been officially posted, the matter will be sent to the associate dean of the college to approve the result modification. The modified result will be sent to the Directorate of Registration for modification.
- If the course instructor is the head of the department, the student will complain directly to the associate dean of the college who will follow the same procedures explained in the previous items.
- The student has the right to write complaints to the associate dean of the college if the decision made by the head of the department is dissatisfactory for the student. In this case, the associate dean of the college will see the student's complaint and ask the head of the department to provide a report on the student's complaint and the procedures that have been followed in this complaint. The associate dean of the college can make a final decision for the student complaint depending on the information available or to form a new committee of two faculty members to look in the student complaint and to give a report to the associate dean of the college in order to give a decision.
- The student has the right to write the complaint to the Associate Vice President for Students Affairs. If the student has an objection on the procedures that have been followed by the associate dean of the college. In this case, the associate vice president

for the Student Affairs will ask the associate dean of the college to write a report about the student's complaint and the followed procedures. Then, the associate vice president will write a report to the vice president for the academic affairs in order to give a decision if he notes that there are missing procedures followed by the college. It is worthy clarifying that the interference of the associate vice president for the student affairs is just for the procedures and not to evaluate the scientific or the academic subject where the final decision is for the college.