

BP 2231 GRADE CHANGES**References:**

Education Code Sections 76224 and 76232;
5 California Code of Regulations Section 55025

The Chancellor, in consultation with District Academic Senate, shall implement procedures to assure the accuracy and integrity of all grades awarded by faculty. The procedures shall include, but not necessarily be limited to, the following:

- Assurance that in the absence of mistake, bad faith, fraud or incompetence, the grades awarded by faculty shall be final.
- Procedures for students to challenge the correctness of a grade.
- The installation of security measures to protect grade records and grade storage systems from unauthorized access.
- Limitations on access to grade records and grade storage systems.
- Discipline for students or staff who are found to have gained access to grade records without proper authorization or to have changed grades without proper authorization.
- Notice to students, faculty, transfer institutions, accreditation agencies, and law enforcement agencies if unauthorized access to grade records and grade storage systems is discovered to have occurred.

Also see BP 1825 Records Retention and Destruction, BP/AP 2230 Grading and Academic Record Symbols, and BP/AP 3040 Student Records, Directory Information and Privacy.

Date Adopted: December 9, 2008**Revised:** November 19, 2024**Formerly:** BP 4231

AP 2231 GRADE CHANGES AND GRADE RECORDS SECURITY**References:**

Education Code Sections 76224 and 76232;
Title 5 Section 55025

The determination of the student's grade by the instructor is final. The instructor is the only person in the District authorized to access electronic student records to record or change a grade in the absence of a mistake, fraud, bad faith, or incompetency (per Education Code Section 76224). "Mistake" may include, but is not limited to, errors made by an instructor in calculating a student's grade and clerical errors. "Fraud" may include, but is not limited to, intentional inaccurate recording or the change of a grade by any person who gains access to grade records without authorization. For security purposes, instructors shall not give access information to any other District employees.

The removal or change of an incorrect grade from a student's record shall only be done pursuant to Education Code Section 76232 or by an alternative method that ensures that each student shall be afforded an objective and reasonable review of the requested grade change.

REQUESTS FOR GRADE CHANGES

A student will be encouraged to contact the faculty member and attempt, in good faith, to resolve the concern through the consultative process. If this does not resolve the request and a student still wants to request a grade change from the instructor, they will follow AP 3500[B] regarding Student Grievance Process for Instruction and Grade Related Matters.

If the procedure requires that a student first request a grade change from the instructor, provisions shall be made to allow another faculty member to substitute for the instructor if:

- The student has filed a discrimination complaint, which has been substantiated by an investigation conducted by the Department of Diversity, Equity & Compliance;
- The instructor is not available; or,
- The District determines that it is possible that there may have been gross misconduct by the original instructor.

In the case of fraud, bad faith, or incompetence, the final determination concerning removal or change of grade will be made by the College Chief Academic Officer, or designee, in consultation with the Academic Senate of the College, or designee.

In all cases, the instructor who first awarded the grade will be given written notice of the change.

Procedures for the correction of grades given in error shall include expunging the incorrect grade from the record.

The student has one year following the term in which the grade was recorded to initiate a request for change of grade. After the one year, the grade is no longer subject to change.

When grade changes are made in accordance with the District's policy on course repetition and academic renewal, appropriate annotations of any course repeated shall be entered on the student's permanent academic record in such a manner that all work remains legible, ensuring a true and complete academic history.

Students may file a grievance regarding the denial of a request for a grade change by following the grievance procedures outlined in AP 3500[A] Student Discipline Procedures.

Security of Grade Records

The District shall implement security measures for student records that assure no person may obtain access to student grade records without proper authorization. These measures shall be installed as part of any computerized grade data storage system.

The measures implemented by the District shall include, but not necessarily be limited to, password protection for all student grade data bases, locking mechanisms for computer stations from which student grade data bases can be viewed, and strict limits on the number of persons who are authorized to change student grades.

Persons authorized to change grades shall be designated by the Dean of Enrollment Services. No more than five District employees may be authorized to change student grades. Only regular full-time employees of the District may be authorized to change grades. Student workers shall not have access to grade records, and student workers may not change grades at any time.

The District shall implement security measures for student records that are consistent with BP/AP 2721.

Any person who discovers that grades have been changed by someone other than the persons authorized to do so shall notify the Vice President of Academic Affairs immediately. The Vice President of Academic Affairs shall immediately take steps to lock the grade storage system entirely while an investigation is conducted.

Whenever a grade is changed for any reason, corrected transcripts will be sent to any educational institution to which a student has transferred.

Any student or employee who is found to have gained access to grade recording systems without proper authorization, or who is found to have changed any grade

without proper authority to do so, shall be subject to discipline in accordance with District policies and procedures.

Any person who is found to have gained access to grade recording systems without proper authorization, or who is found to have changed any grade without proper authority to do so, shall be reported to the appropriate law enforcement agency having jurisdiction over the college where the incident occurred.

Also see BP/AP 1825 Records Retention and Destruction; BP/AP 2230 Grading and Academic Record Symbols; BP/AP 3040 Student Records, Directory Information, and Privacy; and AP 3500[B] Student Grievances Process for Instruction and Grade Related Matters.

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