

# GRADES

## Grades

Course grades are available after each term via Banner Web. Federal law prohibits communication of grades by telephone. Students may access their grade report and/or print a grade report to provide to their company by logging on to Banner Web.

Grade	Description	Points
A	Outstanding	4.0
A-	Outstanding	3.7
B+	Satisfactory	3.3
B	Satisfactory	3.0
B-	Satisfactory	2.7
C+	Less than satisfactory	2.3
C	Less than satisfactory	2.0
C-	Less than satisfactory	1.7
F	Fail	0.0
CR	Credit	0.0
FN	Failure for non-attendance	0.0
I	Incomplete	0.0
W	Withdrawal	0.0
WN	Withdrawn for non-attendance	0.0

## Course Hours and Points Definitions

Quality Points = Grade x Credit Hours

GPA = Quality Points ÷ GPA Hours

**Attempted hours (AHRS)** – are the sum of the course credit hours for which a student has registered. Attempted hours per term is the basis for determining tuition charges and a measure of the student load.

**Credit hour** – The Higher Learning Commission, Kettering University's regional institutional accreditor, requires that the University articulate an institutional policy regarding the awarding of credit. Kettering's policy, which is in compliance with the federal definitions regarding the assignment of credit, reflects the current practices of the University.

Federal definitions and regulations regarding the assignment of credit hours appear as follows under Section 600.2 and 600.24(f) of the Higher Education Opportunity Act:

Credit hour: Except as provided in 34 CFR 668.8(k) and (l), a credit hour is an amount of work represented in intended learning outcomes and verified by evidence of student achievement that is an institutionally established equivalency that reasonably approximates not less than --

1. One hour of classroom or direct faculty instruction and a minimum of two hours of out of class student work each week for approximately fifteen weeks for one semester or trimester hour of credit, or ten to twelve weeks for one quarter hour of credit, or the equivalent amount of work over a different amount of time; or
2. At least an equivalent amount of work as required in paragraph (1) of this definition for other academic activities as established by the institution including laboratory work, internships, practicum, studio work, and other academic work leading to the award of credit hours.

The University awards three [3] or four [4] credits for all courses in all graduate (KUO and on-campus) degree programs. Courses require students to expend between 90-120 hours of effort per term: seven week courses require approximately 20 hours of student work per week; nine week courses require approximately 15 hours per week; twelve-week courses require approximately 16 hours per week.

Kettering University Online [KUO] courses require a considerable amount of class time in the form of discussion board activities, synchronous webinars, or other online interactions, including individual interactions with professors. Preparation, research, viewing of media, and assignment completion require additional time.

**Earned hours (EHRS)** – represent work equivalent to that defined for a University credit hour that the student has successfully completed at Kettering University, at another university or by examination. Not all earned hours necessarily apply to the specific degree program being pursued by the student.

**Grade Point Average (GPA)** – is computed for each term individually and cumulatively. In either case, the weighted GPA is computed by dividing the total quality points earned by the total quality hours accumulated.

**GPA hours (GPA-HRS)** – are equal to the credit hour value of the course and are awarded only for course work taken at Kettering University. Only course work resulting in GPA hours is used in computing a student's grade point average (GPA).

**Quality Points (QPTS)** – are a computational value used to compute a student's grade point average (GPA). The quality points earned for a given course are equal to the credit hour value of the course multiplied by the numerical equivalent of the letter grade.

Questions: Contact the Office of the Registrar

## Grade Appeal Process

The course instructor has the authority and obligation to assign appropriate grades in any course. Questions concerning an assigned final grade are to be handled through the grade appeal process. The first level in this process involves contacting the course instructor by email to set an appointment to discuss the grade. If there is an agreement to adjust the grade, the instructor will complete the grade change process and forward to the Kettering Global offices. If the grade issue cannot be resolved, the student should begin the formal Grade Appeal process.

The process is initiated by completing a Grade Appeal Form which is available on the Registrars website. Each student must complete the appeal form and attach any pertinent documentation to support his/her claim. Appeals should be initiated as soon as possible but no later than one term after the grade has been posted. The student's failure to access grades does not provide an exemption from the time limitation. This form is sent to the instructor and cc'd to the VP Kettering Global. The course instructor should respond within two (2) weeks of the student's appeal in writing regarding the request for grade modification.

Students who are not satisfied with the decision of the course instructor to whom they appealed, may subsequently appeal to the Dean of the Department within 30 days of the course instructor's response. The Dean of Department must respond in writing to the student with a copy to the instructor within 30 days of receipt of the appeal. The Dean of the Department will serve as a mediator between the student and the instructor but cannot change a grade.

Students may submit a final appeal to the Dean of the Graduate Department under the following conditions:

- Final course grades may be appealed only if the student can demonstrate that the grading policy applied to his/her grade does not conform with the stated grading policy of the professor. The absence of a grading policy will be considered reasonable grounds for appeal
- The only legitimate grounds for second level appeal are arbitrariness, prejudice, or error, as applied to a specific student
- Final appeals are restricted to cases in which the Dean of Graduate Studies disagrees with the course instructor's decision

When a final appeal is initiated, the Dean of the Graduate College (or designee) will convene an appeal board comprised of the following members: one tenured faculty member from the course instructor's department, chosen by the course instructor; one tenured faculty member from the course instructor's department, chosen by the Dean of Graduate Studies; one tenured faculty member from outside the course instructor's department, chosen by the Chair of the Promotion, Tenure and Ethics (PTE) Committee; and the Vice President of Kettering University Online (or designee), who does not vote, but chairs the board and handles all administrative matters. If the Appeal Board chooses to override the course instructor's grade, they can only do so by changing the grade to a "P" for passing. The Dean of the Graduate College will provide a written overview of the Appeal Board's decision to all involved parties. Appeal Board actions represent a final University decision.

Students who are dismissed or suspended for reasons other than academic should refer to the Student Handbook for appeal procedures.

Questions: Contact the Office of the Registrar

## Grade Changes

Grades (except incompletes) reported by an instructor are considered permanent and final. However, requests for a change of grade after an instructor reports final grade will be honored to correct an error in calculating or assigning that grade. To facilitate this process, the course instructor will submit to the VP Kettering Global who will verify and approve and then forward to the Registrar the grade change, noting the rationale for the change and what retroactive correction is to be made. Grade changes must be processed within one calendar year (12 months) from the last date of the term in which the course was taken. This includes incomplete grades that have been changed to a grade or have converted to a failing grade. Grade changes are not permitted after a degree has been awarded.

## Incomplete Grades

Students may receive an Incomplete if they have attempted and submitted 80% of all assignments for the course within the course term. Students cannot make up points earned for Discussion Forums. Students may make up all written assignments and may submit individual versions of team assignments. Students must complete these assignments by the end of the next regular term (7, 9, or 12) depending on the length of the course. For example:

- Summer I Incomplete – All work must be completed by the end of Summer II term
- Summer II Incomplete– All work must be completed by end of Fall I term
- Fall I Incomplete– All work must be completed by the end of Fall II term

- Fall II Incomplete– All work must be completed by the end of Winter I term
- Winter I Incomplete– All work must be completed by the end of Winter II term
- Winter II Incomplete– All work must be completed by the end of Spring I term
- Spring I Incomplete– All work must be completed by the end of Spring II term
- Spring II Incomplete – All work must be complete by end of Summer I term

In the case of 12 week courses, the student will have until the end of the next 12 week term to complete their course. In special circumstances a student may have their Incomplete Grade completion time extended. This must be approved in writing by the instructor.

A written agreement must be developed between the instructor and the student to clarify a plan for course completion. The student must initiate this agreement by completing an Incomplete Agreement Form after the Incomplete grade has been issued by the instructor. The form will be filed in the Office of the Registrar as official documentation of the agreement.

Students should note that an incomplete grade does not yet reflect credit in the course.

Students who fail to complete all assignments by the following term will have their Incomplete grade converted to an F.