

Procedures for Handling Academic Concerns

Published on Masters Programs Office (<https://networth.rhsmith.umd.edu>)

The administration and faculty of The Robert H. Smith School of Business recognize the importance of constructive feedback. Students are in a partnership with the Smith School's administration and faculty. It is only an active partnership between a school and its students that leads to success for both. Through this partnership, students must assume a reasonable level of responsibility for their own education. While the Smith School does not anticipate any problems with this partnership, students should be aware that there is a process available to address academic concerns.

Contact your [campus advisor](#) with concerns about course scheduling, graduation, quality of instruction and academic progress.

Grade Appeals

The [Policy and Procedures for Review of Alleged Arbitrary and Capricious Grading in Courses](#) is described in great detail in the Graduate Catalog. Below is a summary of this process.

Arbitrary and capricious grading is determined when the assignment of a course grade is

- on some basis other than performance in the course,
- or the assignment of a course grade to a student by unreasonable application of standards different from standards that were applied to other students in that course,
- or the assignment of a course grade by a substantial and unreasonable departure from the instructor's initially articulated standards.

The informal process:

- A student who believes they received an improper final grade in a course should inform the instructor promptly and attempt to reach a resolution.
- Students must exhaust every option with the informal process before moving to the next step.
- If the student is not able to reach a resolution with the instructor, the student should set up a meeting with their Masters Programs Office [campus advisor](#) to discuss next steps

If a resolution is not reached in the informal process, the student may initiate a formal appeal.

- This appeal must be made in writing to the Assistant Dean of MBA/MS programs and must contain: the course title and number; the instructor's name; and a statement detailing why the grade is believed to be arbitrary and capricious as defined in this policy, and providing all relevant supporting evidence.
- The appeal must be received in the Masters Programs Office within twenty (20) days of the first day of instruction of the next semester (excluding summer and winter semesters.)
- All information provided to the Assistant Dean will be shared with the faculty member and the department chair or academic coordinator in the department.
- The student will be notified as to the next step in a timely manner.

When students attempt to address academic concerns, it is important that they present accurate data and information in a professional and courteous manner. In addition, it is important for these letters or email communications to contain recommended solutions to the problem. More details about the formal appeal are found [here](#).

Please contact your [campus advisor](#) with any questions on this process.

Source URL: <https://networth.rhsmith.umd.edu/smith/policies-forms/procedures-handling-academic-concerns>