INSTITUT TEKNOLOGI SEPULUH NOPEMBER **DEPARTEMENT OF MATHEMATICS** **Kampus ITS, Gedung F, Lantai 2, Sukolilo, Keputih, Surabaya, East Java 60111**	**SOP NUMBER**	
	DATE OF CREATION	September 16, 2026
	REVISION DATE	
	APPROVAL DATE	
	APPROVED BY	Head of Department of Mathematics
	NAME OF SOP	**BANDING NILAI**
LEGAL BASIS:	**IMPLEMENTER QUALIFICATIONS:**	

This Standard Operating Procedure (SOP) is intended to provide an official process for students who wish to raise an objection to a grade received for a course. The process involves coordination between the student, the course lecturer, and the Head of the Study Programme to ensure that the objection is handled objectively and transparently.

Procedure:

1. **Submission of a Grade Objection by the Student:** A student who believes that there is a discrepancy in their grade must report to the lecturer responsible for the relevant course.
2. **Discussion between the Lecturer and the Student:** The lecturer holds a discussion or clarification meeting with the student to address the objection to the grade awarded.
3. **Assessment of Whether a Grade Change Is Required:** Following the discussion, the lecturer determines whether the grade needs to be changed.
4. If no grade change is required, the process is concluded.
5. If a grade change is required, the process proceeds to the next step.
6. **Submission of a Grade Correction by the Lecturer:** The lecturer submits a grade correction through the My ITS Academics system in accordance with the applicable regulations.
7. **Validation by the Head of the Study Programme/Department:** The Head of the Study Programme or Head of Department validates the proposed grade correction submitted through the My ITS Academics system.
8. **Updating the Grade on the Student's Transcript:** Once approved, the student's grade will be updated in the system, and the student will be able to view the revised grade on their academic transcript.

Notes:

- Students are advised to submit grade objections judiciously and to provide relevant reasons and supporting evidence.
- The grade appeal process must be completed no later than 20 working days after the deadline for grades to be permanently recorded.

NO	ACTIVITY	QUALITY STANDARDS		
		Student	Head of Study Programme	Lecturer
1.	The student reports to the lecturer responsible for the relevant course.	Start		
2.	The lecturer holds a discussion or clarification meeting with the student to address the objection to the grade awarded.			
3.	The lecturer determines whether the grade needs to be changed.		No	
4.	No grade change is required.	End		Yes
5.	Grade change is required.			
6.	The lecturer submits a grade correction through the My ITS Academics system.			
7.	The Head of the Study Programme or Head of Department validates the proposed grade correction submitted through the My ITS Academics system.			
8.	The student will be able to view the revised grade on their academic transcript.	End		

