

 SEPULUH NOPEMBER INSTITUTE OF TECHNOLOGY DEPARTMENT OF STATISTICS ITS Campus, Keputih, Sukolilo, Surabaya, PO BOX 60111	SOP NUMBER	
	DATE OF PREPARATION	20 January 2025
	REVISION DATE	-
	EFFECTIVE DATE	20 January 2025
	APPROVED BY	Head of the Department of Statistics,
	SOP TITLE	GRADE APPEAL
LEGAL BASIS:		IMPLEMENTER QUALIFICATIONS:

This Grade Appeal Procedure provides an official mechanism for students who wish to raise an objection to a grade they have received. The process involves coordination among the student, the course lecturer, and the Head of Study Program to ensure that the matter is handled objectively and transparently.

Procedure Steps:

1. Submission of an Appeal by the Student: A student who believes that there is a discrepancy in the grade received shall complete the grade appeal form provided by the Study Program at <https://its.id/KomplainBandingNilai>
2. Receipt of the Report by the Head of Study Program
3. Notification to the Course Lecturer: The Head of Study Program informs the relevant lecturer of the appeal submitted by the student.
4. Discussion between the Lecturer and Student: The lecturer conducts a discussion or clarification session with the student to address the appeal concerning the grade awarded.
5. Evaluation of Grade Changes: Following the discussion, the lecturer determines whether a grade change is warranted.
6. If no grade change is made, the process is completed.
7. If a grade change is made, the process proceeds to the next step.
8. 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 provisions.
9. Validation by the Head of Study Program/Head of Department: The Head of Study Program or Head of Department validates the submitted grade correction in the My ITS Academics system.
10. Update of the Grade on the Student's Transcript: Once approved, the student's grade will be updated in the system, and the student may view the change on their transcript.

Important Notes:

- Students are advised to submit an appeal responsibly and provide relevant reasons and supporting evidence.
- The Grade Appeal process must be completed no later than 20 working days after the deadline for permanent grade submission.

NO	ACTIVITY	QUALITY STANDARDS		
		Student	Head of Study Program	Lecturer
1	The student submits an appeal to the Head of Study Program through the form: https://its.id/KomplainBandingNilai			
2	The Head of Study Program receives the report from the student			
3	The Head of Study Program notifies the relevant lecturer			
4	The lecturer discusses the appealed grade with the student			
5	Does the grade change? Yes / No		No	
6	Grade remains unchanged			Yes
7	Grade updated			
8	The lecturer submits a grade correction through My ITS Academics			
9	The Head of Study Program / Head of Department validates the grade correction in My ITS Academics			
10	The student may check the grade change on the transcript			