

### A regulation Title

Regulations of student appeals and grievances – Najran university

### Summary of the regulation

The regulation is explaining all the information that the student needs to file his grievance, whether in the aspects of deleting or adding courses, retesting, correcting grades, withdrawing from a semester, or requesting the removal of a withdrawn from one or .more course.

**Academic year**

1443-1444.H

## Student appeal regulations

### **I. Regulations for adding/dropping of courses:**

(<https://dadr.nu.edu.sa/63>)

1- The student can submit an application of adding/dropping of courses via the electronic portal during the period of registration; then the application is uploaded to the academic system and the student receives a notification.

2- The academic registration office of the program will dealing with the students' requests for adding/dropping of courses based on the following requirements: (<https://portal.nu.edu.sa/en/web/deanship-of-admission-and-registration/34>)

#### ***First: Requirements of dropping:***

- The credit hours must not be less than the minimum i.e. (12) credit hours.
- The student is not allowed drop a course that is a prerequisite for another course (studied in the same semester), but he can drop the two courses together.
- It is not allowed for the student to drop any course from the zero-level according to the study plan. [Zero level: If the student is in the fifth level, and he has for example 2 fails from the fourth and third levels, he can drop the courses from the fourth level not from the third level as the 3rd level is this case called the zero level].

#### ***Secondly: Requirements: of adding***

- There must be no opposition in the student schedule.
- The course must be involved in the study plan.
- The desired section admits extra students.
- No prerequisite.
- Adding of courses must not exceed the maximum credit hours (20) according to GPA.
- The rector has the authority to increase the academic load to (24) credit hours for the students expected to graduate.

3- In case of inconvenience of processing of the student's request for adding/dropping of courses, the request will be forwarded to the Program Council for decision-making.

## II. Regulations for re-marking of exams:

(<https://www.nu.edu.sa/en/web/deanship-of-admission-and-registration/42>)

- 1- The student may submit an application of re-marking the exam scripts to the program within fifteen days of announcing the result of the final exam; then the application is uploaded to the academic system and the student receives a notification.
- 2- The student must not have made three previous requests of re-marking the scripts of three final exams that were found unjustified or kept.
- 3- Within fifteen days of submitting the request, head of program asks the instructor of the course for a reply. In case of soundness of marking, head of program should brief the student on it and compare it to the model answer. In case that the student was convinced that the marking is correct and sound, the student shall sign of relinquishment and head of program signs to keep the request, considering this request as one of the requests referred to in the second item.
- 4- In case of inconvenience of marking, head of program forms a committee of two faculty members in the program; none of them is the course's instructor, the committee reports to head of program to make a decision of changing the student's scores or refusing his request. Then, the student is notified of the decision.
- 5- If head of program is the same course's instructor, Vice-Dean for Academic Affairs carries out the previous regulations.
- 6- Within fifteen days of notification, the student may complain to the College Council formally to Dean of College, including causes and justifications in a form that include the following data: (student's name; number; course's number, code, and title; section number; semester; GPA; absence and notices; instructor of the course; date of exam; justifications of remarking; clarification of the correctness of information; a statement from Deanship of Admission and

Registration of the previous remarking requests submitted by the student; and decisions made). The form, attached with all documents, is submitted to College Council in its first meeting after submitting the complaint

- College Council, in case of inconvenience of the justifications of the complaint, issues a decision of keeping the request. In case the re-marking is approved, the college council will form a committee of three faculty members at least, not from the department and does not include the course's instructor, for re-marking the scripts. The committee will submit a report regarding the case to the college council to make a decision in fifteen days. The council's decision is final according to the procedures stated in article (35) of the Regulation of Higher Education Council and Universities.

### III. Regulations for making-up of exam:

(<https://www.nu.edu.sa/en/web/deanship-of-admission-and-registration/41>)

- 1- If the student is not able to attend the final exam in any course of the semester, for a compulsive excuse, the Program Council, in very urgent cases, may accept his excuse and give him the permission for a make-up exam to be conducted within a period not exceeding the end of the following semester.
- 2- Student shall be given the grade he obtains after sitting for the make-up exam.

### IV. Regulations for dropping of denial:

(<https://www.nu.edu.sa/en/web/deanship-of-admission-and-registration/29>)

The Program Council may, exceptionally, drop denial and allow the students for entering the examination, provided he will give an acceptable excuse to the council, provided the percentage of absence shall not be less than (50%) of the lectures of the course.

Academic Advising and Counseling Unit.

