 <b>FAKULTAS EKONOMI DAN BISNIS UNIVERSITAS HALUOLEO</b>	<b>DOCUMENT LEVEL Standard Operating Procedure (SOP)</b>	<b>CODE: KPN.UJM.FEB-UHO.020</b>
<b>JUDGEMENT GRADE CHANGE COMPLAINT</b>		<b>DATE ISSUED July 22, 2020</b>
<b>AREA LECTURER, WD I, PUSTIK, BAAK, DEPARTMENT, STUDENTS</b>		<b>REVISION TO: 1</b>

#### **A. DEFINITION**

SOP for grade change/completion is an academic service to students in ensuring satisfaction with exam results and is a form of transparency in the implementation of education (teaching and learning process).

#### **B. PURPOSE**

This SOP aims to provide an explanation of the procedures for changing grades and grade complaints by students.

#### **C. SCOPE**


1. Grade Complaints by Students can only be made on the Final Grade of the Examination which issued by the Lecturer in Charge of the Subject
2. Complaints about the value of the Mid-Semester Examination (UTS) or the value of assignments given by the lecturer can be made by students to lecturers directly through explanations in face-to-face lectures as a form of maximum service by higher education.
3. Value Complaints referred to in numbers 1 and 2 above can only be submitted by students in the current semester, the deadline is 2 weeks after the final exam takes place.

#### **D. PERSON IN CHARGE**

1. Head of Department
2. Lecturer
3. REGISTRAR

#### **E. DEFINITION OF TERMS**

1. Lecturer (DP) is the lecturer who teaches the course.
2. Study Program (Prodi) is an organization that provides study program policies
3. Student Examination Grade is the Final Grade (NA) of a course obtained by students in a certain semester.
4. Value Components are elements that are the basis and must be considered by the lecturer in charge of the course in determining and giving the student's final grade.
5. Weight / Grade Weighting is the percentage amount that must be given by the lecturer to each component of the value in accordance with the provisions.
6. The data section is an organization that handles data entry and posting of student study result cards.
7. Grade change is a Grade Complaint / objection to the results of the final grade submitted by students to the lecturer in charge of the course through the procedure and

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certain mechanisms that have been established

8. Study result cards (KHS) are course grades that have been issued by the data section in the form of paper sheets.


#### **E. PROCEDURE**

To realize order, smoothness and student satisfaction in filing a grade complaint, the following procedures are regulated:

1. Handling student complaints about exam scores is coordinated by the academic division by filling out the score complaint form and accompanied by filling out the exam score change list form.
2. The Academic Division serves the collection of grade complaint forms no later than 2 working weeks from the date of the end of the exam. The Academic Division serves student complaints by providing a grade complaint form to be filled out by students and submitted to the lecturer in charge of the course concerned.
3. The result of these student complaints can be :
  1. Fixed score, if the material complained about is found to have no errors in the assessment by the lecturer.
  2. The grade changes according to the final calculation of the exam grade after paying attention to and reprocessing the complained grade component. The grade changes to increase if the material complained about turns out to be correct and there is indeed a mistake in the assessment process by the lecturer. Terms and conditions
3. Grade changes can be made if the course has been listed in KHS.
4. One form is used by one student in managing grade changes

#### **Complaint/grade change implementation:**


1. Students make grade complaints or apply for remedial permission to the lecturer in charge of MK
2. The lecturer in charge of the MK approves remedials, students then ask permission from the caprodi and then issue a remedial cover letter to the lecturer.
3. Students do remedial by the lecturer in charge of the lecture.
4. The lecturer in charge of MK corrects the remedial results.
5. The lecturer in charge of the MK signs the submission form for changes to the form containing the name of the lecturer, student's name, NIM, Name, Course, Number of Credits, initial grade and final grade and submits it to the study program / department.
6. After obtaining approval from the Head of Study Program / Department to be confirmed, the study program / department submits the grade change form to the grade change data section as stipulated above which has been signed by the lecturer in charge of the course must be submitted to the study program to be announced. If the grade change document cannot be submitted by the lecturer, then information about grade changes can be conveyed to the study program via SMS, telephone, e-mail, fax and other media, and the lecturer is required to submit the grade document a maximum of 3 days after the grade change information is submitted.

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academic and financial administration (BAAK)

7. BAAK revises the value on the academic information system pustik.
8. BAAK prints KHS
9. The Head of Study Program / Department monitors the process of remedial implementation and the issuance of KHS



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**GRADE CHANGE SUBMISSION FORM**

Subject: Proposed Value Change

Dear Sir,  
Vice Dean for Academic Affairs  
Faculty of Economics and Business, Halu Oleo University

Through this letter I convey the grade change for :

Course Name :  
Semester :  
Class Name :  
Department :  
Course Code :

No.	No. Student Parent	Student Name	Letter Grade		Reason for Change
			Lama	New	
1					
2					

This Value Change is made honestly with the actual facts. For your attention and good cooperation, we thank you.


Knowing, Course  
Head of Department,

Kendari,

Coordinator,

\_\_\_\_\_  
NIP.

\_\_\_\_\_  
NIP./NIDN.

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**GRADE IMPROVEMENT FORM**

Student Name :  
 NIM :  
 Course Content :  
 Code/SKS :  
 Lecturer 1:  
 Lecturer 2:

K.P. 1	K.P. 2	K.P. 3	K.P. 4	K.P. 5	Total Value	Cumulative Value		Description
						Figures	letters	

*K.P = Assessment Component (determined according to the course)*

Kendari, .....

Course Lecturer

Second lecturer First lecturer

NIP.

NIP.

Knowing:  
Head of Management Department

NIP.