
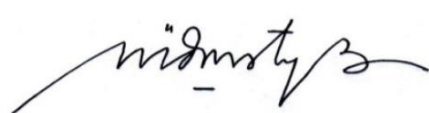





**STANDARD OPERATING PROCEDURE**  
**STUDENT GRADE APPEAL PROCEDURE**



**No. SOP 35/26/P2/2020**  
Dateline : 10 September 2020

Approved by:		Arranged by	
			
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**QUALITY ASSURANCE SECTOR – LP3M**  
**STATE UNIVERSITY OF SURABAYA**  
**2020**

	<b>SOP STUDENT GRADE APPEAL PROCEDURE</b> <b>UNIVERSITAS NEGERI SURABAYA</b>		
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## 1. OBJECTIVES

- a. Provide opportunities for students to get value comparison services at universities, with pre-determined conditions such as attending lectures, both internal and external courses as part of the independent learning program. At least 80% attendance, complete assignments, mid-semester exams, and end-semester exams in accordance with existing rules.
- b. Improving the quality of higher education through strengthening excellent service to students and value transparency that can provide responsible justice to students.
- c. Implement the appeal grade system appropriately so that there are no administrative errors that harm both parties.

## 2. SCOPE

- 2.1 **The grade appeal service** is a value appeal submission service that involves supporting lecturers, the head of study program, vice-dean 1, and data managers to make it easier for students to submit the value in question.
- 2.2 **Procedure for the grade appeal service.** Procedure for the value appeal service provided to students. There are two service procedures carried out, namely 1). Value comparison service if the score has not been locked in the data center (**Information Technology Development Center / PPTI**) or has been uploaded to the SIAKADU single sign-on system but is still within the upload time limit and 2) Student value comparison service has entered the data center so that it has been locked in the system and has exceeded the upload period, this incident can be said to be a **procedure of grade improvement at PPTI with SOP –POB-AK-001**.

## 3. DEFINITION

- 3.1 **The grade service for appeal** is the service of lecturers, study program heads, and data managers to facilitate students in submitting the value in question.
- 3.2 **Procedure for grade appeal service** procedure for value comparison service given to students who have not entered the data center and who have entered the data center.
- 3.3 **Lecturer in charge of a course** is a lecturer who is responsible for all teaching and learning activities in the course.
- 3.4 **The head of Study Program** is a position that serves as the head of a study program whose duties and functions have been regulated in the Unesa statutes
- 3.5 **Vice-dean 1 of the Faculty** is a position in charge of the academic field at the faculty level, its duties and functions have been regulated in the Unesa statutes
- 3.6 **Vice-rector 1 of the State University of Surabaya** is an academic position for the vice-rector whose duties and functions have been regulated in the Unesa statutes

- 3.7 **Information Technology Development Center (PPTI)** is a center that manages data and information from all academic and non-academic activities at UNESA

#### 4. REFERENCES

- 4.1 The 1945 Constitution of the Republic of Indonesia;
- 4.2 Law Number 20 of 2003 concerning the National Education System (State Gazette of the Republic of Indonesia of 2003 Number 78, Supplement to the State Gazette of the Republic of Indonesia Number 4301);
- 4.3 Law Number 12 of 2012 concerning Higher Education (State Gazette of the Republic of Indonesia of 2012 Number 158, Supplement to the State Gazette of the Republic of Indonesia Number 5336);
- 4.4 Government Regulation of the Republic of Indonesia Number 66 of 2010 concerning Amendments to Government Regulation Number 17 of 2010 concerning Management and Implementation of Education;
- 4.5 Government Regulation Number 4 of 2014 concerning the Implementation of Higher Education and Management of Higher Education (State Gazette of the Republic of Indonesia of 2014 Number 16, Supplement to the State Gazette of the Republic of Indonesia Number 5500);
- 4.6 Presidential Regulation Number 13 of 2015 concerning the Ministry of Education and Culture (State Gazette of the Republic of Indonesia of 2015 Number 14);
- 4.7 Regulation of the Minister of Research, Technology and Higher Education Number 4 of 2017 concerning Guidelines for Cooperation in the Ministry of Research, Technology and Higher Education;
- 4.8 Regulation of the Minister of Education and Culture Number 46 of 2019 concerning Details of the Tasks of Work Units within the Ministry of Education and Culture;
- 4.9 Regulation of the Minister of Education and Culture of the Republic of Indonesia, No. 14 of 2014 concerning Higher Education Cooperation;
- 4.10 Minister of Education and Culture Regulation Number 3 of 2020 concerning National Higher Education Standards.
- 4.11 Quality Standards for Undergraduate Program at State University of Surabaya
- 4.12 Rector's Regulation Number 3 of 2020 concerning Internal Quality Assurance System
- 4.13 Procedure for improving the value at PPTI with SOP –POB-AK-001.

#### 5. PROCEDURE

##### 5.1 **GRADE APPEAL PROCEDURE (still within lockout deadline)**

The grade of the course can be inserted in the grading system with a time limit determined by the academic field in the academic calendar of each semester. This academic calendar is announced through the unesa website. Grades that have been uploaded to Siakadu but are still within the locking time limit by PPTI can be appealed by students with the following procedure.

- a. Students file an appeal by bringing documentary evidence

- b. Acceptance of evidence by the lecturer in charge of the course and recalculation of the results of the score and submission of the system key unlock
- c. Write on the value fix request list to unlock and re-upload
- d. The submission service is complete and if the upload time limit runs out, Head of Study Program reports to Vice-dean 1 for academic at the faculty

**5.2 GRADE APPEARANCE PROCEDURE IF VALUE IS ALREADY  
UPLOADED IN SIAKADU (SOP-PPTI with POB-AK-001)**














- a. The lecturer offers an application for a change in grades addressed to vice-dean for academic, a sample letter is attached.
- b. The faculty offers a cover letter to the vice chancellor for the academic field, the sample is attached.
- c. Vice-rector for academics approved and distributed the letter to the Head of PPTI.
- d. Head of the TU Subdivision receives a letter and records the incoming letter for further submission to the Head of PPTI
- e. Head of PPTI dispenses a letter to the service division
- f. Service division processes letters according to existing instructions
- g. Service division enters data into the e-service application
- h. Service division changes the mail status in e-services to close

## 6. FLOWCHART


### 6.1 GRADE APPEAL PROCEDURE (still within lockout deadline)

Description	Students	Lecture	Secretary of Study Program	Head of study program	Vice-dean 1	Document
Students file an appeal by bringing documentary evidence	Start					Proof of value Proof of exams and assignments
Acceptance of evidence and recalculation of value results and submission of system unlocking						New score recap
Write on the list of requests to unlock and re-upload						
The submission service is complete and if the upload time limit runs out, the Head of Study Program will report it						The complete list of courses is uploaded and reported to the Vice-dean 1


## 6.2 GRADE APPEARANCE PROCEDURE IF VALUE HAS BEEN UPLOADED IN SIAKADU (SOP-PPTI with POB-AK-001)

No.	Description of activities	Executor				Division Service	Standard Quality			Description
		Lecturer	Faculty	Vice-rector for Academics	Head of TU Subdivision	Head of PPTI	Completeness	Time	Output	
1.	Start									
2.	The lecturer makes an application for a change in grades addressed to the Vice-dean of academics						Grade File / Transcript Student		Application Letter for Change of Value	
3.	Faculty write letters introduction to the vice-rector for academics						Lecturer's application letter, Student Grades / Transcripts	2 Days	Cover letter from faculty	
4.	The Vice-rector for academics approves and distributes a letter to the Head of PPTI							2 Days	A letter that has been approved by the vice-rector of academic	
5.	Head of TU Subdivision received letter and record the incoming letter for further submission to the Head of PPTI							2 Hours	Registered letter and get an incoming letter number	
6.	The head of PPTI disposes of letter to service division							1 Day	Disposition letter Head of PPTI	
7.	The service division processes letters according to existing instructions.							1 Day	Value Changes according to the letter	IK document for improving student grades
8.	The service division enters data into the e-service application							1 Day	E-service data	IK document submitting complaint
9.	The service division changes the mail status in e-services to close							2 Hours	Letter completed	
10.	Finish									

### Description:

 = Start/Finish

 = Process

 = Process Direction

 = Connection between pages

 = Decision-making