

Student Complaints Do Not Equal Student Satisfaction

Dr. Penelope D. Keough

National University School of Education

San Diego, California, USA

Theme:

The proposal fits with the conference because our study is based on social demographics of all learners at our Institution of Higher Learning (IHE). A special committee, known as the Grade Appeal Committee, in partnership with the IHE, is a neutral non-partisan entity allows students to have a voice through an electronic e-form vehicle. The grade appeal committee is non-biased in that it follows established university criteria when providing justification to decisions that affect student grade appeals.

Abstract: The presentation and ultimate paper will explore student complaints in the form of grade appeals based on certain student satisfaction results. An historical review as to why students file grade appeals will be offered. Results of this research will be combined with interventions to be presented to faculty and staff at Institution of Higher Education to ameliorate student complaints in the form of grade appeals to increase student satisfaction. The purpose of the presentation is to synthesize a research connection between student complaints originating as grade appeals and student satisfaction so students can reach their ultimate learning potential. A synthesis of the School of Education's online course development and review checklist for online pedagogy will also be reviewed as an intervention for increased student satisfaction.