

## **Student Rights and Grievance Procedure**

Students who perceive that they have been mistreated by College staff or faculty may register their academic or other grievance in writing with a College supervisor, administrator, or academic department chair. Distance Learning students must follow the same procedures. Reasonable accommodation will be made for Distance Learning students who are unable to attend meetings on one of the College campuses. Students must assume complete responsibility for complying with the informal grievance procedure and attempt to resolve their grievance at the lowest level possible.

### **Informal Grievance Process for Academic Disputes**

The College provides an informal procedure to assist faculty and students in resolving academic or grade disputes. The teaching faculty is authorized to issue grades based on their assessment of the student's level of performance, attendance, participation, academic progress, and quality and quantity of work. However, students who believe a faculty member has issued an incorrect grade(s) based on written documentation may seek assistance through the Informal Academic Dispute Process.

Students must assume complete responsibility for complying with the informal process and attempt to resolve the academic grade dispute at the lowest level possible within 30 calendar days after the end of the term in which the grade was issued. This means that students are strongly encouraged to discuss any concern with a faculty member or with whom the issue originated. Students are expected to use good faith and respectful dialogue in their informal discussions.

Students are also expected to present information and documentation that there was an attempt to resolve the dispute at the lowest level possible. Reasonable accommodations will be made for Distance Learning students who are unable to attend meetings on one of the College campuses.

If the student and the instructor agree on the terms and conditions of a grade change or grade dispute, the matter will be resolved. If the matter is not resolved with the instructor, the next step is to contact the appropriate school chairperson. The chairperson may arrange a meeting with the student and the instructor to resolve the dispute. If the issue remains unresolved, the matter moves to the Formal Grievance Process.

### **Formal Grievance Process for Academic Grade Disputes**

If the academic grade dispute is not resolved through the informal process (described above), the student may submit a formal grade appeal or grievance in writing to the Question & Answer Center, who will forward it to the appropriate academic associate vice president for review and resolution. If a resolution cannot be reached at this stage, the matter moves to the administrative review process (described next.)

### **Administrative Review Process for Academic Grade Disputes**

The student may submit a written request for an administrative review to the Office of the Provost explaining the reason for requesting the administrative review. The Provost or their designee reserves the option to uphold the previous decision or render an alternate decision. If there is any change of a grade through the formal processes, a Grade Change Form will be submitted to the Records Office and a confirmation notice will be sent to the student via FalconMail.