

STUDENT ACADEMIC AND NON-ACADEMIC COMPLAINT PROCESS

Student Academic Complaint Process

As members of the educational community, students have the right to express their concerns regarding the assessment of their academic progress through the grading process. Students shall express these concerns initially by contacting the appropriate faculty/staff member within ten (10) school days of the occurrence giving rise to the concerns, and requesting a conference to informally discuss the concerns.

If the concerns are not resolved to the student's satisfaction after the informal discussion, the student may submit a complaint in writing to the department chair, coordinator or director of the faculty/staff member involved within ten (10) school days after the informal discussion, or within ten (10) school days after the initial contact, whichever is later. In filing the written complaint, the student may request to meet with the department chair, coordinator or director. The written complaint must specify the specific complaint(s) together with the desired resolution(s).

The department chair, coordinator, or director who receives the complaint shall review it and respond in writing to the student within ten (10) school days after receiving the complaint or after holding the (optional) requested meeting, whichever is later.

If the student is not satisfied with the results of the departmental review, he or she may then appeal in writing to the dean of the appropriate division (if applicable) within ten (10) school days after receipt of the written departmental response. The dean shall review and respond in writing to the student's appeal within ten (10) school days of the date on which the appeal is received.

If the results of the review by the dean (if applicable) are unsatisfactory to the student, the student may appeal in writing to the Provost within ten (10) school days after receipt of the dean's written response. The student may request a meeting with the Provost. The Provost or designee shall issue a written response to the student within ten (10) school days after receipt of the appeal or after holding the (optional) requested meeting, whichever is later. The decision of the Provost shall be final.

If a student wishes to have a complaint considered through this process but does not follow the steps as outlined, (such as the student sends an appeal to the Provost prior to the individual or departmental review), the student will be referred back to the steps in this process unless the Provost or Dean believes there is a compelling reason to consider it (e.g. the individual or departmental response did not occur within the 10 school days or the instructor is also the department chair).

**Satisfaction is defined as an outcome in which all parties involved agree that the resolution is fair and appropriate based on the materials accounted for at the time of the complaint process*

Students with questions about this process or how to contact the appropriate individuals can contact the Student Conduct Officer for more information.

Student Non-Academic Complaint Process

The Dean of Students or designee shall be responsible for responding to complaints from students on non-academic issues, or directing the student to the appropriate office. These issues include, but are not limited to, refunds, admissions, withdrawals, transcripts, and use of facilities.

Note: In situations where there is already an appeal or complaint process offered, students must use that in place of this process. For example, appeals of the student conduct process are outlined elsewhere in this Code, and financial aid appeals are handled through the Office for Financial Assistance.

Students shall express their concerns initially by contacting the faculty/staff member within ten (10) school days of the occurrence giving rise to the concerns, and requesting a meeting to discuss the concerns.

If the concerns are not resolved to the student's satisfaction after the informal discussion, the student may submit a complaint (and desired resolution) in writing to the department chair, coordinator or director of the faculty/staff member involved within ten (10) school days after the informal discussion, or within ten (10) school days after the request to meet with the department chair, coordinator or director. The written complaint must specify the specific complaint(s) together with the desired resolution(s).

The department chair, coordinator, or director who receives the complaint shall review it and respond in writing to the student within ten (10) school days after receiving the complaint or after holding the (optional) requested meeting, whichever is later.

If the student is not satisfied with the results of the departmental review, he or she may then appeal in writing to the dean of the appropriate division (if applicable) within ten (10) school days after receipt of the written departmental response. The dean shall review and respond in writing to the student's appeal within ten (10) school days of the date on which the appeal is received.

If the results of the review by the dean (if applicable) are unsatisfactory to the student, the student may appeal in writing to the Provost within ten (10) school days after receipt of the dean's written response. The student may request a meeting with the Provost. The Provost or designee shall issue a written response to the student within ten (10) school days after receipt of the appeal or after holding the (optional) requested meeting, whichever is later. The decision of the Provost shall be final.

If a student wishes to have a complaint considered through this process but does not follow the steps as outlined, (such as if the student sends an appeal to the Provost prior to the individual or departmental review), the student will be referred back to the steps in this process unless the Provost or Dean believes there is a compelling reason to consider it (e.g. the individual or departmental response did not occur within the 10 school days).

Students with questions about this process or how to contact the appropriate individuals can contact the Student Conduct Officer for more information.