

ACADEMIC GRIEVANCE PROCEDURE FOR CREDIT PROGRAMS

The purpose of the following procedure is to resolve as soon as possible any matter in which rights or interests have been violated. No complaint will be accepted anonymously; and if the person is unwilling to give his/her name, the complaint will not receive consideration from any quarter. Under no circumstances can this procedure be by-passed.

When a student believes there are grounds for an academic grievance, this procedure shall be followed by all parties. The failure of any College personnel at any level to communicate a decision to the aggrieved student within proper time limits shall permit the student to proceed to the next step of the process. The failure of the student to appeal the grievance to the next step within the proper time limits shall constitute a withdrawal of the grievance.

I. Informal Procedure

Students and staff should make every attempt to resolve issues through the informal grievance procedure first.

The informal grievance procedure is as follows:

1. The student shall meet with the faculty member to discuss and attempt to resolve the perceived grievance within twenty (20) working days of the condition on which the dispute is based. For due cause the appropriate vice president (Vice President of Academic Affairs or Vice President of Applied Technologies and Workforce Development*) may extend this time requirement.
2. If, after this procedure, the student is still not satisfied, the student should contact the appropriate department chairperson.
3. If, after this procedure, the student is still not satisfied, the student should contact the appropriate Dean, if applicable, and then the Vice President of Academic Affairs or Vice President of Applied Technologies and Workforce Development*.

• If within five (5) working days (Monday through Friday) after the discussion with the faculty member and/or his/her department chairperson the problem has not been resolved to the satisfaction of the student, the student may institute the formal academic grievance procedure.

II. Formal Procedure

Step A:

Within 20 (twenty) working days (Monday through Friday) after the student has received information on which the grievance is based or within five (5) days of the completion of the informal procedure, the student shall complete the formal grievance form available from the Academic Affairs Office. The Vice President of Academic Affairs

or Vice President of Applied Technologies and Workforce Development* may extend this time requirement for due cause.

Step B:

The Academic Affairs Office staff shall distribute copies of the completed grievance within five (5) working days (Monday through Friday) to:

1. Aggrieved student
2. Faculty member(s) being grieved
3. Faculty member's department chairperson
4. Faculty member's academic dean
5. Vice President of Academic Affairs or Vice President of Applied Technologies and Workforce Development*

Step C:

Within 10 (ten) working days of receiving a copy of the completed grievance (Monday through Friday), the appropriate Vice President* shall arrange one meeting in which the Vice President, dean, if appropriate, department chairperson, student and faculty member(s) will discuss and attempt to resolve the grievance.

Step D:

Within five (5) working days (Monday through Friday) of the meeting with the student the appropriate Vice President* shall provide his/her decision and the supportive rationale in writing to the:

1. Student
2. Dean, if appropriate
3. Department chair
4. Faculty member(s)

The decision of the Vice President is final. All materials relevant to the case will be placed on file in the Vice President of Academic Affairs' Office.

Step E:

After receiving the final decision, either party shall have the right to file a statement with the President for purpose of record only.

**Please contact the Academic Affairs Office to determine if you will work under the direction of the Vice President of Academic Affairs or Vice President of Applied Technologies and Workforce Development.*