

GRADE APPEALS

GRADE APPEALS

Level One: Informal Process

This is the informal stage where most complaints are resolved. The student contacts the faculty member in an attempt to resolve the issue. This must happen by email, phone, or in person within 30 calendar days after the course has ended. The faculty member has ten (10) calendar days to respond to the complaint. If the matter is not resolved informally within ten (10) days, they may appeal to Level Two.

Level Two: Formal Process

Prior to filing a written Grievance at Level Two, the student must consult with the Student Grievance Officer (SGO).

The faculty member should also consult with the Student Grievance Officer at this phase of the process. The Student Grievance Officer shall notify the parties in writing when a complaint is not resolved informally at Level One.

Step 1: The student may, within ten (10) calendar days after the receipt of the Student Grievance Officer (SGO) written notice, file a Level Two Appeal. Students should prepare a written statement of their Level Two final grade appeal to the SGO. The written statement should include a detailed statement of all the known facts, documents, and materials that support the student's appeal. The student shall also state the date it is filed and that it is being filed at "Level Two, Step One."

The SGO will deliver the written statement and all documentation to the faculty member within five (5) calendar days. The faculty member will forward a written response to the SGO within ten (10) days of receipt of the grievance. The SGO will then forward the faculty member's response to the student within five (5) days.

Step 2: If a student is not satisfied with the faculty member's decision or if no written response was submitted and wishes to file a final appeal, a Level Two, Step Two grievance, the student has ten (10) calendar days to file the final appeal. The Chief Academic Officer will investigate the grade appeal and forward their written decision to the Student Grievance Officer (SGO) within ten (10) calendar days after receipt of Step Two appeal. Thereafter, the SGO shall deliver the decision to the student and faculty member within five (5) calendar days. This decision is final and cannot be appealed further.

Withdrawal

A student may withdraw their complaint or Grievance at any time. Withdrawal must be accomplished in writing or by oral agreement confirmed in writing.

Retaliation

No member of the College community shall retaliate or threaten to retaliate against, interfere with, restrain, or coerce any student in the exercise of their rights under the Student Grievance Procedure or their participation in any Grievance proceedings.

Collateral Rights of Person Grieved By Student

If the recommendations made at any level of the Grievance procedure result in sanctions against a college employee, the sanctions shall be regarded as administrative actions subject to all conditions of applicable collective bargaining agreements and College or Board of Higher Education personnel policies.

Alternative Forums

Filing a Grievance in accordance with the Student Grievance Procedure in no way abrogates a student's right to file a complaint with an appropriate state or federal agency or in another forum.