

Grievance and Appeal Checklist

This form serves as documentation of students' grievances and a mechanism for tracking decisions made during the appeal process. After each step, the student and their Success Coach should be given a copy of this form by the next business day. The original document and any supporting documentation will be maintained by the Success Coach once the process has been completed.

Grievance: A complaint based on the belief that one has been treated unfairly within the last 5 business days.

Appeal: A request for a person of authority to review and possibly amend a prior decision.

Page 2: Appeal of a Grade-based on a grievance regarding a grade earned in a course

Page 3: Appeal of a Policy Decision-based on a grievance regarding the administration of a policy including transfer credit evaluation, leave of absence, course withdrawal, late fees, or program dismissal

Page 4: Appeal of an Academic College Dismissal-based on a grievance regarding dismissal from the College due to a lack of academic progression

Step 1: Grievance

Student's Name: _____ Program: _____

Success Coach's Name: _____ Date of Incident: _____

Faculty or Staff Member Named in the Grievance: _____

What is your grievance and your desired outcome? Additional pages and documentation may be attached.

_____ _____ _____

I met with the faculty or staff member with the following outcome:

My grievance has been satisfactorily resolved. **Do NOT complete the rest of the form.**

I still have concerns and understand this form will be submitted on my behalf to the Office of Student Success. I understand it is my responsibility to make an appointment with the faculty or staff member's supervisor within 5 business days from today.

COMMENTS:

_____ _____ _____

Student's Signature: _____ Date: _____

Faculty/Staff Signature: _____ Coach's Signature and Date: _____

Appeal of a Grade

If the grievance you wish to appeal is with the individual designated in a certain step, move to the next step. For instance, if you wish to appeal a grade you received in the Program Chair's class, move to Step 3.

Step 2: I met with the Program Chair with the following outcome:

- My concern has been satisfactorily resolved.
- I still have concerns and will meet with the appropriate Dean within 5 business days.

COMMENTS:

Student's Signature: _____ Date: _____

Chair's Signature: _____ Coach's Signature and Date: _____

Step 3: I met with the appropriate Dean with the following outcome:

- My concern has been satisfactorily resolved.
- I still have concerns and will meet with the Provost within 5 business days.

COMMENTS:

Student's Signature: _____ Date: _____

Dean's Signature: _____ Coach's Signature and Date: _____

Step 4: I met with the Provost with the following outcome:

- My concern has been satisfactorily resolved.
- I still have concerns but understand that the Provost's decision is final.

COMMENTS:

Student's Signature: _____ Date: _____

Provost's Signature: _____ Coach's Signature and Date: _____

Appeal of a Policy Decision

For Step 3, you will meet with a different administrator depending on the policy decision that you wish to appeal:

- You will meet with the **Provost** for the following policies: course withdrawal or program dismissal
- You will meet with the **Dean, Student Affairs and Enrollment Management** for the following policies: transfer credit evaluation, leave of absence, or late fees
- Questions regarding who to meet with concerning other policies can be answered by your **Success Coach**

Step 2: I met with the supervisor of the individual whose decision I hope to appeal with the following outcome:

My concern has been satisfactorily resolved.

I still have concerns and will meet with the Provost or Dean, Student Affairs and Enrollment Management within 5 business days.

COMMENTS:

Student's Signature: _____ Date: _____

Supervisor's Signature: _____ Coach's Signature and Date: _____

Step 3: I met with the Provost or Dean, Student Affairs and Enrollment Management with the following outcome:

My concern has been satisfactorily resolved.

I still have concerns but understand that the decision of the Provost or the Dean, Student Affairs and Enrollment Management is final.

COMMENTS:

Student's Signature: _____ Date: _____

Provost or Dean's Signature: _____ Coach's Signature and Date: _____

Appeal of an Academic College Dismissal

To appeal an academic college dismissal, you must submit a letter and the Grievance and Appeal Checklist (with the Grievance section completed) to the Associate Dean, Student Affairs and Enrollment Management within 5 business days of the dismissal letter date. The letter should include:

- a. Documentation of extenuating circumstances
- b. A reflection of the circumstances that resulted in the dismissal
- c. A plan of action to avoid similar situations in the future

The Associate Dean, Student Affairs and Enrollment Management will:

- a. Review all relevant documentation and may meet with the parties concerned.
- b. Inform the student in writing of their decision within five (5) business days of receipt of the letter.
- c. Obtain signatures on the Grievance and Appeal Checklist indicating that the decision has been rendered and received.
- d. Forward a copy of the decision to the Academic Advisor, Success Coach, and Program Chair.

Step 2: I met with the Associate Dean, Student Affairs and Enrollment Management with the following outcome:

- My concern has been satisfactorily resolved.
- I still have concerns and will meet with the Provost within 5 business days.

COMMENTS:

Student's Signature: _____ Date: _____

Associate Dean's Signature: _____ Coach's Signature and Date: _____

Step 3: I met with the Provost with the following outcome:

- My concern has been satisfactorily resolved.
- I still have concerns but understand that the Provost's decision is final.

COMMENTS:

Student's Signature: _____ Date: _____

Provost's Signature: _____ Coach's Signature and Date: _____