

ACADEMIC GRIEVANCE PROCEDURE

Resolution of a problem, whether academic or administrative, can be achieved through proper channels or authority and may be resolved at any level of the grievance procedure. Any student filing a grievance must follow the step-by-step procedure in the listed sequence below.

Academic Matter

- 1) **Informal discussion** between the student and the faculty member or Dean (if faculty unavailable) should take place within twelve (12) instructional days* from the date of occurrence or discovery**. If the matter is not resolved, the student may invoke the formal written appeal process outlined below.

* NOTE: An instructional day is defined as any day, Monday through Saturday, that NSCC holds classes, during the regular fall, spring, and summer term.

**NOTE: A grade challenge date of occurrence will be the date posted to the transcript.

(1) Step 1 - Formal Appeal Process

- a. The student will submit a written grievance form to the faculty member involved within six (6) instructional days following unresolved informal discussion. If the written request is not received within the 6-day deadline, the case will be considered closed and the student will have forfeited the right for an appeal hearing.
- b. The faculty member will issue a written response to the student within six (6) instructional days of receipt of the written grievance.
- c. If the problem is not resolved in step one or the above time frames are not adhered to by the faculty member, the student may proceed with Step 2.

(2) Step 2 - Formal Appeal Process

- a. Within six (6) instructional days of receiving the written response from Step 1, the student will submit the original grievance form to the supervisor or designee of the individual involved, with a copy to the Chief Academic Officer.
- b. Within six (6) instructional days of receiving all written documentation, the immediate supervisor or designee will meet with the student and the individual involved to attempt to resolve the problem to the mutual satisfaction of both parties. The Chief Academic Officer may attend this meeting at his/her discretion.
- c. Within six (6) instructional days after the meeting, the immediate supervisor or designee will issue a written response to all parties involved, with the original copy to the Chief Academic Officer.

- i. If the problem is resolved, the written resolution issued by the supervisor will become part of the original document and bring closure to the grievance.
 - ii. If the problem is not resolved, the student may proceed to Step 3.
- d. Students must strictly adhere to the timing deadlines provided for in each step outlined in this procedure. Failure to do so will be considered a waiver of further rights of appeal and will result in a closure of the matter. However, the college may consider at the discretion of the Chief Academic Officer extraordinary extenuating circumstances that warrant an exception to the deadline herein. Any request for such exceptions must be made in writing to the Chief Academic Officer within a reasonable time given the circumstances. In no event shall reasonable time be extended beyond 30 days of the originally missed deadline.

(3) Step 3 - Formal Appeal Process

- a. Within six (6) instructional days of receiving the written response from Step 2, the student may request a formal hearing by notifying the Chief Academic Officer. If the request is not received within the 6-day deadline, the case will be considered closed, and the student will have forfeited the right for an appeal hearing.
- b. Within six (6) instructional days of receiving the request, the Chief Academic Officer will appoint an ad hoc due-process committee to hear the grievance.
 - i. The ad hoc committee will consist of five (5) members: one grade level I, II, or III employee; two faculty members; an officer of the student body organization; and a person of the student grievant's choice (person must be a present student, faculty member, or other employee of the college).

Alternate committee members may be appointed as well by the Chief Academic Officer. Grade level I, II, and III include vice presidents, division deans, and student service professionals.

- ii. The Vice President for Academics will appoint one member of the ad hoc committee to act as chair for the proceedings.

*Timelines for Step 3, b. are not strictly enforced during the summer semester – student will be notified of altered timeframe.

- c. The hearing will take place within six (6) instructional days after the committee appointments. To prepare for the hearing, the chair of the ad hoc committee may make the following arrangements, which are intended to facilitate due process.
 - i. Provide all ad hoc committee members with copies of the written grievance

prior to the meeting.

- ii. Identify a date, time and meeting place convenient for the ad hoc committee members, the student grievant, and the person who is the object of the grievance.
- iii. Inform the student and the individual involved that they may present witnesses and additional written documentation at the hearing.
- iv. The following chronology for the hearing and follow-up is recommended. (The proceedings may also be tape-recorded, provided that all parties are informed in advance.)
 - a. Select a recorder.
 - b. Review the grievance and hearing procedures. This segment will be closed to the grievant and faculty member.
 - c. Invite the student to be heard. The student may present witnesses and additional written documentation at this time. This segment will be closed to the faculty member / administrator.
 - d. Invite the individual involved to be heard, at which time he or she may provide witnesses and additional written documentation. This segment will be closed to the student.
 - e. In closed session, the committee will discuss its findings and reach a clear and explicit decision. The student and individual involved may be invited to reappear and provide more information as requested.
- v. Within six (6) instructional days after the formal hearing is concluded, the ruling of the ad hoc committee will be presented in writing to the student, the faculty member/ administrator involved, the department dean, and the Chief Academic Officer, who will implement the ruling.
- vi. The decisions rendered by the ad hoc due-process committee will be final. All committee members will need to sign the decision on Step 3 Form at the time the decision is made.
- vii. All original documentation will be kept on file in the Chief Academic Officer's office.

*Timelines for step 3, (c) are not strictly enforced during the summer semester – student would be notified of altered timeframe.

ACADEMIC GRIEVANCE FORM

Step 1

Original to faculty member
Student keeps a copy

Student's Name ||

Phone ||

Grievance filed against ||

(Name)

(Position)

PLEASE GIVE A DETAILED DESCRIPTION OF YOUR CONCERN: (TYPE OR PRINT LEGIBLY.)

||

WHAT ARE YOUR EXPECTATIONS AS TO THE SETTLEMENT OF THIS GRIEVANCE.

||

Student Signature

Date submitted to faculty member

Step 1
Original to faculty member
Student keeps a copy

RESPONSE FROM FACULTY MEMBER: (Type or print legibly.)

[[

ACCEPT

Faculty Member Signature

Student Signature

REJECT

Date Submitted

Student Signature

Date

Step 2

Supervisor retains original.

Copy to student, faculty member,
and Chief Academic Officer

Immediate Supervisor

||

Chief Academic Officer

||

RESPONSE FROM SUPERVISOR: (Type or print legibly.)

||

Supervisor Signature

Date Copies Distributed

Date Finalized

ACCEPT

Faculty Member Signature

REJECT

Faculty Member Signature

ACCEPT

Student Signature

REJECT

Student Signature

Committee Meeting: ||
_____ (Date)

Step 3
Original to Chief Academic Officer
Copies to Due Process Committee
Members

List of Ad Hoc Due Process Committee appointees:

RESPONSE OF AD HOC COMMITTEE: (Type or print legibly.) Use additional pages as necessary. Decision of the Ad Hoc Committee is final.

||

Administrator	_____	Date _____
	(Signature)	
Faculty Member	_____	Date _____
	(Signature)	
Faculty Member	_____	Date _____
	(Signature)	
S.B.O. Officer	_____	Date _____
	(Signature)	
Student's Representative	_____	Date _____
	(Signature)	
Support Staff Representative	_____	Date _____
(Non-Academic Only)	(Signature)	

* Response distributed as follows: Original to Chief Academic Officer. Copies to: student, department Dean, staff member, and standing committee chair.