

Student Grievance Procedures

- A. The general procedure for resolving student grievances in matters of dispute between student(s) and instructor(s) regarding classroom instruction, arbitrary and/or inconsistent application of classroom policies and procedures including assignment of grade(s), or allegations of discrimination shall be as follows. For a discussion of discrimination, see the section on discrimination under Student Rights Policy in this *Catalog*.
1. The instructor(s) shall be consulted directly in an effort to resolve the dispute.
 2. Should the dispute not be resolved, the student may refer the problem to the instructor's department or program chair within 30 days of the start of the next regular academic semester (excluding spring or summer term).
 3. If a resolution is not reached through discussion with the department or program chair, a written complaint shall be submitted within five school days to the chair, who shall, within five school days, return to the student(s) a written confirmation of receipt of the grievance.
 4. Within 30 days of receiving the grievance, the department or program chair shall return to the student(s) a written decision. This decision shall represent the conclusion of at least a majority of the full-time, regular teaching faculty of that department or program. The student may appeal decisions of the department or program faculty to the Committee on Academic Standards of the College. The Committee shall then consider all evidence and testimony and shall render its decision not later than one month after submission of the appeal. Its decision shall be binding on both the student and the instructor and shall be final.
- B. Decisions on matters which involve department or University policies, where the Academic Standards Committee's decision is the original decision, may be appealed to the Dean and the Executive Committee, whose majority decision is final.