Concern resolved

Supervisor or Designee will provide the employee a copy of the form within 5 instructional days.

Employee has 5 days to respond in writing to their supervisor.

If both parties do not agree to a meeting, Supervisor or Designee will convene a meeting of both parties within 5 instructional days.

Step 6

Within 10 instructional days, the Appeal Review Committee will meet with the student, instructor, and supervisor or chair to hear the points at issue in the appeal.

Step 5

Within 5 instructional days after the decision, the student will notify the appropriate Vice-President, in writing, to request a hearing before the Appeal Review Committee.

Step 4

Supervisor or Designee will convene a meeting of both parties within 5 instructional days.

Concern resolved

Supervisor or Designee will investigate and impart a decision in writing to both parties within 5 instructional days.

Step 3

Supervisor or Designee will provide the employee a copy of the form within 5 instructional days.

Step 2

Student will initiate a formal concern on the appropriate student concern form and submit to the supervisor or of employee within 5 instructional days.

Step 1

Student attempts to informally resolve issue by meeting and/or communicating with college employee/instructor about concern. Both parties should document discussion.

Student not satisfied with result

Student not satisfied with result

Concern resolved}

The Committee will provide its written decision to all parties within 5 instructional days following the hearing.

The decision is final and may not be reviewed.

Concern resolved

Within 5 instructional days after the decision, the student will notify the appropriate Vice-President, in writing, to request a hearing before the Appeal Review Committee.

Step 5

Concern resolved

Step 6

Within 10 instructional days, the Appeal Review Committee will meet with the student, instructor, and supervisor or chair to hear the points at issue in the appeal.

Step 4

Supervisor or Designee will convene a meeting of both parties within 5 instructional days.

Concern resolved

Supervisor or Designee will provide the employee a copy of the form within 5 instructional days.

Step 3

Supervisor or Designee will provide the employee a copy of the form within 5 instructional days.

Step 2

Student will initiate a formal concern on the appropriate student concern form and submit to the supervisor or of employee within 5 instructional days.

Step 1

Student attempts to informally resolve issue by meeting and/or communicating with college employee/instructor about concern. Both parties should document discussion.
Examples and/or Guidelines for Determining Who Can Assist Students with a Concern

If their concern is about . . . . .

- Student Success
- Accommodations
- College Financial
- Discrimination / Harassment
- Facilities / Bookstore
- Business Office
- Human Resources
- Financial Aid
- Financial Aid Office
- Instructional/Academic
- Supervisor/Associate Dean
- Student Disciplinary/Behavior

Other Resources: Associated Student Government  Counseling and Advising