### Process for Filing An Academic Student Concern

**Step 1**
Student attempts to **informally** resolve issue by meeting and/or communicating with college employee/instructor about concern. Both parties should document discussion.

**Step 2**
Student not satisfied with result

**Step 3**
Supervisor or Designee will provide the employee a copy of the form within 5 instructional days

**Step 4**
Employee has 5 days to respond in writing to their supervisor

If both parties do not agree to a meeting

Supervisor/Designee may convene a meeting of both parties within 5 instructional days

**Step 5**
Either party not satisfied with result

Supervisor or Designee will investigate and impart a decision in writing to 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
- Within 5 instructional days after the decision, the party will notify the appropriate Vice-President, in writing, to request a hearing before the Appeal Review Committee
- 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

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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
- Student Disciplinary/Behavior
- Instructional/Academic
- School Lead/Dean
- Business Office
- Human Resources
- Financial Aid
- Facilities / Bookstore
- Business Office
- Financial Aid Office
- Other Resources: Associated Student Government, Counseling and Advising