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

**Step 4**
- Supervisor/Designee may convene a meeting of both parties within 5 instructional days.
- If both parties do not agree to a meeting:
  - **Supervisor or Designee** will investigate and impart a decision in writing to both parties within 5 instructional days.

**Step 5**
- 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 **student** will notify the appropriate Vice-President, in writing, to request a hearing before the Appeal Review Committee.

**Step 6**
- 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
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
- Financial Aid
- Instructional/Academic
- Student Disciplinary/Behavior
- Supervisor/Associate Dean

Other Resources:
- Associated Student Government
- Counseling and Advising