

Student Concerns/Academic Appeal

GENERAL INFORMATION

It is the policy of Clover Park Technical College to provide students with an opportunity to resolve any alleged violation of college academic policy, procedure or regulation, or to resolve any alleged case of inequitable treatment. The college encourages informal resolution of disputes whenever possible, and also maintains fair and equitable procedures for formally expressing and resolving concerns. Student rights are protected in the concern/appeal process and the college must ensure that a student will not suffer repercussions because he or she chooses to file a concern/appeal in good faith.

The following are guidelines for determining who can assist a student with a concern regarding:

Academic / Instructional – Instruction

Accommodations – Student Success

College Financial – Business Office

Disciplinary/Student Code of Conduct – Student Success

Discrimination/Harassment – Human Resources

Facilities/Bookstore – Business Office

Financial Aid – Financial Aid Office

Federal and state laws, rules and regulations, in addition to policies, regulations, and procedures adopted by the State Board for Community and Technical Colleges, shall not be grievable matters. Students shall use chapter 495C-300 and 495C-310 WAC for grievances pertaining to sexual discrimination or equal opportunity discrimination based upon disability.

PROCESS FOR ACADEMIC APPEAL

The process outlined below is for Academic concerns or Grade Appeals. It is **not** to be used for filing an appeal based on the outcome of a summary or disciplinary proceeding, financial appeal, or discrimination/harassment complaint as described in other areas of the College Catalog or Student Handbook.

Note: Academic Appeal must be made within fifteen (15) instructional days following the issuance of the grade or decision.

Step 1 – Before a student can file a written concern or appeal, they should try to resolve the problem informally. The college expects the student to address his/her concern by first meeting and/or discussing the concern with the college employee(s) whose actions resulted in the concern and documenting the discussion with notes. If not resolved, the student may proceed to the next step:

Step 2 - If, within 5 instructional days following the informal resolution attempt, the student feels a satisfactory resolution has not been achieved, the student may file a formal written concern with the employee's immediate supervisor or department chair — the concern or appeal must be in writing, utilizing the appropriate form, and include the documentation from Step 1 as well as any other supporting documentation as an attachment. A "Student Academic Concern Form" or "Grade Appeal Form" is available from any instructor, division dean's office or Advising Center.

Step 3 – Within 5 instructional days after receiving the concern or appeal in writing, the supervisor (or designee) will be responsible to investigate the concern. The supervisor or designee will provide the employee with a copy of the written concern or appeal; the employee will have 5 instructional days in which to provide a written response to their supervisor.

Step 4 - The supervisor, or designee, will convene a meeting of both parties in an attempt to resolve the issue, provided that the parties agree to meet for this purpose. In the event that one or both parties do not agree to meet, the supervisor or designee will investigate and render a decision based on the written statements and testimony of the parties. The supervisor or designee will impart this decision in writing to both parties within 5 instructional days. If the student feels a satisfactory resolution has not been achieved, the student may proceed to the next step.

Step 5 – Within 5 instructional days after Step 4, the student will notify the appropriate Vice-President for Student Learning, in writing, to request a hearing before the Appeal Review Committee. The Committee will be chaired by the Vice President for Student Learning (or designee) and will also include the Vice President for Student Success (or designee), two student representatives appointed by the Student Council, and two faculty members appointed by the Faculty Union.

Step 6 – Within 10 instructional days, the Appeal Review Committee will meet with the student, instructor, and director, department chair or supervisor to hear the points at issue in the appeal. 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.

The process above is used for filing a concern in which a resolution has been requested that is specific to the student filing. If a student wishes to file an official complaint that has no personal resolution, or wishes to remain anonymous, that complaint will not follow the above steps.