

# Academic Grievance Policy

The College recognizes that problems will occasionally arise between students and faculty regarding academic issues, including disputes regarding grades awarded. This academic grievance policy is intended to address those concerns. The primary objective of the policy is to ensure that students have the opportunity to present grievances regarding actions of members of the faculty and that the College has a consistent process for resolving those grievances in a fair, confidential, and just manner.

## Informal Resolution

The first step is for the student to attempt to resolve the grievance informally by discussing it with the faculty member. The discussion should take place within a reasonable time of the action of the faculty member with whom the student takes issue. If the matter is not resolved to the student's satisfaction at this level, the student should discuss the grievance with the faculty member's department chair within five (5) days of receiving the response from the faculty member. The department chair will meet with the student and, as appropriate, the faculty member, and reach a decision, which will be communicated to the student. Generally, no record will be maintained regarding a grievance resolved informally.

## Formal Resolution

If the matter is not resolved to the student's satisfaction at this level, the student may request review by the appropriate dean by submitting a written statement to the dean within thirty (30) days of the action of the faculty member with which the student takes issue. The statement should include an explanation of the problem and a description of the desired resolution. The dean will then meet with the student to discuss the grievance, and, as appropriate, the faculty member. After reviewing all relevant information, the dean will inform the student in writing of his/her decision regarding the grievance.

If the decision of the dean does not resolve the matter to the student's satisfaction, the student may request further review by submitting a statement of the problem in writing to the associate dean for academic affairs within five (5) days after the date of the dean's decision. The statement should include an explanation of the problem and a description of the desired resolution, along with a copy of the dean's decision. It is within the sole discretion of the associate dean whether to accept the student's request for review of the grievance. The decision of the associate dean is final.

## Documentation of Grievances

Records related to grievances under this policy will be maintained by the office of the associate dean for academic affairs.

The full policy also is found in the student handbook, [\*The Eagle\* \(.pdf\)](#).