



HLC Accreditation Evidence

- **Procedure 2615 Problem Resolution (Students)**

URL:

Office of Origin:

- Vice President of Student Services

Contact(s):

- Vice President of Student Services

2615 – Problem Resolution (Students)

The College encourages an open and frank atmosphere in which problems, complaints, suggestions, or questions receive a timely response. If a student disagrees with established rules of conduct, policies, practices, or if they feel their rights have been infringed on, they may express their concern through the problem resolution procedure. Limitations and acknowledgements include:

- No student will be penalized for using the problem resolution procedure, or for voicing a concern in a timely and business-like manner.
- A student may discontinue this procedure at any step.
- Strict adherence to the noted timelines will be enforced.
- Students seeking resolution of concerns resulting from **academic or career technical program dismissal** may start with the second section of this procedure, “*Appeal of Academic Dismissal*”.
- This procedure **does not apply** to a student who wishes to appeal sanctions imposed by student services or instructional personnel; the information regarding student right to appeal is available in procedure #2611 Student Code of Conduct.

If a student believes a concern they are experiencing needs to be resolved, or feels a decision affecting them is unjust or inequitable, they should use the steps outlined below.

1. Within five college business days of the action resulting in a concern:
 - a. The student is to seek problem resolution informally, at the lowest level possible. For example, if the concern lies with an instructor the student will discuss the concern with the instructor.
 - b. If after the discussion, the student remains dissatisfied, the concern may be formalized by proceeding to Step 2.
2. Within five college business days of completing Step 1:
 - a. The student may advance their concern to the appropriate College Dean or designee.
 - b. The Dean or designee will discuss the student’s concerns and attempt to assist in formalizing the concern via the [Problem Statement](#) form (hard-copy or electronic).
 - c. Once the completed **Problem Statement** is received by the Dean or designee, the situation will be investigated and a written resolution will be provided to the student within five college business days¹.

¹ The College recognizes in some cases five working days may not be enough time to perform a thorough investigation into the student’s concern. When this occurs, the responding party will notify the student in writing, including the reason for the delay along with the anticipated additional time needed to address the concern. This notification should be maintained as part of the investigative file.

- d. If the student remains dissatisfied following the Dean or designee's written decision, the student may proceed to Step 3.
3. Within five college business days of receiving the Dean or their designee's written decision:
 - a. The student may appeal to the Vice-President of Administration, Vice-President of Instruction or Vice-President of Student Services if at least one of the following statements is true:
 - i. New evidence exists which was not presented to the Dean or designee in Step 2.
 - ii. Evidence exists of process failure (i.e. the student was treated unfairly by the Dean or designee, etc.).
 - b. The student meeting at least one of the above parameters submits the following for consideration:
 - i. The original Problem Statement as submitted to the Dean or designee.
 - ii. The written decision received from the Dean or designee.
 - iii. The required additional evidence noted in 3a above.
 - c. The Vice President will provide a written decision to the student within five college business days¹.
4. Within five college business days of receiving the Vice President's written decision:
 - a. The student may pursue review by the President if at least one of the following statements is true:
 - i. There is new evidence which was not presented to the Vice President in Step 3.
 - ii. Evidence exists of process failure (i.e. the student was treated unfairly by the Vice President, etc.).
 - b. The student provides all pertinent written documentation to the Administrative Assistant to the President and schedules a meeting with the President (note that meeting may occur in person, via electronic means, or via phone).
 - c. The President will review the student's appeal, review available documentation, and present the student with a written determination within five college business days¹. The President's decision is final.
5. If resolution is not reached, the student may address their concerns with the Kansas Attorney General's Office of Consumer Protection:

Consumer Protection Hotline: 1-800-432-2310 or (785) 296-3751

Fax: (785) 291-3699

[Website](#)

Appeal of Academic Dismissal

1. Within five college business days of academic program dismissal, the student is to submit written documentation to the Vice President of Instruction's Office explaining their situation (documentation may be hard-copy or electronic). This written documentation is to include:
 - a. Student's name and Barton ID number
 - b. Name of the academic program and date of dismissal
 - c. Name of the Instructor/Coordinator/etc. who conveyed program dismissal information
 - d. Any documentation provided to the student at the time of dismissal
 - e. Student explanation of why re-instatement in the academic program is warranted and any supporting documents

2. The Vice President of Instruction will convene a three member Appeals Committee which will include the Vice President of Student Services, the EEOC Liaison, and the Vice President of Instruction (a substitution will occur in instances where availability unduly delays assembling committee) to review and discuss the dismissal.
 - a. The academic program representative will be contacted to also provide documentation relevant to the dismissal.
 - b. Within five college business days of this meeting¹, the student will be notified of the Appeal Committee's determination.

3. Within five college business days of receiving the Appeal Committee's decision:
 - a. The student may pursue review by the President if at least one of the following statements is true:
 - i. There is new evidence which was not presented to the Appeal Committee.
 - ii. Evidence exists of process failure (i.e. the student was treated unfairly by the Appeals Committee, etc.).
 - b. The student provides all pertinent written documentation to the Administrative Assistant to the President and schedules a meeting with the President (note that meeting may occur in person, via electronic means, or via phone).
 - c. The President will review the students appeal, review available documentation, and present the student with a written determination within five college business days¹. The President's decision is final.

Contact: Vice President of Instruction

Related Form(s): [Problem Statement](#)

Relevant Policy or Procedure(s): [1615 – Problem Resolution \(Students\)](#)

Approved by: President

Date: 11/16/07

Revision(s): 2/23/15; 6/1/15; 5/25/17 (minor revision); 10/19/21; 11/1/21 (minor revision); 8/15/22 (minor revision)