

2615 – Problem Resolution (Students)

The College encourages an open and frank atmosphere in which any problem, complaint, suggestion, or question receives a timely response from the appropriate college staff. If a student disagrees with established rules of conduct, policies, or practices (~~excluding disciplinary issues~~), they can express their concern ~~confidentially~~ through the problem resolution procedure. ~~No student will be penalized, formally or informally, for voicing a complaint in a reasonable, business-like manner, or for using the problem resolution procedure.~~ Limitations and acknowledgements include:

- No student will be penalized for using the problem resolution procedure, or for voicing a complaint 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 program dismissal** may start with the second section of this procedure, “*Appeals of Academic Dismissal*”.
- This procedure **does not apply** to a student who wishes to appeal sanctions imposed by student services personnel; these appeals are to utilize procedure #2611 Student Code of Conduct.

If a ~~situation occurs when~~ student believes that a conflict they are experiencing needs to be resolved, or ~~if they~~ feels a decision affecting them is unjust or inequitable, they are ~~encouraged~~ to resolve the problem ~~at the lowest level possible and make use of the by~~ following the steps outlined below. ~~All information obtained in resolving problems shall be considered confidential by all parties involved. The student may discontinue the procedure at any step. This procedure does not apply to disciplinary actions involving a student or grade appeals.~~

1. Within seven (7) calendar days of the action resulting in a problem/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, he/she may formalize their complaint by proceeding to step 2.
2. Within seven (7) calendar days of the above meeting:
 - a. The dissatisfied student may advance their concern to the appropriate College Dean. Students may contact the Administrative Assistant to the Vice President for assistance in identifying the appropriate Dean, if they are unsure who to contact.
 - b. The Dean will discuss the student’s concerns and attempt to assist him/her in formalizing the concern via the **Problem Statement** form (hard-copy or electronic) and explaining its completion.

- c. Once the completed **Problem Statement** is received by the Dean, he/she will investigate the situation and provide written resolution to the student within seven 7 calendar days.
 - d. If following the Dean's written decision, the student remains dissatisfied, he/she may proceed to Step 3.
 - 3. Within seven (7) days of receiving the Dean's written decision:
 - a. The dissatisfied student may appeal the Dean's decision if at least one of the following statements is true:
 - i. New evidence exists which was not presented to the Dean in Step 2.
 - ii. Evidence exists of process failure (i.e. the student was treated unfairly by the Dean, etc.).
 - b. The student meeting at least one of the above parameters submits the following to the Vice President for consideration:
 - i. The original Problem Statement as submitted to the Dean.
 - ii. The written decision received from the Dean.
 - iii. The required additional evidence noted in 3a above.
 - c. The Vice President will provide his/her written decision to the student within seven (7) calendar days.
 - 4. Within seven (7) calendar days of receiving the VP's written decision:
 - a. The dissatisfied 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 VP in Step 3.
 - ii. Evidence exists of process failure (i.e. the student was treated unfairly by the VP, 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 seven (7) calendar days. The President's decision is final.

Appeal of Academic Dismissal

- 1. Within seven (7) days of academic program dismissal, the student is to submit written documentation to the Vice President'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 will convene a three member Appeals Committee which will include the Dean of Student Services, the EEOC Liaison, and the VP (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 seven (7) calendar days of this meeting, the student will be notified of the Appeal Committee's determination.
 3. Within seven (7) calendar days of receiving the Appeal Committee's decision:
 - a. The dissatisfied 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 seven (7) calendar days. The President's decision is final.
- ~~1. Student presents problem to the appropriate College official (Vice President for Instruction and Student Services for instructional issues or Dean of Student Services for all other issues) within seven (7) working days after problem/concern is identified. If the College official is unavailable or the student believes it would be inappropriate to contact the designated College official, the student may present problem to the school Counselor.~~
 - ~~2. The designated College official (as outlined in step 1) shall:
 - direct and advise the student,
 - assist the student in writing a Problem Statement on the appropriate form,
 - visit with the appropriate College personnel or other student(s) and
 - when deemed necessary, request an informal meeting with the student and individual(s) identified in the Problem Statement within seven (7) working days.~~
 - ~~3. If the problem is resolved during the informal meeting, the designated College official (as outlined in Step 1) shall complete a Problem Resolution Form which shall be signed by both the student and the designated College official. The designated College official shall provide the student with a copy of the signed form and retain the original form.~~
 - ~~4. If the problem is unresolved during the informal meeting, the designated College official (as outlined in step 1) shall assist the student in scheduling a meeting for the student to present the problem to the College President.~~

- ~~5. The College President, in turn, shall discuss the problem with the student, review all documentation, and present the student with a written determination within seven (7) working days, forwarding a copy of the written determination to the appropriate College official (as outlined in step 1). The President has full authority to make any adjustment deemed appropriate to resolve the problem and or final disposition of the problem.~~

~~(Based on policy 1615; revised and approved by President on 11/16/07)~~

~~2512 – Grade Appeal~~

~~The Chief Academic Officer (CAO) is designated to coordinate all efforts to resolve final grade appeals. Students receiving an XF grade may also use this procedure to appeal that grade.¹~~

~~Any change of grade must be documented and processed through the registrar's office. The instructional deans will keep a record of all grade appeals in their area with the final determination. This information will be archived in document sharing within the course shell as available.~~

- ~~1. If a student has a concern about a final grade, he/she is directed to schedule a conference² with the respective instructor within seven (7) working days of the posting of the grade, or within seven (7) working days of the beginning of the next semester or session. The student may ask their advisor, or another advocate, to attend this meeting. The instructor will determine if the grade will be changed.~~
- ~~2. If the student not satisfied, he/she may schedule a conference with the respective Director, Executive Director or Dean within seven working (7) days of the conference in step one. The student should bring their concerns in writing to this conference. This conference may include the instructor. Following the conference, the Director, Executive Director or Dean will determine if an appeal will be granted.~~
- ~~3. If the student remains dissatisfied with his/her grade, a conference may be scheduled with the CAO within seven (7) working days of the conference in step two. The student should be prepared to present his/her concern in writing to the CAO at the conference~~

~~The CAO will investigate the concern and will render a decision, in writing, to the student within ten (10) working days of the receipt of the written concern.~~

- ~~4. If the student still has a concern, the student may request a hearing by giving written notice to the CAO within ten (10) working days of receiving the decision in step four. The student will designate one hearing committee member.~~

¹ Remediation of XF grade

An instructor who administers an XF grade may recommend to the Vice President of Instruction and Student Services that the student, who has received an XF grade, takes PHIL1612 Academic Integrity Seminar for 2 credit hours. A student who is allowed to enroll in PHIL1612 Academic Integrity Seminar may have the X of the XF grade removed from their transcript by taking and passing this course. This only applies to students who have violated the policy at the Basic Violation level.

² All conferences may be in person, by phone or electronically mediated.

~~Upon receipt of such notice, the CAO shall establish a hearing committee. The committee shall include a member designated by the student, a member designated by the respective faculty member and a member (chairperson) designated by the Vice President. The committee shall meet within ten (10) days of the request for the hearing and will render a written decision no later than five (5) days after the close of the hearing. A copy of the written decision shall be given to the student, instructor, Director, Executive Director, Dean and Vice President of Instruction & Student Services.~~

- ~~5. If the student still has a concern after receiving the hearing committee's decision, the student may schedule a conference with the President within ten (10) days of receipt of the committee's decision in step five. The student is required to present his/her concern in writing to the President.~~
- ~~6. Within ten (10) days of the conference in step six, the President will render a decision and will send copies of the decision to the student, instructor, Director, Executive Director, Dean and Chief Academic Officer. The President's decision is final.~~

~~**Special Note:** Students seeking a grade appeal in the Workforce Training & Community Education Division will participate in an additional step to the above procedure. Following step two, students taking coursework in this division who remain dissatisfied with their grade will schedule an additional conference prior to meeting with the Vice President as outlined in step three. Students will insert this additional conference per the following guideline:~~

- ~~• If the student met with a Director in step two, they will meet with the Executive Director and Dean in step three.~~
- ~~• If the student met with an Executive Director in step two, they will meet with the Dean in step three.~~

~~A decision regarding the grade appeal will be made following the conference. If the student isn't satisfied with the decision, they may contact the CAO as outline in step three (above).~~

~~This procedure only applies to current grades. Students who are returning to college after an extended absence who have concerns about prior grades may wish to consult the academic clemency procedure.~~

~~(Based on policy 1511; approved by President on 2/23/09)~~

~~(Based on policy 1615; revised and approved by President on)~~