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, they can 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 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 or academic affairs personnel; the information regarding student right to appeal are available in procedure #2611 Student Code of Conduct.

If a student believes a conflict they are experiencing needs to be resolved, or feels a decision affecting them is unjust or inequitable, they are to resolve the problem by following the steps outlined below.

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 or his/her designee. Students may contact the Administrative Assistant to the Vice President for assistance in identifying the appropriate Dean or his/her designee, if they are unsure who to contact.
    b. The Dean or his/her designee 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 or his/her designee, he/she will investigate the situation and provide written resolution to the student within seven 7 calendar days.
    d. If following the Dean's or his/her designee's written decision, the student remains dissatisfied, he/she may proceed to Step 3.

3. Within seven (7) days of receiving the Dean's or his/her designee's written decision:
    a. The dissatisfied student may appeal the Dean's or his/her designee's decision <u>if</u> at least one of the following statements is true:
        i. New evidence exists which was not presented to the Dean or his/her designee in Step 2.
        ii. Evidence exists of process failure (i.e. the student was treated unfairly by the Dean or his/her designee, 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 or his/her designee.
        ii. The written decision received from the Dean or his/her designee.
        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 <u>if</u> 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 <u>if</u> 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.

(Based on policy 1615; revised and approved by President on 2/23/15)