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 students disagree 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.

If a situation occurs when students believe that a conflict they are experiencing needs to be resolved, or if they feel 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 following steps. 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. 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)