

2615 – Problem Resolution (Students)

The College encourages an open and frank atmosphere in which problems or concerns receive a timely response. If a student disagrees with established policies or practices, and/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 professional manner. A student may discontinue this procedure at any step.
- In the event the research required to thoroughly investigate the student's concern extends beyond 10 college business days, the College official researching the problem 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 will be maintained as part of the investigative file.

Problem Resolution Steps

1. Within 10 college business days of a student's identification of a concern (concern may not be older than 180 calendar days):
 - 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 10 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 10 college business days.
 - d. If the student remains dissatisfied following the Dean or designee's written decision, the student may proceed to Step 3.
3. Within 10 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 criteria 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 10 college business days.
- 4. Within 10 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 10 college business days. 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:
 - i. Consumer Protection Hotline: 1-800-432-2310 or (785) 296-3751
 - ii. Fax: (785) 291-3699
 - iii. [Website](#)

Contact: Vice President of Instruction; Vice President of Administration

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

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

Approved by: President

Date: 11/16/07

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