

## ACADEMIC GRIEVANCE/GRADE APPEALS PROCEDURE

Academic issues include, but are not limited to, the application of attendance policies, grades, classroom/lab or clinical/shop conduct, and admission to or dismissal from a class or program. Students should initiate the grievance/appeals process as soon as a concern develops rather than waiting until the end of the term, as some relevant faculty or staff may not be available between terms. Grade appeals must be on file no later than 20 working days (working days exclude weekends and holidays) after the end of the term in which the grade was awarded. Appeals related to dismissal from a course or program must be on file no later than 5 working days from the dismissal date. A student having an academic issue must discuss the problem in a calm and sincere manner. Most problems are resolved at the instructor level; however, the Appeals Procedure may involve the following levels of college faculty/staff in this order:

1. Instructor
2. Program Head if applicable
3. Department Chair/Director/Coordinator
4. Academic Dean/Dean of Continuing Education & College + Career Readiness
5. Vice President of Learning, Student Engagement & Success

The procedure will occur in the following order:

1. The student will arrange a meeting with the instructor to discuss the problem as soon as it develops, preferably before the end of the term.
2. If the problem is not resolved with the instructor, the student will contact the Program Head (if applicable)/Department Chair/Director/Coordinator, who will arrange to meet with the student or the student and instructor.
3. If the problem is not resolved the student will obtain an Academic Appeals Procedure Form from the Program Head (if applicable)/Department Chair/Director/Coordinator or from the VGCC web site. The student will complete the form and personally or electronically, via VGCC student email address, submit the form to the Dean detailing his/her academic concerns.
4. For grievances related to Curriculum Programs, the Academic Dean will meet with the instructor and Program Head (if applicable)/Department Chair/Director/Coordinator to discuss the concern. For grievances related to continuing education courses, the Dean of Continuing Education & College + Career Readiness will meet the instructor and/or Director/Coordinator to discuss the concern.

5. A written response from the Dean will be provided to the student within 10 working days of receipt of the student's form. It is the student's responsibility to follow up with the Dean during this time period.
6. If not satisfied with the Dean's response, the student will have 5 working days to appeal to the office of the Vice President of Learning, Student Engagement & Success. Students are responsible for submitting the original appeal form with the Dean's response. Students should keep a copy of all documentation related to the appeal for their records.
7. If the concerns are not resolved, the student may request a hearing of the Judicial Committee. The office of the Vice President of Learning, Student Engagement & Success will contact the Judicial Co-chairs to arrange a hearing. A hearing will be scheduled within 10 working days from the receipt of the appeals request. The student will be notified by the office of the Vice President of Learning, Student Engagement & Success of the date, and location of the hearing.
8. The Judicial Committee will provide written recommendation of their decision to the President of the College within 5 working days. The president will make a decision and notify the student within five working days of receipt of committee's recommendation. The decision of the President is final.



Student Name:

Course Title:

ID#:

Course Prefix/Number/Section:

Major:

Term:

Year:

VGCC student email:

Phone:

**Step 1:** Write (in detail) your academic concerns or issues. (Attach any documentation or additional sheets as needed: **Nothing may be added to Step 1 once it has been given to the Academic Dean/Dean of Continuing Education & College + Career Readiness.**

Student Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Personally or electronically, via VGCC student email address, deliver the form to the Academic Dean/Dean of Continuing Education & College + Career Readiness. Students are responsible for filing appeals in accordance with the current Academic Grievance/Grade Appeals Procedure.

Dean's Signature: \_\_\_\_\_ Date: \_\_\_\_\_

A written response will be provided to the student within ten working days from receipt of the form. It is the student's responsibility to follow up with the Dean during this time period.

RESPONSE

Dean's Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Student Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Accept

Reject

(If you accept the response leave the form with the Dean, but keep a copy for your files)

**Step 2:** If not satisfied with the response, personally or electronically, via VGCC student email address, deliver the form including the Dean's response, to the office of the Vice President of Learning, Student Engagement & Success within five working days after receiving the Academic Dean's response for Step 1 of the process.



VP of Learning, Student Engagement & Success: \_\_\_\_\_ Date Received: \_\_\_\_\_

After reviewing the grievance, the Vice President of Learning, Student Engagement & Success will provide the student with a written response.

RESPONSE:

VP of Learning, Student Engagement & Success Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Student Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Accept

Reject

(If you accept the response leave the form with the Vice President of Learning, Student Engagement & Success, but keep a copy for your files.)

**Step 3:** If the concerns are not resolved, the student may request a hearing of the Judicial Committee. The office of the Vice President of Learning, Student Engagement & Success will contact the Judicial co-chairs to arrange a hearing. A hearing will be scheduled within 10 working days from the receipt of the appeals request. The student will be notified by the office of the Vice President of Learning, Student Engagement & Success of the date, and location of the hearing.

The Judicial Committee will provide written recommendation of their decision to the President of the College within 5 working days. The President will make a decision and notify the student within five working days of receipt of committee's recommendation. *The decision of the President is final.*

**Student Note:** Please make a copy at each level to keep for your files. Upon completion of the appeal, the original form will remain on file in the office of the Vice President of Learning, Student Engagement & Success.