

Name of Change Proposal	S-6 Instructional Grievance Process -
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Initiating Council:
Faculty Executive Council

Submitting Council:
Faculty Executive Council

Justification for Proposed Changes:

Background Information:

(Provide a brief overview of the issue and/or historical information important in considering the change.)

A concern was raised that the Admin Reg S-6 Instructional Grievance Process is not in alignment with the current Residential Faculty Agreement. As the RFA is updated annually, there was motivation to both align, and ensure the language of S-6 allows for those updates without needed yearly revision as well.

Supporting Documentation and Rationale for Change:

(Provide any supporting documentation such as new legislation, legal/statutory or regulatory changes, data, or key findings that would support the need for the change.)

[2024-2025 Residential Faculty Agreement](#)

The Residential Faculty Agreement is a board approved document while the Administrative Regulations are not. The Common Pages regulation must therefore be updated to align with the RFA language.

Areas, Councils, or Committees Impacted:

(List the constituency groups that may be impacted by the proposed change and that reviewed the proposal and provided feedback.)

Council	Distribution List
Accreditation Liaison Officers	dl-alo@memo.maricopa.edu
ASA District Directors	dl-asa-district-directors@domail.maricopa.edu
Center for Curriculum and Transfer Articulation	dl-dssc-ccta@domail.maricopa.edu
Curriculum & Schedulers Council	dl-currtechs@memo.maricopa.edu

Curriculum Development Facilitators	dl-cdfs@memo.maricopa.edu
Department/Division Chairs	Via Deans
Directors of Academic Advisement Council	dl-daac@memo.maricopa.edu
Directors of Admissions and Records Council	dl-dar@memo.maricopa.edu
District Curriculum Committee	dl-dcc@memo.maricopa.edu
Dual Enrollment Council	dl-dssc-dual-enrollment@domail.maricopa.edu
FEC	dl-facexec@memo.maricopa.edu
Financial Aid Managers Council	dl-fam-dir-all@memo.maricopa.edu

Financial or Budget Implications:

None

Other Considerations:

None

Implementation Impacts:

None

Recommended Effective Term:

2025-2026

Dissemination/Communication:

(Identify the dissemination/communication needs related to the proposed change)

Disposition History:

Date	Status
September 24, 2024	Called together initiators and Common Pages committee members facilitating language development
November 20, 2024	Sent to initiators and Common Pages committee members to facilitate change for feedback before sending it to stakeholders.
November 12, 2024	Presented to A&R Council.
December 18, 2025	Presented to Common Pages Committee.
January 6, 2025	Shared with VPSA Council.

PROPOSED CHANGES:

S-6 Instructional Grievance Process

S-6 Instructional Grievance Process

~~A student who feels that he/she has been treated unfairly or unjustly by a faculty member (full-time or part-time) with regard to an academic process such as grading, testing or assignments, shall discuss the issue first with the faculty member involved. This conference shall be requested by the student within fifteen (15) working days from the time the student knew or reasonably should have known about the unfair or unjust treatment. If the grade issue is the final grade, Article 20.7.6 of the Faculty Agreement governs.~~

~~This instructional grievance process should not be utilized in a case in which a student feels he/she has experienced discrimination. If the student feels that he/she has experienced discrimination on the basis of race, color, religion, sex, gender identity,~~

FINAL LANGUAGE APPROVED BY COMMITTEE:

S-6 Instructional Grievance Process

S-6 Instructional And Final Grade Grievance Process

Overview-please note the requirements for review which include specific written documentation and signatures, etc.

Final Course Grade Appeal

This process is to be used to appeal the final instructional grades for a course. Assignment or exam grades may be reviewed in this process if they impact continuation in a program. A final grade can only be changed by the instructor of record through this process, except for extraordinary circumstances as outlined below.

This process should not be utilized in a case in which a student feels that they have experienced discrimination or harassment. A student who feels that they have experienced discrimination on the basis of race, color,

~~national origin, citizenship status (including document abuse), gender, age, disability, veteran status, genetic information, or sexual orientation; the student should refer to the Discrimination Complaint Procedures for Students as administered by the Vice President for Student Affairs.~~

~~Steps for students to follow:~~

- ~~1. If, within ten (10) working days of the request for the conference with faculty member, the problem is not resolved or the faculty member has been unable to meet with the student, the student may continue the process by filing a written grievance with the Department/Division Chairperson and appropriate administrative officer at the college/center. This written grievance must be filed within ten working days following the previous deadline. The written grievance will be given to the faculty member five days before any official meetings are convened.~~
- ~~2. Upon receipt of a written grievance, the Department/Division Chair or appropriate college administrative officer will work with the parties in an attempt to resolve the conflict. The faculty may ask that the College Faculty Senate President be in attendance. Every attempt will be made to maintain confidentiality during this process. A faculty member will not be required to respond to a grievance which is not in writing and which, when appropriate, did not have specific documentation including dates, times, materials, etc. The written grievance will be made available to the faculty member.~~
- ~~3. If the grievance is not resolved at this level within ten working days, the student should forward to vice president of academic affairs or designee, a copy of the original written grievance with an explanation regarding~~

religion, gender, sex, sexual orientation, gender identity, or national origin, citizenship status (including document abuse), age, disability, veteran status or genetic information should refer to the discrimination complaint procedures for students found on the district's student and faculty resources webpage.

In addition, a student who feels that they have experienced sexual harassment should refer to the sexual harassment policy for students.

Timeliness of Appeal

Any appeal of a final grade must be initiated no later than sixty (60) calendar days from the date the grade is issued. Absent exceptional circumstances, as determined at the sole discretion of the faculty chair, no untimely appeals will be considered. The resolution timeline for grade appeals that occur after the spring semester may be deferred until the first day of accountability of the following fall semester if so desired by the full-time or adjunct faculty member who assigned the grade.

Process Deadlines

The faculty chair or VPAA, as appropriate based on the level, may, upon a showing of good cause, extend any of the deadlines set forth in this process. Alternatively, any deadline may be extended by mutual agreement of the full-time or adjunct faculty member and student.

Documentation

The student is responsible for providing a rationale for initiating a grade appeal. Any documentation to support the student's appeal is encouraged.

Remedies

Remedies under this process may include, as appropriate, a change in the grade received for the course, exam, project, or other assignment. Documentation of the resolution will be housed within the department/division.

~~action taken at each prior level. The dean of instruction or appropriate college/center administrative officer will meet with the student, faculty member, the College Faculty Senate President if requested by the faculty member, and Department/Division Chair and attempt to resolve the issues. This level will be the final step in any grievance process regarding grades.~~

~~4. If the grievance, other than those concerning grades, is not resolved by the vice president of academic affairs or designee, it may be forwarded in writing by the student to the college president for final resolution. The college president or designee will issue a final written determination in the grievance process.~~

~~5. Instructional grievances are resolved at the college level. The district office is not an avenue of appeal for the instructional grievance process.~~

S-6 INSTRUCTIONAL AND FINAL GRADE GRIEVANCE PROCESS

~~OVERVIEW-PLEASE NOTE THE REQUIREMENTS FOR REVIEW WHICH INCLUDE SPECIFIC WRITTEN DOCUMENTATION AND SIGNATURES, ETC.~~

FINAL COURSE GRADE APPEAL

~~THIS PROCESS IS TO BE USED TO APPEAL THE FINAL INSTRUCTIONAL GRADES FOR A COURSE. ASSIGNMENT OR EXAM GRADES MAY BE REVIEWED IN THIS PROCESS IF THEY IMPACT CONTINUATION IN A PROGRAM. A FINAL GRADE CAN ONLY BE CHANGED BY THE INSTRUCTOR OF RECORD THROUGH THIS PROCESS, EXCEPT FOR~~

Expedited Grade Appeal Process for Technical Errors or Omissions

This process may be used only to resolve grade appeals regarding technical errors or omissions in calculating or recording (a) a grade on an exam, project, or other assignment, or (b) an overall course grade. The grade appeal process (article 20.4.6) should be used to process all other appeals regarding grades. This is the exclusive process for appeals regarding technical errors or omissions in grading.

- Faculty level
 - A student who feels that a technical error or omission has occurred with respect to the calculation or recording of a grade shall first attempt to resolve the issue with the full-time or adjunct faculty member who issued the alleged incorrect grade.
 - An appeal regarding a technical error or omission in grading must be brought to the full-time or adjunct faculty member's attention no later than fifteen (15) business days from the date the student knew or reasonably should have known of the error or omission.
 - The student shall provide the appeal to the full-time or adjunct faculty member in writing. The full-time or adjunct faculty member shall attempt to investigate and resolve the appeal and inform the student of the resolution no later than ten (10) business days from the date the student first reported the appeal to the full-time or adjunct faculty member.
 - If the full-time or adjunct faculty member is unavailable or fails to timely resolve the appeal, the student may escalate the appeal to the department/division level. a record of the resolution or reasons for

EXTRAORDINARY CIRCUMSTANCES AS OUTLINED BELOW.

THIS PROCESS SHOULD NOT BE UTILIZED IN A CASE IN WHICH A STUDENT FEELS THAT THEY HAVE EXPERIENCED DISCRIMINATION OR HARASSMENT. A STUDENT WHO FEELS THAT THEY HAVE EXPERIENCED DISCRIMINATION ON THE BASIS OF RACE, COLOR, RELIGION, GENDER, SEX, SEXUAL ORIENTATION, GENDER IDENTITY, OR NATIONAL ORIGIN, CITIZENSHIP STATUS (INCLUDING DOCUMENT ABUSE), AGE, DISABILITY, VETERAN STATUS OR GENETIC INFORMATION SHOULD REFER TO THE DISCRIMINATION COMPLAINT PROCEDURES FOR STUDENTS FOUND ON THE DISTRICT'S STUDENT AND FACULTY RESOURCES WEBPAGE.

IN ADDITION, A STUDENT WHO FEELS THAT THEY HAVE EXPERIENCED SEXUAL HARASSMENT SHOULD REFER TO THE SEXUAL HARASSMENT POLICY FOR STUDENTS.

TIMELINESS OF APPEAL

ANY APPEAL OF A FINAL GRADE MUST BE INITIATED NO LATER THAN SIXTY (60) CALENDAR DAYS FROM THE DATE THE GRADE IS ISSUED. ABSENT EXCEPTIONAL CIRCUMSTANCES, AS DETERMINED AT THE SOLE DISCRETION OF THE FACULTY CHAIR, NO UNTIMELY APPEALS WILL BE CONSIDERED. THE RESOLUTION TIMELINE FOR GRADE APPEALS THAT OCCUR AFTER THE SPRING SEMESTER MAY BE DEFERRED UNTIL THE FIRST DAY OF ACCOUNTABILITY OF THE FOLLOWING FALL SEMESTER IF SO DESIRED BY THE FULL-TIME OR ADJUNCT FACULTY MEMBER WHO ASSIGNED THE GRADE.

PROCESS DEADLINES

THE FACULTY CHAIR OR VPAA, AS APPROPRIATE BASED ON THE LEVEL, MAY, UPON A SHOWING OF GOOD CAUSE, EXTEND ANY OF THE DEADLINES SET FORTH IN THIS PROCESS. ALTERNATIVELY, ANY DEADLINE MAY BE EXTENDED BY MUTUAL

non-resolution will be documented by the full-time or adjunct faculty member.

- Department/Division Level
 - If the full-time or adjunct faculty member or representative faculty member has not resolved the appeal within ten (10) business days, or if the student believes the full-time or adjunct faculty member or representative faculty member has reached an erroneous resolution, the student may within ten (10) business days forward the written appeal to the faculty chair.

 - The faculty chair shall investigate the appeal and inform the student of the resolution no later than ten (10) business days from the date the student reported the appeal to the faculty chair.

 - The decision of the faculty chair is final and binding. once a resolution has been made at any level of the process, it is considered final and will be documented as such. the request for the grade appeal cannot be reopened.

Final Grade Appeal Process

Faculty level a student who wants to appeal a final grade shall first attempt to resolve the issue with the full-time or adjunct faculty member involved.

The student shall initiate the process by submitting to the full-time or adjunct faculty member a written grade appeal explaining why they feel there is an issue with the final grade.

Upon receipt of the written grade appeal, the full-time or adjunct faculty member shall contact the student to make arrangements for discussing the appeal. communication

AGREEMENT OF THE FULL-TIME OR ADJUNCT FACULTY MEMBER AND STUDENT.

DOCUMENTATION

THE STUDENT IS RESPONSIBLE FOR PROVIDING A RATIONALE FOR INITIATING A GRADE APPEAL. ANY DOCUMENTATION TO SUPPORT THE STUDENT'S APPEAL IS ENCOURAGED.

REMEDIES

REMEDIES UNDER THIS PROCESS MAY INCLUDE, AS APPROPRIATE, A CHANGE IN THE GRADE RECEIVED FOR THE COURSE, EXAM, PROJECT, OR OTHER ASSIGNMENT. DOCUMENTATION OF THE RESOLUTION WILL BE HOUSED WITHIN THE DEPARTMENT/DIVISION.

EXPEDITED GRADE APPEAL PROCESS FOR TECHNICAL ERRORS OR OMISSIONS

THIS PROCESS MAY BE USED ONLY TO RESOLVE GRADE APPEALS REGARDING TECHNICAL ERRORS OR OMISSIONS IN CALCULATING OR RECORDING (A) A GRADE ON AN EXAM, PROJECT, OR OTHER ASSIGNMENT, OR (B) AN OVERALL COURSE GRADE. THE GRADE APPEAL PROCESS (ARTICLE 20.4.6) SHOULD BE USED TO PROCESS ALL OTHER APPEALS REGARDING GRADES. THIS IS THE EXCLUSIVE PROCESS FOR APPEALS REGARDING TECHNICAL ERRORS OR OMISSIONS IN GRADING.

- **FACULTY LEVEL**
 - A STUDENT WHO FEELS THAT A TECHNICAL ERROR OR OMISSION HAS OCCURRED WITH RESPECT TO THE CALCULATION OR RECORDING OF A GRADE SHALL FIRST ATTEMPT TO RESOLVE THE ISSUE WITH THE FULL-TIME OR ADJUNCT FACULTY

may occur in person, by phone, by mail, or by online means.

The full-time or adjunct faculty member and student shall make reasonable efforts to conduct the meeting within fifteen (15) business days from the submission of the written grade appeal.

When discussing concerns or complaints with an instructor it is most effective to arrange a time when the instructor is available for a confidential conversation.

The full-time or adjunct faculty member shall attempt to investigate and resolve the issue and inform the student of the resolution no later than ten (10) business days from the date of the meeting between the student and full-time or adjunct faculty member.

If the full-time or adjunct faculty member is unavailable or fails to timely resolve the appeal, the student may escalate their appeal to the department/division level.

a record of the resolution or reasons for non-resolution will be documented by the full-time or adjunct faculty member.

- Department/Division Level
 - If, after ten (10) business days, the appeal remains unresolved; the full-time or adjunct faculty member has been unable to meet with the student; or the student believes that the full-time or adjunct faculty member has reached an resolution, the student may, within ten (10) business days, forward the written appeal to the faculty chair. Upon receipt of the written appeal, the faculty chair will meet with the parties to attempt to resolve the appeal.
 - The full-time or adjunct faculty member may ask that the college faculty senate president or designee attend any meetings to advise on concerns of policy.
 - The student shall have the right to be assisted by any member of the college

MEMBER WHO ISSUED THE ALLEGED INCORRECT GRADE.

- AN APPEAL REGARDING A TECHNICAL ERROR OR OMISSION IN GRADING MUST BE BROUGHT TO THE FULL-TIME OR ADJUNCT FACULTY MEMBER'S ATTENTION NO LATER THAN FIFTEEN (15) BUSINESS DAYS FROM THE DATE THE STUDENT KNEW OR REASONABLY SHOULD HAVE KNOWN OF THE ERROR OR OMISSION.
- THE STUDENT SHALL PROVIDE THE APPEAL TO THE FULL-TIME OR ADJUNCT FACULTY MEMBER IN WRITING. THE FULL-TIME OR ADJUNCT FACULTY MEMBER SHALL ATTEMPT TO INVESTIGATE AND RESOLVE THE APPEAL AND INFORM THE STUDENT OF THE RESOLUTION NO LATER THAN TEN (10) BUSINESS DAYS FROM THE DATE THE STUDENT FIRST REPORTED THE APPEAL TO THE FULL-TIME OR ADJUNCT FACULTY MEMBER.
- IF THE FULL-TIME OR ADJUNCT FACULTY MEMBER IS UNAVAILABLE OR FAILS TO TIMELY RESOLVE THE APPEAL, THE STUDENT MAY ESCALATE THE APPEAL TO THE DEPARTMENT/DIVISION LEVEL. A RECORD OF THE RESOLUTION OR REASONS FOR NON-RESOLUTION WILL BE DOCUMENTED BY THE FULL-TIME OR ADJUNCT FACULTY MEMBER.

- DEPARTMENT/DIVISION LEVEL

community they choose. A student who elects to be assisted by a member of the college community must notify the college community member's supervisor and faculty chair of the name and contact information of the college community member not less than two (2) business days before the scheduled meeting.

- THE COLLEGE COMMUNITY MEMBER MAY NOT BE SERVING IN A LEGAL CAPACITY. THE STUDENT IS RESPONSIBLE FOR PRESENTING THEIR OWN INFORMATION AND, THEREFORE, THE COLLEGE COMMUNITY MEMBER IS NOT PERMITTED TO SPEAK ON BEHALF OF OR PARTICIPATE DIRECTLY IN ANY FINAL GRADE APPEAL PROCESS MEETING. THE MEETING MAY TAKE PLACE IN PERSON, BY TELEPHONE, BY MAIL, OR BY ONLINE MEANS. EVERY ATTEMPT WILL BE MADE TO MAINTAIN CONFIDENTIALITY DURING THIS PROCESS.
- A RECORD OF THE RESOLUTION OR REASONS FOR NON-RESOLUTION WILL BE DOCUMENTED BY THE FACULTY CHAIR ON THE INTAKE FORM.
- VPAA Level
 - If the appeal is not resolved at the department/division level within ten (10) business days, the student may forward the written appeal to the vpaa or designee a copy of the written appeal with an explanation of the action taken at each prior level.

- IF THE FULL-TIME OR ADJUNCT FACULTY MEMBER OR REPRESENTATIVE FACULTY MEMBER HAS NOT RESOLVED THE APPEAL WITHIN TEN (10) BUSINESS DAYS, OR IF THE STUDENT BELIEVES THE FULL-TIME OR ADJUNCT FACULTY MEMBER OR REPRESENTATIVE FACULTY MEMBER HAS REACHED AN ERRONEOUS RESOLUTION, THE STUDENT MAY WITHIN TEN (10) BUSINESS DAYS FORWARD THE WRITTEN APPEAL TO THE FACULTY CHAIR.

- THE FACULTY CHAIR SHALL INVESTIGATE THE APPEAL AND INFORM THE STUDENT OF THE RESOLUTION NO LATER THAN TEN (10) BUSINESS DAYS FROM THE DATE THE STUDENT REPORTED THE APPEAL TO THE FACULTY CHAIR.

- THE DECISION OF THE FACULTY CHAIR IS FINAL AND BINDING. ONCE A RESOLUTION HAS BEEN MADE AT ANY LEVEL OF THE PROCESS, IT IS CONSIDERED FINAL AND WILL BE DOCUMENTED AS SUCH. THE REQUEST FOR THE GRADE APPEAL CANNOT BE REOPENED.

FINAL GRADE APPEAL PROCESS

FACULTY LEVEL A STUDENT WHO WANTS TO APPEAL A FINAL GRADE SHALL FIRST ATTEMPT TO RESOLVE THE ISSUE WITH THE FULL-TIME OR ADJUNCT FACULTY MEMBER INVOLVED.

THE STUDENT SHALL INITIATE THE PROCESS BY SUBMITTING TO THE FULL-TIME OR ADJUNCT FACULTY MEMBER A WRITTEN GRADE APPEAL

- The VPAA or designee will meet with the student, full-time or adjunct faculty member, the college faculty senate president (if requested by the full time or adjunct faculty member), the member of the college community (if requested by the student), and the faculty chair to attempt to resolve the matter.

- The VPAA or designee shall issue a written decision regarding the outcome of the appeal no later than ten (10) business days following the date of the meeting.

- Except as outlined below (extraordinary circumstances), this is the final level of review for appeals regarding grades. a record of the resolution will be documented by the VPAA or designee on the intake form.

- Extraordinary Circumstances
 - In extraordinary circumstances and where the VPAA deems it necessary in the interest of fairness, the VPAA may convene a committee to resolve the appeal. to minimize conflicts of interest, the committee shall be composed of neutral parties including:
 - At least one full-time faculty member from the academic discipline from which the appeal rises.

 - One faculty senate member as designated by the college faculty senate president; the faculty chair.

EXPLAINING WHY THEY FEEL THERE IS AN ISSUE WITH THE FINAL GRADE.

UPON RECEIPT OF THE WRITTEN GRADE APPEAL, THE FULL-TIME OR ADJUNCT FACULTY MEMBER SHALL CONTACT THE STUDENT TO MAKE ARRANGEMENTS FOR DISCUSSING THE APPEAL. COMMUNICATION MAY OCCUR IN PERSON, BY PHONE, BY MAIL, OR BY ONLINE MEANS.

THE FULL-TIME OR ADJUNCT FACULTY MEMBER AND STUDENT SHALL MAKE REASONABLE EFFORTS TO CONDUCT THE MEETING WITHIN FIFTEEN (15) BUSINESS DAYS FROM THE SUBMISSION OF THE WRITTEN GRADE APPEAL.

WHEN DISCUSSING CONCERNS OR COMPLAINTS WITH AN INSTRUCTOR IT IS MOST EFFECTIVE TO ARRANGE A TIME WHEN THE INSTRUCTOR IS AVAILABLE FOR A CONFIDENTIAL CONVERSATION.

THE FULL-TIME OR ADJUNCT FACULTY MEMBER SHALL ATTEMPT TO INVESTIGATE AND RESOLVE THE ISSUE AND INFORM THE STUDENT OF THE RESOLUTION NO LATER THAN TEN (10) BUSINESS DAYS FROM THE DATE OF THE MEETING BETWEEN THE STUDENT AND FULL-TIME OR ADJUNCT FACULTY MEMBER.

IF THE FULL-TIME OR ADJUNCT FACULTY MEMBER IS UNAVAILABLE OR FAILS TO TIMELY RESOLVE THE APPEAL, THE STUDENT MAY ESCALATE THEIR APPEAL TO THE DEPARTMENT/DIVISION LEVEL.

A RECORD OF THE RESOLUTION OR REASONS FOR NON-RESOLUTION WILL BE DOCUMENTED BY THE FULL-TIME OR ADJUNCT FACULTY MEMBER.

- DEPARTMENT/DIVISION LEVEL
 - IF, AFTER TEN (10) BUSINESS DAYS, THE APPEAL REMAINS UNRESOLVED; THE FULL-TIME OR ADJUNCT FACULTY MEMBER HAS BEEN UNABLE TO MEET WITH THE STUDENT; OR THE STUDENT BELIEVES THAT THE FULL-TIME OR ADJUNCT FACULTY MEMBER HAS REACHED AN RESOLUTION, THE STUDENT MAY, WITHIN TEN (10) BUSINESS DAYS, FORWARD THE

- The Dean Of Instruction or appropriate college/center administrative officer.
- A student from the student government or similar representative body. The committee will issue a written decision, which shall be final and binding as to appeals regarding grades.
- Examples of extraordinary circumstances may include, but are not limited to the following:
 - The faculty member is no longer employed within the district.
 - The faculty member deviated substantially from the course syllabus or any communicated changes in the course syllabus.
 - Other review processes of the faculty revealed inconsistencies in grading/assessment practices or unprofessional behavior.
 - Within thirty (30) business days of seating the committee, a resolution must be reached and documented. This is the final level of appeal for

WRITTEN APPEAL TO THE FACULTY CHAIR. UPON RECEIPT OF THE WRITTEN APPEAL, THE FACULTY CHAIR WILL MEET WITH THE PARTIES TO ATTEMPT TO RESOLVE THE APPEAL.

- THE FULL-TIME OR ADJUNCT FACULTY MEMBER MAY ASK THAT THE COLLEGE FACULTY SENATE PRESIDENT OR DESIGNEE ATTEND ANY MEETINGS TO ADVISE ON CONCERNS OF POLICY.

- THE STUDENT SHALL HAVE THE RIGHT TO BE ASSISTED BY ANY MEMBER OF THE COLLEGE COMMUNITY THEY CHOOSE. A STUDENT WHO ELECTS TO BE ASSISTED BY A MEMBER OF THE COLLEGE COMMUNITY MUST NOTIFY THE COLLEGE COMMUNITY MEMBER'S SUPERVISOR AND FACULTY CHAIR OF THE NAME AND CONTACT INFORMATION OF THE COLLEGE COMMUNITY MEMBER NOT LESS THAN TWO (2) BUSINESS DAYS BEFORE THE SCHEDULED MEETING.

- THE COLLEGE COMMUNITY MEMBER MAY NOT BE SERVING IN A LEGAL CAPACITY. THE STUDENT IS RESPONSIBLE FOR PRESENTING THEIR OWN INFORMATION AND, THEREFORE, THE COLLEGE COMMUNITY MEMBER IS NOT PERMITTED TO SPEAK ON BEHALF OF OR PARTICIPATE DIRECTLY IN ANY FINAL GRADE APPEAL PROCESS MEETING. THE MEETING MAY TAKE PLACE IN PERSON, BY TELEPHONE, BY MAIL, OR BY ONLINE MEANS. EVERY ATTEMPT WILL BE MADE TO

grades reviewed under this process.

Instructional Grievance

When there is a complaint by a student against a full-time or adjunct faculty member, proper district or college authority will work in confidence with the parties to resolve the conflict. The a full-time or adjunct faculty member will not be required to respond to any complaint that is not in writing over a complainant's signature or to complaints that do not have specific documentation of incidents such as dates, times, etc. this complaint must be made available to the full-time or adjunct faculty member involved.

- Step One:
 - A student who feels that they have been treated unfairly or unjustly by a full-time or adjunct faculty member with regard to an academic process such as grading, testing, or assignments, shall discuss the issue first with the faculty member involved. This conference shall be requested by the student within fifteen (15) business days from the time the student knew or reasonably should have known about the unfair or unjust treatment.

 - This instructional grievance process shall not be utilized in a case in which a student feels they have experienced discrimination. If the student feels that they have experienced discrimination on the basis of race, color, religion, national origin, gender, age, disability, veteran status, or sexual orientation, the student shall refer to the discrimination complaint procedures for students as administered by the college's equal opportunity & title ix regional director or designee.

MAINTAIN CONFIDENTIALITY DURING THIS PROCESS.

- **A RECORD OF THE RESOLUTION OR REASONS FOR NON-RESOLUTION WILL BE DOCUMENTED BY THE FACULTY CHAIR ON THE INTAKE FORM.**

- **VPAA LEVEL**

- **IF THE APPEAL IS NOT RESOLVED AT THE DEPARTMENT/DIVISION LEVEL WITHIN TEN (10) BUSINESS DAYS, THE STUDENT MAY FORWARD THE WRITTEN APPEAL TO THE VPAA OR DESIGNEE A COPY OF THE WRITTEN APPEAL WITH AN EXPLANATION OF THE ACTION TAKEN AT EACH PRIOR LEVEL.**
- **THE VPAA OR DESIGNEE WILL MEET WITH THE STUDENT, FULL-TIME OR ADJUNCT FACULTY MEMBER, THE COLLEGE FACULTY SENATE PRESIDENT (IF REQUESTED BY THE FULL TIME OR ADJUNCT FACULTY MEMBER), THE MEMBER OF THE COLLEGE COMMUNITY (IF REQUESTED BY THE STUDENT), AND THE FACULTY CHAIR TO ATTEMPT TO RESOLVE THE MATTER.**
- **THE VPAA OR DESIGNEE SHALL ISSUE A WRITTEN DECISION REGARDING THE OUTCOME OF THE APPEAL NO LATER THAN TEN (10) BUSINESS DAYS FOLLOWING THE DATE OF THE MEETING.**

- **Step Two:**

- **If, within ten (10) business days of the request for the conference with the full-time or adjunct faculty member, the problem is not resolved or the faculty member has been unable to meet with the student, the student may continue the process by filing a written complaint with the faculty chair and appropriate administrative office at the college. This written complaint must be filed within ten (10) business days following the previous deadline. the written complaint will be given to the full-time or adjunct faculty member five (5) days before any official meetings are convened.**
- **Upon receipt of a written complaint, the faculty chair or appropriate college administrative officer will work with the parties in an attempt to resolve the conflict. The full-time or adjunct faculty member may ask that the faculty senate president be in attendance. Every attempt will be made to maintain confidentiality during this process.**
- **A full-time or adjunct faculty member will not be required to respond to a complaint that is not in writing and that, when appropriate, did not have the specific documentation including dates, times, materials, etc. The written complaint will be made available to the full-time or adjunct faculty member.**

- **Step Three:**

- **If the complaint is not resolved at this level within ten (10) business days, the student should forward, to the VPAA or appropriate college administrative office, a copy of the original written complaint with an explanation regarding action taken at each prior level. The VPAA or appropriate**

- EXCEPT AS OUTLINED BELOW (EXTRAORDINARY CIRCUMSTANCES), THIS IS THE FINAL LEVEL OF REVIEW FOR APPEALS REGARDING GRADES. A RECORD OF THE RESOLUTION WILL BE DOCUMENTED BY THE VPAA OR DESIGNEE ON THE INTAKE FORM.

- EXTRAORDINARY CIRCUMSTANCES

- IN EXTRAORDINARY CIRCUMSTANCES AND WHERE THE VPAA DEEMS IT NECESSARY IN THE INTEREST OF FAIRNESS, THE VPAA MAY CONVENE A COMMITTEE TO RESOLVE THE APPEAL. TO MINIMIZE CONFLICTS OF INTEREST, THE COMMITTEE SHALL BE COMPOSED OF NEUTRAL PARTIES INCLUDING:

- AT LEAST ONE FULL-TIME FACULTY MEMBER FROM THE ACADEMIC DISCIPLINE FROM WHICH THE APPEAL RISES.

- ONE FACULTY SENATE MEMBER AS DESIGNATED BY THE COLLEGE FACULTY SENATE PRESIDENT; THE FACULTY CHAIR.

- THE DEAN OF INSTRUCTION OR APPROPRIATE COLLEGE/CENTER ADMINISTRATIVE OFFICER.

- A STUDENT FROM THE STUDENT GOVERNMENT OR SIMILAR REPRESENTATIVE BODY. THE COMMITTEE WILL ISSUE A WRITTEN DECISION, WHICH SHALL BE FINAL AND

college administrative officer will meet with the student, full-time or adjunct faculty member, the faculty chair, and the faculty senate president (the latter upon request of the full-time or adjunct faculty member), and attempt to resolve the issues. this level will be the final step in any complaint process regarding grades.

If the complaint, other than those concerning grades, is not resolved by the VPAA or the appropriate college administrative officer, it may be forwarded in writing by the student to the college president for final resolution. The college president or designee will expedite a timely examination of the issues and will issue a final written determination in the complaint process.

BINDING AS TO APPEALS
REGARDING GRADES.

- EXAMPLES OF EXTRAORDINARY CIRCUMSTANCES MAY INCLUDE, BUT ARE NOT LIMITED TO THE FOLLOWING:
 - THE FACULTY MEMBER IS NO LONGER EMPLOYED WITHIN THE DISTRICT.

 - THE FACULTY MEMBER DEVIATED SUBSTANTIALLY FROM THE COURSE SYLLABUS OR ANY COMMUNICATED CHANGES IN THE COURSE SYLLABUS.

 - OTHER REVIEW PROCESSES OF THE FACULTY REVEALED INCONSISTENCIES IN GRADING/ASSESSMENT PRACTICES OR UNPROFESSIONAL BEHAVIOR.

 - WITHIN THIRTY (30) BUSINESS DAYS OF SEATING THE COMMITTEE, A RESOLUTION MUST BE REACHED AND DOCUMENTED. THIS IS THE FINAL LEVEL OF APPEAL FOR GRADES

REVIEWED UNDER THIS
PROCESS.

INSTRUCTIONAL GRIEVANCE

WHEN THERE IS A COMPLAINT BY A STUDENT AGAINST A FULL-TIME OR ADJUNCT FACULTY MEMBER, PROPER DISTRICT OR COLLEGE AUTHORITY WILL WORK IN CONFIDENCE WITH THE PARTIES TO RESOLVE THE CONFLICT. THE A FULL-TIME OR ADJUNCT FACULTY MEMBER WILL NOT BE REQUIRED TO RESPOND TO ANY COMPLAINT THAT IS NOT IN WRITING OVER A COMPLAINANT'S SIGNATURE OR TO COMPLAINTS THAT DO NOT HAVE SPECIFIC DOCUMENTATION OF INCIDENTS SUCH AS DATES, TIMES, ETC. THIS COMPLAINT MUST BE MADE AVAILABLE TO THE FULL-TIME OR ADJUNCT FACULTY MEMBER INVOLVED.

- STEP ONE:
 - A STUDENT WHO FEELS THAT THEY HAVE BEEN TREATED UNFAIRLY OR UNJUSTLY BY A FULL-TIME OR ADJUNCT FACULTY MEMBER WITH REGARD TO AN ACADEMIC PROCESS SUCH AS GRADING, TESTING, OR ASSIGNMENTS, SHALL DISCUSS THE ISSUE FIRST WITH THE FACULTY MEMBER INVOLVED. THIS CONFERENCE SHALL BE REQUESTED BY THE STUDENT WITHIN FIFTEEN (15) BUSINESS DAYS FROM THE TIME THE STUDENT KNEW OR REASONABLY SHOULD HAVE KNOWN ABOUT THE UNFAIR OR UNJUST TREATMENT.

 - THIS INSTRUCTIONAL GRIEVANCE PROCESS SHALL NOT BE UTILIZED IN A CASE IN WHICH A STUDENT FEELS THEY HAVE EXPERIENCED DISCRIMINATION. IF THE STUDENT FEELS THAT THEY HAVE EXPERIENCED DISCRIMINATION ON THE BASIS OF RACE, COLOR,

RELIGION, NATIONAL ORIGIN, GENDER, AGE, DISABILITY, VETERAN STATUS, OR SEXUAL ORIENTATION, THE STUDENT SHALL REFER TO THE DISCRIMINATION COMPLAINT PROCEDURES FOR STUDENTS AS ADMINISTERED BY THE COLLEGE'S EQUAL OPPORTUNITY & TITLE IX REGIONAL DIRECTOR OR DESIGNEE.

- STEP TWO:
 - IF, WITHIN TEN (10) BUSINESS DAYS OF THE REQUEST FOR THE CONFERENCE WITH THE FULL-TIME OR ADJUNCT FACULTY MEMBER, THE PROBLEM IS NOT RESOLVED OR THE FACULTY MEMBER HAS BEEN UNABLE TO MEET WITH THE STUDENT, THE STUDENT MAY CONTINUE THE PROCESS BY FILING A WRITTEN COMPLAINT WITH THE FACULTY CHAIR AND APPROPRIATE ADMINISTRATIVE OFFICE AT THE COLLEGE. THIS WRITTEN COMPLAINT MUST BE FILED WITHIN TEN (10) BUSINESS DAYS FOLLOWING THE PREVIOUS DEADLINE. THE WRITTEN COMPLAINT WILL BE GIVEN TO THE FULL-TIME OR ADJUNCT FACULTY MEMBER FIVE (5) DAYS BEFORE ANY OFFICIAL MEETINGS ARE CONVENED.

 - UPON RECEIPT OF A WRITTEN COMPLAINT, THE FACULTY CHAIR OR APPROPRIATE COLLEGE ADMINISTRATIVE OFFICER WILL WORK WITH THE PARTIES IN AN ATTEMPT TO RESOLVE THE CONFLICT. THE FULL-TIME OR ADJUNCT FACULTY MEMBER MAY ASK THAT THE FACULTY SENATE PRESIDENT BE IN ATTENDANCE. EVERY ATTEMPT WILL BE MADE TO

MAINTAIN CONFIDENTIALITY DURING THIS PROCESS.

- A FULL-TIME OR ADJUNCT FACULTY MEMBER WILL NOT BE REQUIRED TO RESPOND TO A COMPLAINT THAT IS NOT IN WRITING AND THAT, WHEN APPROPRIATE, DID NOT HAVE THE SPECIFIC DOCUMENTATION INCLUDING DATES, TIMES, MATERIALS, ETC. THE WRITTEN COMPLAINT WILL BE MADE AVAILABLE TO THE FULL-TIME OR ADJUNCT FACULTY MEMBER.

- STEP THREE:

- IF THE COMPLAINT IS NOT RESOLVED AT THIS LEVEL WITHIN TEN (10) BUSINESS DAYS, THE STUDENT SHOULD FORWARD, TO THE VPAA OR APPROPRIATE COLLEGE ADMINISTRATIVE OFFICE, A COPY OF THE ORIGINAL WRITTEN COMPLAINT WITH AN EXPLANATION REGARDING ACTION TAKEN AT EACH PRIOR LEVEL. THE VPAA OR APPROPRIATE COLLEGE ADMINISTRATIVE OFFICER WILL MEET WITH THE STUDENT, FULL-TIME OR ADJUNCT FACULTY MEMBER, THE FACULTY CHAIR, AND THE FACULTY SENATE PRESIDENT (THE LATTER UPON REQUEST OF THE FULL-TIME OR ADJUNCT FACULTY MEMBER), AND ATTEMPT TO RESOLVE THE ISSUES. THIS LEVEL WILL BE THE FINAL STEP IN ANY COMPLAINT PROCESS REGARDING GRADES.

IF THE COMPLAINT, OTHER THAN THOSE CONCERNING GRADES, IS NOT RESOLVED BY THE VPAA OR THE APPROPRIATE COLLEGE ADMINISTRATIVE OFFICER, IT MAY BE FORWARDED IN WRITING BY THE STUDENT TO THE COLLEGE PRESIDENT FOR FINAL

RESOLUTION. THE COLLEGE PRESIDENT OR DESIGNEE WILL EXPEDITE A TIMELY EXAMINATION OF THE ISSUES AND WILL ISSUE A FINAL WRITTEN DETERMINATION IN THE COMPLAINT PROCESS.

Note: ~~The grievance process for grades must be initiated no later than sixty (60) calendar days from the date the grade was issued.~~