



Policy: 6Hx28: 8-10

Responsible Official: Vice President, Student Affairs

Specific Authority: 1001.65, F.S.

Law Implemented: 1006.51, F.S.

Effective Date: On or before 9-01-08

Student Academic Dispute and Administrative Complaint Resolution

Policy Statement:

I. Student Academic Dispute Resolution

A. Final Grades

1. Students have recourse through the Student Academic Dispute Resolution process to seek a fair determination for the assignment of a final course grade. However, final grades of "W", "WP", "WF", and "I" based upon the failure of the student to take the final examination, excessive absences, or other administrative reasons may not be grieved to the Student Final Grade Dispute Resolution Committee.
2. The policies and procedures for resolving disputes over final grades are intended to consider the college's responsibility to both students and professors. They do not invalidate any requirements mandated by a course curriculum, i.e., department-sponsored final exams, or requirements to enter or remain in a specific program. The academic prerogatives of a professor at Valencia Community College regarding specific course assignments or stated policies on a syllabus or other formal course-related materials cannot be challenged or appealed through this process.
3. The faculty member and/or the chief learning officer of the college, or designee, shall have the authority to authorize a change to a final course grade as a result of the process.
4. The college will establish procedures to implement the Student Academic Dispute Resolution process that
 - a. Offers a specific protocol to all students at Valencia Community College for resolving disputes over assigned final grades.
 - b. Prohibits retaliation against a student for participating in the Student Academic Dispute Resolution process.

B. Non-Final Grades and Matters Involving Academic Progress towards Graduation

1. Each campus Provost shall be responsible for designating a person or persons to serve in the role of student Ombudsperson(s), who in that role is accountable to the president, to assist students who wish a review of decisions that are related to access to courses and credit granted toward the degree (excluding final grades). Students shall be notified of opportunities for assistance or appeal.
2. The Ombudsperson listens to student complaints, investigates the facts surrounding the complaints, and attempts to objectively make recommendations on how best to resolve the issue. The Ombudsperson is impartial, private, and informal. The Ombudsperson will not be an advocate or

critic but considers the rights and interests of all parties concerned and advocates for a fair resolution. The Ombudsperson will consider the rights and obligations of the student and Valencia Community College. Also, the issues presented remain in confidence upon request unless otherwise required by Valencia's policies and procedures. Speaking with the Ombudsperson may help students clarify their thoughts or feelings about a situation and increase awareness of their alternatives. The Ombudsperson works with students to explore options and assists them in establishing communication with appropriate campus departments and offices.

3. The Ombudsperson:

- a. Answers questions or refers students to someone who can help;
- b. Interprets Valencia policies and procedures and offers guidance;
- c. Recommends changes in policies and procedures when necessary;
- d. Mediates conflicts when requested.

II. Student Administrative Complaint Resolution

The president or designee shall develop and implement procedures for addressing written student complaints regarding administrative decisions which adversely affect the complaining student.

Ombudsman Guidelines

Procedures:

I. Final Course Grades

- A. If a student thinks that a final course grade was assigned in an arbitrary or capricious manner, in violation of college policy, or was not calculated in accordance with the grading system as defined by the faculty member, the student shall have recourse through the Student Academic Dispute Resolution process to seek a fair determination of the grievance.
- B. A campus Student Final Grade Resolution Committee shall be established by each campus Provost.
- C. Each member shall serve for one (1) calendar year but may be reappointed for additional one-year terms. The respective campus Provost shall appoint the chair of each committee. The Provost may choose to serve as chair.
- D. Student Final Grade Resolution process:
 1. The first step in the conflict resolution process shall be an informal conference between the student and the faculty member about the assigned final grade.
 2. If the differences have not been resolved at the first level, the second step in the resolution process shall be an informal conference between the student and the academic dean or other immediate supervisor of the faculty member, and subsequently, if deemed necessary by the academic dean or other supervisor, joined by the faculty member.
 3. If the differences have not been resolved at the second level, the student may then request a conference between the student and the appropriate campus Provost, and subsequently, if deemed necessary by the appropriate campus Provost, joined by the academic dean or other immediate supervisor of the faculty member and the faculty member. A student who chooses this alternative may not also choose to request the review of the campus Student Final Grade Resolution Committee. In the case of a denial of a grade change, the decision of the Provost shall be final. If a

final course grade change is recommended by the Provost, then the Provost may recommend to the faculty member that the grade be changed, or in the absence of faculty concurrence, shall forward a recommendation to the chief learning officer, who in concurrence may inform the Assistant Vice President of Admissions and Records to make the grade change. No further appeal shall be provided.

4. In the alternative, if the student's concerns remain unresolved following the conference with the dean, rather than request a conference between the student and the appropriate campus Provost, the student may request the review of the campus Student Final Grade Resolution Committee by obtaining the appropriate forms on Atlas and submitting them to the Provost's office. This alternative is not available for the review of final grades of "W", "WP", "WF", and "I" based upon the failure of the student to take the final examination, excessive absences, or other administrative reasons.

E. Student Final Grade Resolution Committee review process:

1. The request for review shall be presented to the Student Final Grade Resolution Committee by the student through the submission of the completed forms (the Student Final Grade Resolution Checklist and Petition) to the Provost's office. These forms must be delivered or mailed to the appropriate Provost within sixty (60) days after the final course grades are distributed to students from the Office of Admissions and Records via Atlas. Upon receipt of the form, the Provost will notify the committee chair, who shall send copies of the form to the faculty member and the academic dean or other immediate supervisor of the faculty member.
2. The Student Final Grade Resolution Committee shall act only upon a complaint that a final course grade was assigned in an arbitrary or capricious manner, in violation of college policy, in substantial and material noncompliance with the course syllabus or other formal course-related materials, or was not calculated in accordance with the grading system as defined by the faculty member.
3. The Student Final Grade Resolution Committee shall conduct its review in a prompt manner.
4. The following rules shall govern the conduct of the committee review conference:
 - a. A quorum for each review conference shall consist of not fewer than four (4) members or alternates. Whenever feasible, committee membership should be based on student, faculty, staff and multi-campus representation. However, in order to expedite the process, formal review conferences may proceed with a quorum of four (4) members or alternates.
 - b. The student shall be given an opportunity to provide the committee chair, within five (5) working days prior to the review conference, with an advance copy of materials, a list or summary of major issues, and a list of persons expected to be asked by the student to attend the review conference. The committee will determine what materials and who will be included in the review conference; however, the committee shall afford the student with a fair opportunity to present his or her position and all pertinent facts supporting his or her position.
 - c. The involved faculty member at his or her discretion may elect to appear or not to appear at the review conference although the faculty member is encouraged to do so. However, the faculty member shall provide the committee with his or her course syllabus and/or other formal course-related materials by which the student's final grade was determined and a memorandum of response to the student's complaint which shall set forth the evaluation system used in the course and the means by which the final course grade was assigned to the student. The student shall not have access to the professor's grade book.
 - d. Should the student indicate on his or her Petition the intention of attending the review conference and fail to appear without timely prior notification to the chair, the committee may elect to terminate the matter without further consideration.
 - e. The committee shall review the student's complaint in an informal, non-legalistic manner according to procedures determined by the committee that shall ensure that pertinent

information is made available to the committee, and, promptly following the review conference, the chair shall make the written recommendation of the committee to the Provost. The committee's recommendation shall contain a summary of the conclusions of the committee. A copy of the recommendation of the committee shall be furnished to the student and the involved faculty member. In the case of a denial of a grade change, the decision of the Provost on the committee's recommendation shall be final.

5. If a final course grade change is recommended by the committee and accepted by the Provost, then the Provost may recommend to the faculty member that the grade be changed, or in the absence of faculty concurrence, the Provost shall forward a recommendation to the chief learning officer, who in concurrence may inform the Assistant Vice President of Admissions and Records to make the grade change. No further appeal shall be provided. Copies of the recommendation of the committee and decision of the Provost shall be sent to the student, the faculty member, and the chair of the Student Final Grade Resolution Committee.
6. If a final course grade change is not recommended by the committee and the Provost accepts the recommendation, the Provost shall issue a memorandum to that effect. The decision of the Provost shall be final. Copies of the recommendation of the committee and decision of the Provost shall be sent to the student, the faculty member, and the chair of the Student Final Grade Resolution Committee.
7. The office of the respective campus Provost shall maintain appropriate files.
8. Retaliation against a student by a faculty member for participating in this process is prohibited.

II. Non-Final Grades and Matters Involving Academic Progress towards Graduation

- A. Each campus Provost shall establish procedures by which a student may contact the office of the campus Ombudsperson(s) regarding a decision that is related to the student's access to courses and credit granted toward the degree. Information concerning these procedures will be included in the catalog and/or on the college website.
- B. The college shall develop minimum standards for the role of the campus Ombudsperson(s). The standards shall address the issue of notification of students of opportunities for assistance or appeal.
- C. Retaliation against a student by a faculty or staff member for participating in this process is prohibited.

III. Student Administrative Complaint Resolution

Valencia staff leaders are a resource for students seeking assistance in resolving issues with non-academic matters. The chart below lists the appropriate staff leaders who can assist with designated issues. Students may follow the progression of staff assistance in an administrative area, starting with the first response level, to bring resolution to the issue.

Issues	First Response	Next Level	Next Level	Assistant Vice President	Vice President
Advising/ Counseling	Dean of Students			Student Affairs	Student Affairs
Application	Manager, Answer Center	Assistant Director, Admissions	Director, Admissions/ andRegistration	Admissions and Records	Student Affairs
Bookstore	Manager, Bookstore	Director, Bookstore		Budget and Logistical Services	Administrative Services
CLAST	Student Services	Director, Standardized		Student Affairs	Student Affairs

	Specialist, Assessment	Testing			
Discrimination	Counselor	Dean of Students		Compliance, Diversity and Equity	Human Resources and Diversity
Entry Testing (CPT)	Student Services Specialist, Assessment	Director, Standardized Testing		Student Affairs	Student Affairs
Faculty Concerns	Academic Dean	Provost			Chief Learning Officer
Financial Aid	Coordinator, Financial Aid	Director, Financial Aid		College Transitions	Student Affairs
Florida Residency	Manager, Answer Center	Assistant Director, Admissions	Director, Admissions and Registration	Admissions and Records	Student Affairs
Graduation	Assistant Director, Admissions	Director, Graduation and Records		Admissions and Records	Student Affairs
Harassment	Counselor	Dean of Students		Compliance, Diversity and Equity	Human Resources and Diversity
Library	Library Services Supervisor or Librarian	Director, Library	Provost	Curriculum and Articulation	Chief Learning officer
New Student Orientation	Coordinator, New Student Orientation	Dean of Students		Student Affairs	Student Affairs
Parking	Field Supervisor, Security	Manager, Security		Safety, Security and Risk Management	Administrative Services
Refund Requests	Assistant Director, Admissions	Director, Admissions and Registration		Admissions and Records	Student Affairs
Registration	Manager, Answer Center	Dean of Students		Student Affairs	Student Affairs
Security	Field Supervisor, Security	Manager, Security		Safety, Security and Risk Management	Administrative Services
Student Accounts	Coordinator, Business Office	Bursar		Financial Services	Administrative Services
Student Activities	Coordinator, Student Development	Director, Student Development		Student Affairs	Student Affairs

Students with Disabilities	Manager, Students with Disabilities	Director, Students with Disabilities Program	Student Affairs	Student Affairs
Transcripts	Assistant Director, Admissions	Director, Admissions and Registration	Admissions and Records	Student Affairs

Related Documents and Policies:

History:

Adopted: 9-15-76; Readopted: 1-19-83; Formerly 6Hx28:10-14; Repromulgated: 11-18-92; Amended 12-11-2007, Effective on 1-5-09.