

NORTHWEST VISTA COLLEGE  
PROCEDURE

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<b>Procedure Number:</b>	AS 124
<b>Procedure Title:</b>	Academic Grievance

1. PURPOSE

- 1.1 This procedure defines the process followed by NVC for recording, addressing, and resolving academic grievances. The guidelines listed in this procedure ensure that grievances are addressed in a prompt, fair, and consistent manner.
- 1.2 NVC faculty and staff work to resolve student grievances in a fair and professional manner at the lowest level possible to provide the fastest resolution for. If a grievance is not rectified through an informal process with a student meeting, a student may file a formal written grievance through the NVC Academic Grievance system.

2. DEFINITIONS

- 2.1 An academic grievance may be filed by a student when there is clear and convincing evidence that a college official has treated the student unfairly, arbitrarily, or capriciously in matters pertaining to academic success.

3. Process

- 3.1 Student files a grievance with faculty member through the online grievance form within 10 business days of the attempt at resolution with employee.
- 3.2 Faculty member responds to grievance within 10 business days of receipt of grievance. Faculty member provides department chair or designee information for student in the event the student wants to appeal the decision.
- 3.3 Student is satisfied response or student files appeal.
- 3.4 If student chooses appeal, student files written response to department chair or designee within 5 business days of receiving decision.
- 3.5 Department Chair or designee reviews information provided and determines to support decision or alternative outcome within 10 business days. Department chair or designee submits written response to student including Dean for Academic Success information in the event the student wants to appeal. Student is satisfied with response or chooses to appeal to the Dean for Academic Success.
- 3.6 If student chooses to appeal, student files written appeal to the Dean for Academic Success.
- 3.7 Dean for Academic Success reviews information provided and determines to support decision or provide alternative outcome within 10 business days. Dean for Academic Success provides written response to student including appeal information. Student is satisfied with response or chooses to appeal to Vice President for Student Academic Success.
- 3.8 If student chooses to appeal, student files written appeal to the Vice President for Academic Success within 10 business days.

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3.9 The Vice President for Academic Success reviews the information provided and renders a final decision in writing, within 10 days, to the student. This decision is final, closed, and recorded in Academic Grievance log maintained by the Dean for Academic Success office.

Contact for Interpretation: *Dean for Academic Success*

<b>Relevant Board Policy:</b>	<u>F.4.6 (Policy) Academic Grievances</u>
<b>Relevant SACSCOC Documents:</b>	12.4 The institution (a) publishes appropriate and clear procedures for addressing written student complaints, (b) demonstrates that it follows the procedures when resolving them, and (c) maintains a record of student complaints that can be accessed upon request by SACSCOC. (Student complaints)
<b>Originating Unit:</b>	Academic Success
<b>Maintenance Unit:</b>	Academic Success
<b>Implementation Date:</b>	August 24, 2021
<b>Revision Date:</b>	August 24, 2021