

# Grievances

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Student grievances are defined as any complaint alleging:

1. Unprofessional conduct by an instructor which adversely affects a student's ability to successfully complete his/her academic goals, including a specific course or program
2. Improper admission counseling
3. Improper advising
4. Specific course assignments, curriculum elements, or grading of assessments prior to the end of the course
5. Improper interaction or unsatisfactory service from a University staff member
6. Lack of adherence to disability services policies
7. Other unresolved issues or concerns.

Students are encouraged to resolve any concerns informally by contacting their instructor (or staff member) within ten (10) business days of the initial complaint or the complaint/grievance will likely be deemed untimely.

If an informal resolution cannot be reached, students should contact their student advisor for further assistance. Should the issue be with a student advisor, the student must contact Student Advising management. At this level, staff members will work to ensure student anonymity to work toward resolution; however, individual circumstances of the complaint may prevent this from being possible. To pursue a formal investigation, students should be prepared to provide the name of the instructor (including course and section) or staff member, a detailed summary of the issue or concern, an account of previous communication that was attempted to resolve the concern, and a brief statement describing the desired outcome.

Concerns not resolved by Student Advising, or concerns that warrant further examination, will be forwarded to the Office of the Provost.

Students whose concerns are still not satisfactorily resolved have the option of filing a formal grievance with the Student Affairs Committee.

The formal grievance must be:

1. Filed, in writing, within ten (10) days of the date the informal grievance process ends.
    - a. Request a Grievance by clicking on **Submit Feedback or Grievances** tab on the left menu in your Student Portal.
  2. The grievance is reviewed and a decision will be communicated to all parties within 5 days.
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