

STUDENT GRIEVANCE PROCESS

GRIEVABLE ISSUES: Issues arising from the application of a policy/procedure to the student's specific case are always grievable. Specifically grievable are issues related to student advisement, improper disclosure of grades, unfair testing procedures and poor treatment of students. This is only a representative list and is not meant to be exhaustive.

*** A STUDENT HAS 10 BUSINESS DAYS FROM THE DATE OF THE INCIDENT BEING GRIEVED TO RESOLVE THE MATTER INFORMALLY ***

A. Student - Instructor Grievance (Academic/Grade-Related ONLY)

Step 1 - Student Conference w/ Instructor
(in person, if possible)

Step 2 - Student Conference w/ Associate Dean
(in person, email, or phone)

Step 3 - Student Conference w/ Dean of the Division
(in person, email, or phone)

Step 4 - Student Conference w/ VP of Academic Affairs
(concern in writing; documentation of previous attempts to resolve)

B. Student - Instructor/Staff Grievance (Non-Academic)

Step 1 - Student Conference w/ Instructor or Staff Member
(in person, if possible)

Step 2 - Student Conference w/ Dean of Students
(in person, email, or phone)

C. Student - Student Grievance (in the same class)

Step 1 - Student Conference w/ Instructor
(in person, if possible)

Step 2 - KnightCARE / BIT Submission
(if necessary)

Step 3 - Student Conference w/ Dean of Students
(in person, email, or phone)

D. Student - Student Grievance (in different classes)

Step 1 - KnightCARE / BIT Submission or Campus Police

Step 2 - Student Conference w/ Dean of Students
(in person, email, or phone)

Step 3 - BIT / Campus Police