

A student who receives suspension as a disciplinary measure is subject to further disciplinary action for prohibited conduct that takes place on-campus during the period of suspension.

A student may be requested or required to withdraw with or without public statement of charges by the Alamo Colleges' administration. Specific disciplinary responsibilities of institutional officials, classification of offenses and sanctions appropriate to each disciplinary offense, and disciplinary procedures are set forth in the official Alamo Colleges' policy under Discipline of Students online at [http://www.alamo.edu/district/ethics/searchfiles/FM\(LOCAL\).pdf#search="discipline"](http://www.alamo.edu/district/ethics/searchfiles/FM(LOCAL).pdf#search=).

HEALTH RISKS

Drug and alcohol use, misuse, and abuse are complex behaviors with many detriments at both the cultural and individual levels. Awareness of the deleterious effects of any drug/alcohol is imperative for an individual's well being and survival. Negative consequences may be exhibited through physical dependence and/or psychological dependence.

Physical Dependence: The body's learned requirement for a drug for functioning.

Abuse of alcohol or any other drug, whether licit or illicit, may result in marginal to marked and temporary to permanent physical and/or psychological damage, even death. Since many illicit drugs are manufactured and sold illegally, their contact varies and may contain especially harmful ingredients or amounts.

Psychological Dependence: The experiencing of persistent craving for the drug and/or a feeling that alcohol or another drug is a requirement for functioning.

Despite the type of drug or alcohol used, a perceived need for the continued use is likely to follow, resulting in dependence.

Dependence on alcohol and/or other drugs alters the user's psychological functioning. The acquisition of these substances becomes the privacy focus of the drug-dependent individual and often results in reduced job performance and jeopardizes family and other interpersonal relationships. Criminal behavior is frequently the means for financing a drug habit. Behavior patterns often include violence and assault as the individual becomes increasingly drug/alcohol dependent. Social and psychological alienation and medical problems increase as the abuser becomes entrapped in drug/alcohol dependence.

Drug and alcohol abuse counseling and referral are available to employees, students, and their families. Additional information on the effects of specific drugs and alcohol as well as drug counseling resources in San Antonio, and surrounding areas, is available from the Alamo Colleges' counselors/ advisors.

A biennial review of this program will be conducted by the Alamo Colleges and Student/Employee Assistance Program (SEAP) committee members to determine its effectiveness, to implement changes to the program if they are needed, and to ensure that its disciplinary sanctions are consistently enforced.

FAMILY EDUCATION RIGHTS AND PRIVACY ACT (FERPA)

Federal law requires that all faculty and staff of SAC and the Alamo follow the Family Education Rights and Privacy Act (FERPA) concerning the release of student information to a third party. Staff members may release directory information on individual students **unless** the student has filed a withholding restriction with the Admissions and Records Office (FAC 216).

The following definitions and guidelines may be helpful.

- 1) **Directory information includes:** name, major, dates of attendance, enrollment status, degrees and awards received, and previous education agencies/institutions attended.
- 2) **Directory information does not include:** social security numbers, grades, grade point average, class schedule, and financial information. This is student information and is restricted.
- 3) A third party is **any person or organization** not employed with the Alamo. Agreements or contracts between SAC/ Alamo and other organizations does not preclude the third party category. In order to release student information, the third party must supply a release form signed by the student.
- 4) Students may request that their directory information be withheld. Students shall submit their request to the Admissions and Records Office (FAC 216).
- 5) Work study/budget students **shall not** have access to student records. Maintaining responsibilities falls to the department chair or director. Exceptions to this policy must be approved by the appropriate dean or vice president of academic affairs.
- 6) Identification must be checked prior to releasing information (verbal or screen print) of a student, even if they say they are the student.
- 7) Copy of class rolls should **never** be made or given to students. The roll contains social security numbers which are **not** part of directory information.
- 8) All students 18 years or older are protected by FERPA. Parent/guardians do not have the right to access a student's record unless they can provide documentation that the student is their legal dependent. A spouse does not have any right to the student's record. Questions regarding FERPA should be addressed to Martin Ortega in the Office of Admissions and Records (210-486-0701).

STUDENT ACADEMIC GRIEVANCE PROCEDURES

From time to time, conflicts and disagreements may arise between their instructors; the intent of these procedures is to provide equitable and expeditious resolutions. Keeping in mind that instructors are in charge of classroom management, teaching, strategies, testing, and the evaluation of student performance, students are encouraged to use these procedures only when there is clear and convincing evidence that the instructor has treated the student unfairly, or arbitrarily, or capriciously. The student may ask his or her instructor to review the grievance and may appeal the instructor's finding to the department chairperson. If necessary, a final appeal may be made to the dean.

DEFINITION OF TERMS

In these procedures, unless the context clearly requires a different meaning, the following words and phrases shall have the meaning given below:

- 1) "Student" means the person enrolled part time or full time at a College of the Alamo Colleges.



**FLOW CHART
OF
STUDENT ACADEMIC GRIEVANCE PROCEDURE**

**STUDENT / INSTRUCTOR
CONFLICT**

Appeal to Instructor within 10 days

Resolve with Instructor

Dissatisfaction with
Instructor's Decision

Appeal to Chairperson
within 5 class days

Resolve with Department
Chairperson

Dissatisfaction with
Chairperson's Decision

Appeal to Dean within
5 class days

Dean's Decision is Final



- 2) "Instructor" means the person primarily responsible for teaching the class and may include full-time or part-time faculty as well as members of the classified, professional, and administrative staffs of the District.
- 3) "Chairperson" means the direct instructional supervisor of the instructor in whose department or area of the student grievance arose.
- 4) "Dean" means the direct instructional supervisor of the chairperson in whose department or area the student grievance arose.
- 5) "Days" means weekdays during which the college is in session.
- 6) "Adequate cause" means clear and convincing evidence that the instructor acted unfairly, or arbitrarily, or capriciously in classroom management, teachings methods, testing, or the evaluation of student performance.

PROCEDURES

- 1) If a situation occurs in which a student believes that he or she has been treated unfairly by an instructor, the student should attempt to schedule a conference with the instructor in attempt to resolve the problem.
- 2) A student grievance should be initiated as soon as possible after the incident upon which the grievance is based. Therefore, the student must seek a conference with the instructor within 10 days of the incident.
- 3) If, after a conference with the instructor, the student believes that the matter is unresolved, he or she may consult with the department chairperson. Such consultation shall take place within 5 days of the student's conference with the instructor.
- 4) A Student Academic Grievance Form must be filed with the department chairperson. Copies of the form will be retained by the student and the instructor.
- 5) The chairperson will individually and separately hear the grievance from the student and instructor. After hearing both sides, the chairperson may request that the student and the instructor meet with the chairperson in order to reach an acceptable solution.
- 6) If an agreement is not reached in the hearing or conference, the chairperson will affirm or deny the grievance within 5 days. If the decision is to affirm the instructor's position, the student may then appeal to the dean. If the decision is to affirm the student grievance and to recommend that the instructor reverse his or her decision, the chairperson must meet with the instructor and provide a written explanation. To affirm a student grievance, the chairperson must have adequate cause.
- 7) If either the student or the instructor is not satisfied with the chairperson's decision, he or she may appeal to the appropriate academic dean within 5 days of the chairperson's decision. A complete record of the grievance will be forwarded to the dean by the chairperson. The dean and the chairperson will meet with the student and the instructor. After hearing both sides and reviewing the record the dean will render a decision, in writing, affirming or denying the grievance within 5 days. The dean's decision is final.

STUDENT NON-ACADEMIC GRIEVANCE PROCEDURES

SAC acknowledges the possibility that incidents may occur outside the academic setting that might result in a student feeling he/she is the object of unjust treatment by a College employee. This concern could include misconduct or a condition the student believes to be unfair, inequitable, discriminatory, or a hindrance to the student's educational progress. This policy does not apply to decisions regarding financial aid eligibility, student disciplinary actions, or those

pertaining to academic matters (see Academic Grievance Procedure above).

Prior to initiating a formal grievance, the student should make a reasonable effort to resolve the problem with the person, or supervisor of the program, against whom the complaint is being made. This should occur as soon as possible following the protested circumstance. If the complaint is not resolved to the student's satisfaction, the following formal grievance procedure can be initiated.

DEFINITION OF TERMS:

- 1) "Grievance": A claim that a student has been the subject of an unjust action or has been denied his/her rights by an employee of the College.
- 2) "Appeal": An action taken to request a review of and possible change to the recommended resolution of the grievance.
- 3) "Working days": Weekdays (Monday through Friday).

PROCEDURE:

1. Within 5 working days of the final informal attempt at resolution, a signed and dated written complaint should be made to the immediate supervisor of the person or program against whom the complaint is being made. All grievances must include the following:
 - A. Student's name and contact information, including day-time phone number, mailing address, and email address (if available)
 - B. A full description of the grievance, providing relevant dates of events and including the names of all parties involved
 - C. A statement describing attempt(s) to resolve the issue informally
 - D. The proposed resolution, relief or action sought
2. Upon receipt of the written grievance, the supervisor will review the document and meet with any or all of the parties cited in the grievance. The supervisor will render a decision within 10 working days. If either the student or employee is not satisfied with the decision and wishes to appeal, he/she must do so by submitting a written appeal to the dean within 5 working days. In addition to a copy of the original grievance and supervisor's decision, the student or employee must provide a brief statement justifying the appeal.
3. Upon receipt of the written appeal, the dean will review the documents and investigate the request. The dean will render a decision within 10 working days. If either the student or employee is dissatisfied with the dean's decision, he/she has 10 working days to request it be reviewed by the Vice President of Student Affairs or designee. In addition to a copy of all information provided to the dean, the student or employee must provide a brief statement justifying the additional appeal.
4. Upon receipt of the written appeal, the Vice President of Student Affairs or designee will review the documents and investigate the request. The Vice President of Student Affairs or designee will render a decision within 10 working days. If either the student or employee is dissatisfied with the Vice President of Student Affairs or designee's decision, he/she has 10 working days to request it be reviewed by the College president. In addition to a copy of all information provided to the Vice President of Student Affairs or designee, the student or employee must provide a brief statement justifying the continued appeal.
5. The president of the College is the final reviewer for SAC and will render a decision in writing within 10 working days of receiving the written request of appeal.

