

- 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.



FLOW CHART OF NON-ACADEMIC GRIEVANCE PROCEDURE

Informal Attempt to Resolve Grievance with Offending Employee or Supervisor of Program

Written appeal within 5 days of final information resolution attempt

Supervisor of offending Employee or Program

Satisfied

Decision Within 10 Days

Not Satisfied

Written appeal within 5 working days

Dean

(PTE, Academic, Continuing Education, Evening/Weekend & Distance Education, LRC, P-16 Initiative)

Satisfied

Decision Within 10 Days

Not Satisfied

Written appeal within 10 working days

Vice President of Student Affairs (or Designee)

Satisfied

Decision Within 10 Days

Not Satisfied

Written appeal within 10 working days

President

(decision final within 10 days)