

All students, employees, and vendor personnel scheduled to attend classes or regularly work are required to participate in weekly COVID-19 screening (PCR tests) available on-site, free of charge. [View our posted Health and Safety Requirements and full Return to Campus plan.](#)

EXPERIENCE SAC / CURRENT STUDENTS / SAC CARES / ACADEMIC GRIEVANCES/INTEGRITY/GRADE APPEALS

Academic Grievances/Integrity/Grade Appeals

- Academic Grievances
- Academic Integrity
- Grade Appeals

Academic Grievances

Faculty are responsible for classroom management, teaching strategies, testing and evaluation of student performance. At academic institutions conflicts may develop within the educational process that requires academic intervention using the Academic Grievance process. When student grievances cannot be resolved through information interaction with a faculty member or chair/coordinator, students are directed to use the Academic Grievance process only when there is clear and convincing evidence that a faculty member has treated the student unfairly. The Academic Grievance procedure allows for unresolved complaints to continue moving from student, to instructor, to division chair, to dean until consensus is reached or final decision affirming or denying the grievance is made by the appropriate dean.

For questions about Academic Grievances or Academic Integrity, please contact Sophia Caldera-Castaneda at scaldera-castane@alamo.edu.

Academic Grievance Process

1. If a situation occurs in which a student believes that he or she has been treated unfairly by an instructor, the student should schedule a conference with the instructor in an attempt to resolve the problem within 10 days of the incident.
2. An Academic Grievance should be completed to document the incident. An Academic Grievance submitted online will be received in the Office of the Vice President for Academic Success. VPAS staff will review the grievance and forward it to the department chair to ensure grievance procedures are followed.
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 within 5 days of the student's conference with the instructor.

4. The chairperson will individually and separately hear the grievance from the student and the instructor. After hearing both sides, the chairperson may request that the student and the instructor meet the chairperson in order to reach an acceptable solution.
5. If an agreement is not reached, 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.
6. 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 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.

Academic Grievance Report Form

Academic Grievances Policy: F.4.6 (Policy) Academic Grievances

Academic Integrity

This form is designed for faculty who seek to refer a suspected academic integrity violation. Only the faculty member overseeing the course in question may refer an academic integrity case. Students who wish to report a suspected academic integrity violation should contact the faculty member in charge of that course.

Academic Integrity Report Form

Academic Integrity Policy: F.4.2 (Policy) Student Code of Conduct – Academic Integrity

Academic Integrity Procedure: F.4.2.2 (Procedure) Academic Integrity Disciplinary and Appeal Process

Grade Appeals

Service Description:

SAC Cares – A Culture of Respect is San Antonio College's initiative that strives for an environment that values and affirms the diversity of its students and employees. Online faculty are responsible for online classroom management and teaching strategies. If a situation occurs in which a student believes that he or she has been treated unfairly by an instructor, the student may require intervention using the academic grievance process. The academic grievance procedure allows for unresolved complaints to continue moving from student to instructor, to division chair, to dean, until consensus is reached or a final decision affirming or denying the grievance is made by the appropriate dean. Online students will be able to complete this process through teleconferencing, emails, and/or online video conferencing.

Academic Grievance/ Grade Appeal Form

Service Provider:

Vice President of Academic Affairs

Email Address: scaldera-castane@alamo.edu

Main Contact Number: 210-486-0950

Contact Information

Vice President of Academic Success Office

Hours:

8 a.m. – 5 p.m. (Mon-Fri)

Location:

Remote Services/ Nursing Allied Health Bldg. Rm. 349

Phone:

210-486-0950

Email:

scaldera-castane@alamo.edu