

# ISA Academic Grievance Policy and Procedure Process

Academic Grievances provides a student who has a concern, disagrees, or would like to dispute an academic decision arising from participation in a course offered in the credit catalog.



## PRE WORK GRIEVANCE PHASE

### STEP 1 ► Talk with the Faculty Member

Schedule a meeting with the faculty member. Chances are good that you can resolve a misunderstanding or other concern at this meeting. If you are unable to resolve the issue with the faculty member, contact the Program Director/Division Chair/Coordinator within 10 working days after meeting with the faculty member. Written documentation may be requested.

(Unresolved? Go to Next Step)

### STEP 2 ► Contact Program Director/Division Chair/Coordinator

The Director/Chair/Coordinator will verify that a meeting was held with the faculty member and then discuss the concern with you and the faculty member. If unable to resolve the issue together, you may file a grievance within 10 working days (exceptions to the 10 days may be considered) after you receive the decision of the director, chair, or coordinator.

(Unresolved? Go to Next Step)

### STEP 3 ► Complete Academic Grievance Notice

Obtain an Academic Grievance Notice. Complete the Academic Grievance Notice electronically or you may print and complete a paper copy. Attach any documentation that supports your grievance. Please provide concise details in your written explanation and send to the Dean of Enrollment and Educational Services.

### STEP 4 ► Contact the Dean of Enrollment and Educational Services

Schedule a meeting with the Dean of Enrollment and Educational Services to review your information and your grievance. The Dean will meet with the faculty member and Director/Chair/Coordinator. An interview will be conducted to gather additional information to better inform the decision. In the event that the faculty and Director/Chair/Coordinator refuse to sign the form because the matter was not discussed with them, the student will be notified that the proper procedures were not followed.

### STEP 5 ► Academic Grievance Decision

The Dean of Enrollment and Educational Services will deliberate based on the information contained in the Academic Grievance Notice, documentation and meetings with the involved parties. The decision will be shared with all parties and copies will be maintained in the office of the Dean of Enrollment and Educational Services.

### STEP 6 ► Appeal the Dean's Decision

The student has the right to appeal the decision within 5 business days. Appeals require additional and/or new compelling information that was not considered in the Dean's decision.

(Appeal the Decision? Go to Next Step)

### STEP 7 ► Appeal to the Senior Vice President

- Submit a copy of the original Academic Grievance Notice with the Dean's decision
- Include additional and/or new compelling information with a written statement of why the Dean's decision was incorrect
- Schedule and meet with the Senior Vice President of Instructional and Student Affairs
- Senior Vice President of Instructional and Students Affairs will meet with all involved parties as deemed appropriate
- Senior Vice President of Instructional and Students Affairs will make a decision on all information pertaining to the Academic Grievance Notice
- A decision will be sent to all involved parties and documented.  
(New Compelling Information? Go to Next Step)

### STEP 8 ► Final Appeal/Decision

- Submit a copy of the original Academic Grievance Notice with the decisions
- Include a written statement of why the decisions are incorrect
- Schedule and meet with the President
- The President's decision will be sent to all involved parties and documented. **The President's decision is FINAL.**

## FORMAL GRIEVANCE PHASE

## APPEAL PHASE

## FINAL PHASE