

CATEGORY: STUDENT SERVICES

SUBJECT: STUDENT FAIR TREATMENT POLICY AND PROCEDURE

POLICY

The administration, faculty, and staff encourage open communication between students and faculty regarding course work, teaching methods, student concerns, etc.

- Should a problem arise within the class or clinical setting, the student should first speak to the faculty member involved.
- The Academic Advisor may be used as a resource at any step within the problem solving process.
- If the problem is not satisfactorily resolved at this point, the student should then speak to their Dean.
- If the problem remains unresolved, the student fair treatment procedure may be initiated.
- If the problem is related to the College facility, the College Secretary should be contacted.

PROCEDURE

All matters involved in this procedure will be confidential. When concerns, problems and complaints cannot be alleviated by the normal communication channels in place within the College, the following formal steps are to be followed:

- 1) The dispute will be submitted in writing to the Vice President of Academic and Student Affairs.
- 2) A written response will be made within five (5) business days from the receipt of the written dispute.
- 3) If the dispute is not resolved to the satisfaction of the involved student, an appeal may be made to the President of the College. This written appeal must be submitted within five (5) business days following the written response from the Vice President of Academic and Student Affairs.
- 4) The President of the College will respond in writing to the appeal within five (5) business days.
- 5) If the dispute is not resolved, it is the student's responsibility to submit a written request to the President of the College within five (5) business days for activation of the Student AD-HOC Fair Treatment Committee.
- 6) The President of the College activates and refers the dispute to the Student AD-HOC Fair Treatment Committee.
- 7) The Student AD-HOC Fair Treatment Committee will convene and hear the dispute within five (5) business days. The Committee will consist of:
 - a) Dean;
 - b) One uninvolved student appointed by the Vice President of Academic and Student Affairs;*
 - c) One uninvolved student selected by the involved student;*
 - d) Academic Advisor;

- e) Uninvolved faculty member appointed by the Vice President of Academic and Student Affairs;
- f) Uninvolved faculty member selected by the involved student;

Each complainant will have a private and separate meeting with the Committee. The Committee will receive all documents and evidence and compile minutes of their proceedings.

- 8) The Student AD-HOC Fair Treatment Committee will submit a written report, including findings, documents, and recommendations within five (5) business days, to the President of the College, the Vice President of Academic and Student Affairs, and the involved student.
- 9) Should the recommendations of the Student AD-HOC Fair Treatment Committee not be acceptable to either the student or the President of the College, the dispute will be presented in writing to the Chairman of the Board of Trustees of the College by either party, within five (5) business days.
- 10) The Chairman of the Board of Trustees or designee will investigate the dispute and render a decision within (10) business days. This decision is final and binding upon all parties involved.

Each involved party in this fair treatment process may be accompanied by an individual of her or his own choosing during any step of the procedure.

* Uninvolved students will not be on the committee when the committee is activated for an academic issue.

Approved: _____

Monika Bissell, DBA
President

Date: September 14, 2000

Amended: August 14, 2001, February 6, 2003, August 1, 2007, July 30, 2010, August 4, 2016,
November 3, 2017, February 9, 2018