

1. Student reads policy to determine if a legitimate grievance can be appealed.
2. Student makes appointment to discuss dispute with course instructor. Since reconciliation of the dispute at this level is in the best interests of all parties, instructors and students are urged to engage in an honest and open-minded effort to resolve the problem.
3. Failing to resolve the dispute with the instructor, the student makes an appointment with either the program director (if one exists) or department chair, as appropriate.
 - A. The student and the instructor document the dispute in writing.
 - B. Department chair should confer with instructor, either before (preferred) or after consultation with student.
 - C. Department chair either refers matter back to instructor for resolution or decides dispute based on information available.
4. If there is a disagreement with the department chair decision, the student may request an appointment with the appropriate Dean. The student should indicate that the appointment concerns a grade dispute and the department, course and instructor involved.
 - A. The appropriate Dean will not see students unless the preceding steps have been followed. An exception to this is when the course instructor is the department chair. Then, the second level of appeal is the appropriate Academic Dean.
 - B. The appropriate Dean contacts the department chair, and when appropriate, the course instructor to obtain information on the dispute.
 - C. After consultation with the department and the student, the appropriate Academic Dean offers the student the choice of a summary decision by the Academic Dean or the opportunity for a hearing by the Student Hearing Commission.

Summary Decision by Academic Dean

If the appropriate Academic Dean summarily decides the dispute, either for or against the

6. The Commission formulates and transmits a recommendation to the Academic Dean. The decision should be supported by a rationale and it may include a majority and minority report, if appropriate.
7. After careful consideration of the Commission's findings, the Academic Dean renders a final decision and notifies the Commission, department chair, instructor and student. If the outcome is a grade change, the Academic Dean notifies the Registrar's office.

Summary of Sequential Steps in Grievance Procedure

