**CATALOG (ACADEMIC INFORMATION)**

**Academic Grievances**

A student who believes that he or she has been treated unfairly by a faculty member regarding an academic matter must make an appointment with the faculty member to discuss the situation within 14 days. Academic matters include interactions between a faculty member and a student that affect student performance and/or evaluation in a particular course.

Credit students who do not believe that the problem is solved must then meet with the department head. If the faculty member is also the department head, the student must meet with the dean. Continuing education students who do not believe that the problem is resolved must meet with the continuing education director responsible for initiating the course. At any time, if students need guidance and direction on who to meet with, they can contact the dean of student success.

If the student still believes the problem has not been satisfactorily resolved, he or she can submit a completed academic grievance form. The form can be obtained either online through the student portal or from a faculty member, director, department head or dean. The student is encouraged to consult with the dean of student success who provides guidance on the academic grievance process.

Credit students submit the academic grievance form to the academic division dean. Continuing education students submit the form to the dean of continuing education and workforce development. The respective dean reviews the completed grievance form and suggests clarification where needed. The dean then provides a copy to the student and delivers the form to the chair of the academic standards committee of the faculty council.

A student grievance to the academic standards committee includes the grievance form, with the student’s name and address, the faculty member’s action that is the basis for the student’s grievance, what the student believes is unfair about the faculty member’s action, the steps pursued, the results of each step, an explanation of what the student wants the academic standards committee to do for the student and copies of all relevant documents.

The academic standards committee has five days after submission of the grievance to review it and then schedule a hearing within 14 working days. Upon conclusion of the hearing, the academic standards committee makes a recommendation. The vice president for academic affairs reviews the recommendation and the grievance process and decides the final outcome. The decision of the vice president, upon notification of the parties involved, is final. Extension requests of up to 10 days can be granted by mutual consent of the academic standards committee, the student and the faculty member. The hearing guidelines for the academic standards committee are provided in Appendix J.

**CATALOG (APPENDIX J)**

**I. Academic Grievances**

Hearing Guidelines

The chair of the academic standards committee emails written notification of the hearing to the student and to the faculty member at least seven days prior to the hearing date. The notification of the hearing must include the date, time and place of the hearing, the names of the student and faculty member and a copy of the written grievance. It is presumed that notification was given and received if it was sent to the student and faculty member through the assigned college email addresses.

The academic standards committee serves as an unbiased and nondiscriminatory board. The committee can ask questions of the witnesses and request further information as required. The student has the burden of proving that his or her case is correct. If a grievance is registered against an academic standards committee member, that member disqualifies him- or herself and the faculty council chairperson appoints an alternate for the hearing. The academic standards committee is responsible for recording the hearing and submitting the recording to the vice president for academic affairs with the committee’s recommendation. The hearing is open to members of the academic standards committee, the student, the designated student services representative assigned to the student, the faculty member who is the subject of the grievance, the vice president for academic affairs, academic dean or the dean of continuing education and workforce development and witnesses for the student, faculty member or the academic standards committee. A witness must be able to offer specific information relevant to the grievance in order to be heard by the academic standards committee. The student can request the advice of a faculty member or the designated student services representative, including advice at the committee hearing.

The chairperson of the academic standards committee opens the hearing with the following standard opening statement: “The academic standards committee, a standing committee of the faculty council of Wor-Wic Community College, has convened this hearing to review a written grievance according to the college’s academic grievance procedures. At this hearing on (date) at (time) in (room number) of (building) in Salisbury, Maryland, the student, (name), who has registered a grievance against the faculty member, (name), has the burden of providing evidence to substantiate the grievance. It is the role of the academic standards committee to act as a hearing board to make its recommendation to the vice president for academic affairs concerning this grievance according to the college’s academic grievance procedures. The academic standards committee serves as an unbiased and nondiscriminatory board. All individuals involved in these proceedings are advised to conduct themselves in a professional manner. Failure to heed the warnings of the academic standards committee during these proceedings could warrant your removal from the hearing.” All individuals who intend to make statements are sworn in by raising their right hands and answering, “I do” to the following oath: “Do you declare and affirm that the testimony you are about to give is the truth, the whole truth, and nothing but the truth?”

The student makes an opening statement concerning how he or she has been treated unfairly by the faculty member. The faculty member also makes an opening statement. Witnesses for the student can undergo direct examination by the student and cross-examination by the faculty member. Witnesses for the faculty member can undergo direct examination by the faculty member and cross-examination by the student. The student, faculty member and witnesses are to address their presentations to the academic standards committee, and they can question each other or witnesses after receiving permission from the chair of the academic standards committee. Witnesses cannot ask questions. They can only respond to questions.

The hearing closes with a brief statement by the academic standards committee chairperson. The committee reviews the written grievance and the facts presented during the hearing. The committee has three days to make its recommendation to the vice president for academic affairs. The recommendation can grant relief that is different from or less than that sought by either party. The technical rules of evidence do not apply. The decision of the vice president, upon notification of all parties involved, is final.

**ACADEMIC GRIEVANCE FORM**

Name of Student: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_College email address: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Mailing address and phone number: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Course: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Term: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Name of Faculty Member: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Write a statement of your concerns that demonstrate unfair treatment, including date of occurrence:

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Date of meeting with faculty member (within 14 days of occurrence): \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Result of meeting: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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Date of meeting with department head (credit) or director (non-credit): \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

***(If the faculty member is the department head, the student must meet with the dean.)***

Result of meeting with department head ***(or dean, when the faculty member is the department head)***.

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Name of Witness(es): \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Please attach the following documents:

\_\_\_\_\_\_\_ Syllabus for the course

\_\_\_\_\_\_\_ Verification of the attempt to resolve the problem with the faculty member (e.g., emails or dates/times of meetings)

\_\_\_\_\_\_\_ Verification of the attempt to resolve the problem with the department head or director (e.g., emails or dates/times of meetings)

\_\_\_\_\_\_\_ Other documentation supporting your written grievance

***Please refer to the appendix of the current Wor-Wic Community College catalog for a full description of the academic grievance hearing guidelines. Students are encouraged to meet with the dean of student success before submitting this form.***

Signature\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

***Please submit this form to the academic dean (credit students) or the dean of continuing education and workforce development (continuing education students*** Date Received***\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_***