



### Policy: Academic Grievance

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|-------------------|-----------------------------|-------------------|------------|
| Policy Type:      | Academic                    | Policy Number:    | 1230.02    |
| Policy Owner:     | Academics                   | Approved by BOT:  | 12/14/2017 |
| College Reviewed: | 12/4/2017                   | Next Review Date: | 6/30/2023  |
| Date Originated:  | Click here to enter a date. |                   |            |

New Policy:       Revised (removed procedures):       Rewritten:       Condensed:

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| Background/Reason (related to checked box above)                             |
| Catalog; Student Handbook: revised policy for student information processing |

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| Policy   |
| If a student has a grievance concerning an instructor or method of instruction, the student should follow the procedure determined by the College. |

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| Procedure  |
| <p>The procedure students should follow is as follows:</p> <ol style="list-style-type: none"><li>1. If a student has a complaint about an academic issue, he or she will go to the instructor to file a complaint.</li><li>2. If the instructor is unable to resolve the issue, the student will go to the Chair or Program Director of the department.</li><li>3. If the chair or program director is unable to resolve the issue, the chair will inform the student they have the right to start the grievance process, beginning with the completion of the Northark Feedback Forum. After the student completes the basic information on the form and presses Submit, the form will go to the Dean's Administrative Assistant, who will then forward it to the Dean, informing the student to make an appointment with the Dean to discuss the matter further.</li><li>4. Should the student be unable to resolve the grievance with the Dean, he/she may then, within five class days of speaking with the Dean, request that the grievance go to the Academic Grievance Committee facilitated by the Vice President for Academic and Student Affairs.</li><li>5. The decision of the Academic Grievance Committee will be communicated to the student within five days. The decision of the Committee is final.</li></ol> <p>If the previous procedure is followed all the way up the chain, at each step the faculty, Chair/Director, dean, VPAA, will inform the student to make an appointment with the next person in the process. The JIRA form will be completed by each person in the chain and the document will be "closed" or forwarded by "Reassign"-ing using the JIRA tool, which documents the results of each meeting. When it gets to the Academic Grievance Committee and a final resolution is determined, it will be marked "Complete." The student will be notified at each step of the outcome.</p> |

This helps Northark not only continuously improve the programs and services we offer as a college but also track the results, which is a federal regulation. A direct link to the Northark Feedback Forum: <https://www.cognitofirms.com/NorthArkansasCollege1/northarkfeedbackforum>