

(PROCEDURE)

Procedure:	Non-Grade Academic Complaint	Procedure No.:	AA 4006.4
Authority:	College President	Associated Policy Reference No.:	
Procedure Owner:	VP Academic Affairs	Responsible Party:	VP Academic Affairs
Approved:	May 15, 2025		
Revised:			

Purpose

The purpose of the Non-Grade Academic Complaint Procedure is to provide students with a clear and structured process for addressing academic issues that are not related to final grades. The procedure ensures that students have a fair and equitable way to express their concerns and seek resolution in a timely and effective manner, fostering a supportive academic environment and positive academic experience.

Statement of the Procedure

Students are encouraged to address any academic concerns that are not related to final grades in a timely and constructive manner. The following steps outline the process for resolving such concerns:

- Students are strongly encouraged to first discuss their academic concerns with the instructor or faculty member involved.
- If the concern remains unresolved, or if the student prefers to speak with someone other than the instructor or faculty member, they can seek assistance with the Department Chair.
- If the issue is still unresolved, they should meet with the Division Dean.

Contact information for academic divisions are:

- [Business & Professional Studies](#)
- [Liberal Arts](#)
- [Health Sciences](#)
- [STEM](#)
- If the concern is still unresolved, they should meet with the Vice President for Academic Affairs.

Action <i>(Created, Reviewed, Retired)</i>	Date	Initials	Position Title
<i>ex. Created</i>	01/01/2020	SC	<i>ex. Director Sponsored Programs</i>

Response Timeline: The Vice President for Academic Affairs will provide a written response to the student within ten working days of the meeting. This response, and any related decisions provided by the Vice President for Academic Affairs, will be final.

Record Keeping: A record of the response will be maintained in the Office for Academic Affairs.

Related Policies

AA 4006 Academic Policy

AA 4006.2 Academic Grievance Procedure

SA 5004 Student Complaint Policy

To whom it applies (title or department)

All enrolled students

Definitions

- A. "Working days" refers to Monday through Friday and does not include weekends, holidays, scheduled breaks, or other days the College is closed, including those days when the College is closed due to emergency/weather related conditions.
- B. Non-grade academic complaints are academic issues that are not related to final grades.

Appendix

Forms for further clarification of procedure

Action <i>(Created, Reviewed, Retired)</i>	Date	Initials	Position Title
<i>ex. Created</i>	<i>01/01/2020</i>	<i>SC</i>	<i>ex. Director Sponsored Programs</i>