

STUDENT GRIEVANCE PROCEDURE

Grievance is defined as any matter of student concern or dissatisfaction within the control of the College, except for the following:

1. **Grades**, which shall be resolved under the College's Grade Contesting Policy as outlined in the Student Handbook and the College Catalog.
2. **Attendance policies and matters of a purely academic nature**, which shall be adjudicated through the Vice President of Instruction.
3. **Matters involving allegations of sexual harassment**, which students should report, via written as well as verbal report to the Vice President of Student Services so that the matter can be resolved, or a confidential investigation immediately initiated. 15
4. **Residency classification**, which shall be subject to the final ruling at the campus level by the Vice President of Student Services.

The purpose of this student appeal procedure is to assure MCC students that their grievance(s) will be considered fairly, rapidly, and in a non - threatening atmosphere. In keeping with the College policy, students should initially address problems and matters of concern informally with the student(s), faculty, or staff member involved prior to resorting to formal procedures. Students are expected to make every effort to resolve any problems as they arise.

However, the College recognizes that not all student grievances will be satisfactorily settled on an informal basis. Therefore, this procedure has been adopted and applies to all appeals with the exception of disciplinary appeals, which are discussed in the Student Code section of the Student Handbook. Any student electing initially to pursue a grievance outside of these procedures has thereby waived the ability to pursue his/her grievance hereunder. Students having questions about the Student Grievance Procedure should contact the Vice President of Instruction or the Vice President of Student Services.

1. **First Step: Informal Resolution**

Academic Grievances. Students who have a grievance resulting from academic practices other than disruptive student behavior should attempt to resolve the issue with the appropriate faculty member, Program Head, or Dean. If not resolved informally, students may proceed to Step 2. Students must do so within five (5) business days of the attempt at informal resolution.

Non - Academic Grievances. Students who have a grievance that affects an individual's welfare and is not directly related to academic activities of the College should make every effort to resolve the problem on an informal basis through conversation with the individuals involved. If not resolved informally, students may proceed to Step 2. Students must do so within five (5) business days of the attempt at informal resolution.

2. Second Step: Formal Resolution - Vice President's Review.

Student submits a written statement of the grievance to the appropriate Vice President within five (5) business days of the attempt at informal resolution. The written statement must include documentation (date, time, results, etc.) of the attempt at informal resolution. The Vice President or designee will conduct an investigation and will render a decision within five (5) business days. A student who disagrees with the Vice President's decision may elect to continue the appeal to Step 3.

3. Third Step: Formal Resolution - President's Review.

A student who disagrees with the Vice President's decision may appeal the decision to the President of the College. This request must be submitted in writing to the President within five (5) business days after the Vice President's decision. The President will conduct an investigation and render a decision within ten (10) business days. The President's decision is final on all student grievance appeals.

The President has the authority to:

- a) Hear from the student and the Vice President before ruling on the appeal.
- b) Approve, modify, or overturn the decision of the Vice President.
- c) Inform the student in writing of the final decision within ten (10) business days of the receipt of the appeal. The President's decision will be final except in cases of sexual harassment or discrimination. In those cases, the student may elect to continue the appeal to the MCC Board of Trustees as outlined below.

Appeal for Sexual Offense or Discrimination:

If a student desires to appeal the results of the Presidential investigation for a sexual offense or discrimination decision, he/she may do so in writing within five (5) business days to the Chairperson of the Board of Trustees. The Chairperson of the Board of Trustees will appoint a special committee of three Trustees to investigate and make a recommendation to the full Board within ten (10) business days. The President will administer the recommendations of the Board of Trustees