


PROCEDURE MANUAL

 ARIZONA WESTERN COLLEGE	PROCEDURE 551.2		
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	Last Revision Date:	08-01-08	
Effective Date:			
Section:	Student Services	Subject:	Instructional Grievance Petition


PURPOSE

The purpose is to outline the procedure of student petitions for resolving grievances for instructional issues.

PROCEDURE

1. Process
 - 1.1 To appeal any decision, action or inaction pertaining to instructional issues (exclusive of AWC Student Code of Conduct violations), the student should initially discuss the issue in question with the original decision maker, e.g., an instructor or professor.
 - 1.2 If the problem is not resolved to the satisfaction of the student at this level, the student should then determine the immediate College supervisor of the employee or faculty member making and/or enforcing the questioned decision and schedule an appointment with that person. This supervisor may be a director, coordinator, or associate dean. In this informal meeting the student will be expected to verbally explain the situation, indicate concerns and suggest possible solutions. If the next level supervisor is the level of Dean, the student may omit this step and move directly to 1.3.
 - 1.3 If not satisfied with the results of this meeting, the student should repeat this procedure with the next supervisor until the level of Dean is reached. At that point the student should secure a "Petition for Instructional Issues" form from the office of the Dean of Instruction and prepare the written statement of appeal and submit it to the appropriate Dean within five (5) business days of the decision being appealed.
2. Notification
 - 2.1 The Statement of Appeal must contain the following information:
 - 2.1.1 The student's name, local address and telephone number and AWC ID#.
 - 2.1.2 A statement of concerns regarding the original decision.
 - 2.1.3 Arguments supporting the student's position.
 - 2.1.4 A statement of the requested solution.
 - 2.2 The Dean or designee will then conduct such inquiries as deemed appropriate and shall provide a written decision to the student within fifteen (15) business days. The Dean's decision may bring the matter to closure. The College is committed to a timely resolution of student grievances relating to instructional issues, but circumstances may be present that could delay a decision in some instances. If it appears that the inquiry will require more than fifteen (15) business days for a decision, appellant will be notified by the Dean or designee of the necessity of an extension.

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3. Final Appeal

- 3.1 If not satisfied with the Dean's decision, the student may submit a request for final appeal in writing to the Vice President for Learning Services within five (5) business days from receipt of the decision of the Dean. This appeal must contain all the original materials submitted in the informal appeal plus a copy of the written decision of the Dean.
- 3.2 The Vice President or designee will conduct inquiries as deemed appropriate and shall provide a written decision to the student within five (5) business days.
- 3.3 An appeal to the Vice President shall be limited to one or more of the following reasons:
 - 3.3.1 Failure to follow provisions of this procedure or other applicable procedures with such failure resulting in prejudice to the student.
 - 3.3.2 Unlawful, arbitrary, or capricious action.
 - 3.3.3 Excessively severe sanction(s).
 - 3.3.4 Newly discovered evidence that could not have reasonably been discovered prior to the instructor, supervisor, or Dean's decision.
- 3.4 The Vice President for Learning Services decision on the appeal is final.