

STUDENT ACADEMIC GRIEVANCE PROCEDURE

The SSC-GCTC PTA Program will adhere to the Student Academic Grievance Procedure as stated in the SSC Student Handbook. PTA Students are provided privacy in reporting grievances and may begin the below process at STEP 3 if said student has fear of repercussions.

When a student has a complaint concerning an instructor, a grade received in a course, or any academic related matter, he/she should follow the procedure outlined below. If satisfaction is not achieved at one step in the procedure, the student may move on to the next step. All steps must be followed in the order presented. STEP 1: Discuss the problem with the faculty member involved. Perceived problems are often misunderstandings generated by faculty information or miscommunication about the grievance. STEP 2: Visit with the chairperson of the division in which the problem has risen. STEP 3: If consultation with the faculty member and the divisional chairperson does not resolve the problem, students should consult the Vice President for Academic Affairs. The VPAA may resolve the issue in manner of his choosing. This may or may not involve a hearing before the VPAA by all parties involved. STEP 4: Appeals of the decision rendered by the VPAA may be made to the President of SSC upon written request for a review of the case within seven working days from notification of the committee's decision. The President may exercise discretion as to whether or not to hear the case. The President will make a decision on the appeal which may be one of the following:

1. Refuse to hear the case for lack of sufficient reason for appeal.
2. Uphold the decision of the Vice President for Academic Affairs.
3. Modify the decision of the Vice President for Academic Affairs by reducing or modifying the penalties in a fair and reasonable manner.
4. Dismiss the charges against the student.
5. Take other action as deemed appropriate and as fully explained to both the Vice President for Academic Affairs and the student(s).