

ALAMO COLLEGES EDUCATOR PREPARATION PROGRAM GRIEVANCE PROCEDURES

Student Academic Grievance Procedures

From time to time, conflicts and disagreements may arise between students and their instructors; the intent of these procedures is to provide equitable and expeditious resolutions. Keeping in mind that instructors are in charge of classroom management, teaching, strategies, testing, and the evaluation of student performance, students are encouraged to use these procedures only when there is clear and convincing evidence that the instructor has treated the student unfairly, or arbitrarily, or capriciously. The student may ask his or her instructor to review the grievance and may appeal the instructor's finding to the Program Manager. If necessary, an appeal may be made to the Grievance Review Committee. A final appeal may be made to the Economic Workforce Development Vice Chancellor.

Definition of Terms

In these procedures, unless the context clearly requires a different meaning, the following words and phrases shall have the meaning given below:

- 1) "Student" means the person enrolled part time or full time at a College of the Alamo Colleges.
- 2) "Instructor" means the person primarily responsible for teaching the class and may include full-time or part-time CE Instructors as well as members of the classified, professional, and administrative staffs of the District.
- 3) "Program Manager" means the direct instructional supervisor of the instructor in whose department or area of the student grievance arose.
- 4) "Grievance Review Committee" means committee appointed by the direct instructional supervisor of the Program Manager in whose department or area the student grievance arose.
- 5) "Economic Workforce Development Vice Chancellor" means the direct instructional supervisor of the Program Manager in whose department or area the student grievance arose.
- 6) "Days" means weekdays during which the college is in session.
- 7) "Adequate cause" means clear and convincing evidence that the instructor acted unfairly, or arbitrarily, or capriciously in classroom management, teachings methods, testing, or the evaluation of student performance.

Procedures

- 1) If a situation occurs in which a student believes that he or she has been treated unfairly by an instructor, the student should attempt to schedule a conference with the instructor in attempt to resolve the problem.
- 2) A student grievance should be initiated as soon as possible after the incident upon which the grievance is based. Therefore, the student must seek a conference with the instructor within 10 days of the incident.
- 3) If, after a conference with the instructor, the student believes that the matter is unresolved, he or she may consult with the Program Manager. Such consultation shall take place within 5 days of the student's conference with the instructor.
- 4) A Student Academic Grievance Form must be filed with the Program Manager. Copies of the form will be retained by the student and the instructor.
- 5) The Program Manager will individually and separately hear the grievance from the student and instructor. After hearing both sides, the Program Manager may request that the student and the instructor meet with the Program Manager in order to reach an acceptable solution.
- 6) If an agreement is not reached in the hearing or conference, the Program Manager will affirm or deny the grievance within 5 days. If the decision is to affirm the instructor's position, the student may then appeal to the Grievance Review Committee (GRC information will be provided at time of appeal request). If the decision is to affirm the student grievance and to recommend that the instructor reverse his or her decision, the Program Manager must meet with the instructor and provide a written explanation. To affirm a student grievance, the Program Manager must have adequate cause.
- 7) If either the student or the instructor is not satisfied with the Program Manager's decision, he or she may appeal to the appropriate Grievance Review Committee within 5 days of the Program Manager's decision. A complete record of the grievance will be forwarded to the Grievance Review Committee by the Program Manager. The Grievance Review Committee and the Program Manager will meet with the student and the instructor. After hearing both sides and reviewing the record the Grievance Review Committee will render a decision, in writing, affirming or denying the grievance within 5 days. If necessary, a final appeal may be made to the Economic Workforce Development Vice Chancellor. Form to print can be found on pages **3 and 4**.

**FLOW CHART
OF
STUDENT ACADEMIC GRIEVANCE PROCEDURE**

**STUDENT / INSTRUCTOR
CONFLICT**

Appeal to Instructor within 10 days

Resolve with Instructor

**Dissatisfaction with
Instructor's Decision**

**Appeal to Program
Manager within 5 class
days**

Resolve with Program Manager

**Dissatisfaction with Program
Manager's Decision**

**Appeal to Grievance Review
Committee within 5 class
days**

**Resolve with Grievance Review
Committee**

**Dissatisfaction with Grievance
Review Committee's Decision**

**Appeal to Economic
Workforce Development Vice
Chancellor within 5 class days**

**Economic Workforce
Development Vice
Chancellor's Decision is Final**

**Educator Preparation Program
Student Academic Grievance Form**

Name _____ Major _____
SID/SSN _____ Day Phone _____
Address _____ Alt. Phone _____
City/St./Zip _____ Email _____

Step One: Description of Grievance

Date of Incident _____ Name of Instructor _____
Course Section _____

Write grievance summary or attach prepared document:

Student/Instructor Conference Date _____ Resolved
 Unsolved
Student Signature _____
Instructor Signature _____

If the matter is resolved, then the process ends here. Otherwise, proceed to STEP TWO within 5 days.
Forward supporting documentation as necessary.

Step Two: Program Manager Conferences

Student/Program Manager Conference Date _____ Resolved
Instructor/Program Manager Conference Date _____ Unsolved
Student Signature _____
Program Manager Signature _____

If the matter is resolved, then the process ends here. Otherwise, proceed to STEP THREE within 5 days.
Forward supporting documentation as necessary.

Step Three: Inclusive Conference

Student/Instructor/Program Manager Conference Date _____ Resolved
 Unsolved
Student Signature _____
Instructor Signature _____
Program Manager Signature _____

If the matter is resolved, then the process ends here. Otherwise, proceed to STEP FOUR within 5 days.
Forward supporting documentation as necessary.

Step Four: Program Manager Action

Upon consideration of the circumstances presented, I hereby affirm* _____/deny _____ the grievance in question.
*Written explanation must be forwarded to instructor.

Program Manager Signature _____ Date _____

I accept _____/reject _____ the decision of the Program Manager
Student Signature _____

I accept _____/reject _____ the decision of the Program Manager
Instructor Signature _____

If the matter is resolved, then the process ends here. Otherwise, proceed to STEP FIVE within 5 days.
Forward supporting documentation as necessary.

Step Five: Grievance Review Committee Conference

Student/Grievance Review Committee Conference Date _____

Resolved

Unsolved

Student Signature _____

Instructor Signature _____

Program Manager Signature _____

Grievance Review Committee Signatures _____

If the matter is resolved, then the process ends here. Otherwise, proceed to STEP SIX within 5 days.
Forward supporting documentation as necessary.

Step Six: Grievance Review Committee Action

Upon consideration of the circumstances presented, I hereby affirm* _____/deny _____ the grievance in question.

*Written explanation must be forwarded to instructor and Program Manager.

Grievance Review Committee Signature _____

Date _____

I accept _____/reject _____ the decision of the Program Manager

Student
Signature _____

I accept _____/reject _____ the decision of the Program Manager

Instructor
Signature _____

I accept _____/reject _____ the decision of the Program Manager

Program Manager
Signature _____

Grievance Review Committee Signatures _____

If the matter is resolved, then the process ends here. Otherwise, proceed to STEP SEVEN within 5 days.
Forward supporting documentation as necessary.

Step Seven: Appeal to Economic Workforce Development Vice Chancellor

Action By Economic Workforce Development Vice Chancellor
Final Arbitration

Student/Instructor/Program Manager/Grievance Review Committee/Economic Workforce Development Vice Chancellor Conference Date _____

Upon consideration of the circumstances presented, I hereby affirm* _____/deny _____ the grievance in question.

Economic Workforce Development Vice Chancellor Signature _____

Economic Workforce Development Vice Chancellor's Remarks:

*A conference with the instructor and Program Manager must be held and written explanations of the decision must be provided.
Refer to Student Academic Grievance Policy: FLD Local

The Alamo Colleges, and its affiliated colleges, does not discriminate on the basis of race, religion, color, national origin, sex, age, or disability with respect to access, employment programs, or services. Inquiries or complaints concerning these matters should be brought to the attention of:

Director of Human Resources
Title IX Coordinator
Human Resources Department
201 W. Sheridan, Bldg. AA
San Antonio, Texas 78204

Student Non-Academic Grievance Procedures

Alamo Colleges Educator Preparation Program acknowledges the possibility that incidents may occur outside the academic setting that might result in a student feeling he/she is the object of unjust treatment by a College employee. This concern could include misconduct or a condition the student believes to be unfair, inequitable, discriminatory, or a hindrance to the student's educational progress. This policy does not apply to decisions regarding financial aid eligibility, student disciplinary actions, or those pertaining to academic matters (see Academic Grievance Procedure above).

Prior to initiating a formal grievance, the student should make a reasonable effort to resolve the problem with the person, or Program Manager, against whom the complaint is being made. This should occur within 10 days, following the protested circumstance. If the complaint is not resolved to the student's satisfaction, the following formal grievance procedure can be initiated.

Definition of Terms:

- 1) "Grievance": A claim that a student has been the subject of an unjust action or has been denied his/her rights by an employee of the College.
- 2) "Appeal": An action taken to request a review of and possible change to the recommended resolution of the grievance.
- 3) "Working days": Weekdays (Monday through Friday).

Procedure:

1. Within 5 working days of the final informal attempt at resolution, a signed and dated written complaint should be made to the immediate supervisor of the person or Program Manager against whom the complaint is being made. All grievances must include the following:
 - A. Student's name and contact information, including day-time phone number, mailing address, and email address (if available)
 - B. A full description of the grievance, providing relevant dates of events and including the names of all parties involved
 - C. A statement describing attempt(s) to resolve the issue informally
 - D. The proposed resolution, relief or action sought
2. Upon receipt of the written grievance, the Program Manager will review the document and meet with any or all of the parties cited in the grievance. The Program Manager will render a decision within 10 working days. If either the student or employee is not satisfied with the decision and wishes to appeal, he/she must do so by submitting a written appeal to the Grievance Review Committee within 5 working days. In addition to a copy of the original grievance and Program Manager's decision, the student or employee must provide a brief statement justifying the appeal.
3. Upon receipt of the written appeal, the Grievance Review Committee will review the documents and investigate the request. The Grievance Review Committee will render a decision within 10 working days. If either the student or employee is dissatisfied with the Grievance Review Committee's decision, he/she has 10 working days to request it be reviewed by the Economic Workforce Development Vice Chancellor or designee. In addition to a copy of all information provided to the Grievance Review Committee, the student or employee must provide a brief statement justifying the additional appeal.
4. The Economic Workforce Development Vice Chancellor is the final reviewer for Alamo Colleges Educator Preparation Program and will render a decision in writing within 10 working days of receiving the written request of appeal.

**FLOW CHART
OF
NON-ACADEMIC GRIEVANCE PROCEDURE**

Informal Attempt to Resolve Grievance with Offending Employee or Program Manager

Supervisor of offending Employee or Formal Attempt to Resolve Grievance with Offending Program Manager

Satisfied

Decision
Within 10 Days

Not Satisfied

Grievance Review Committee
(Appointed by the Economic Workforce Development Vice Chancellor)

Satisfied

Decision
Within 10 Days

Not Satisfied

Economic Workforce Development Vice Chancellor
(decision final within 10 days)