

Academic Student Complaints/Grievances (not for disability and harassment)

AUHS University recognizes that, on occasion, a student may have a concern or issue that necessitates a prompt and fair resolution. To address this issue, the student is to follow the prescribed series of steps in an effort to obtain a mutual and satisfactory resolution of the student's concern or issue.

Reasons for Academic Grievances:

- A claim is made that an inappropriate grade has been assigned because the faculty member has miscalculated the grades or misconstrued the science or evidence, and the student can demonstrate from the scientific literature that such is the case. Academic grievance cannot be brought because of the faculty member's alleged erroneous academic judgment (i.e., not a claim that course standards are too high, reading is too heavy, or the grade curve is too low).
- A student may present evidence that a course final grade was miscalculated due to faculty error; however, a 30-day time limit applies.
- Be grieved within 30 days of the occurrence of the incident.

If a student has an academic issue or concern, with the exception of the Student Harassment Policy referenced above (e.g., parking, ID cards, grades, etc.), the first person with whom the student should talk is the faculty/instructor where the concern is focused. Talking to the Director of Student Services is the next step in the process. The director will attempt to coordinate mutual and satisfactory resolution with the individuals or departments involved.

The following cases may NOT be grieved

- Violations of the Academic Honor Code (specifically Academic Integrity and Student Conduct Violations which were considered serious enough to warrant a dismissal from the University).

Procedure for an Academic Grievance:

1. The student with a complaint should first try to reach an agreement with the faculty member. Upon being notified of the student complaint, the faculty member must meet with the student within 10 calendar days.
2. If the faculty member does not meet with the student within 10 calendar days, or if such a meeting is inappropriate, or if the issue remains unresolved after the meeting.
3. The student may submit a written appeal to the Dean/Program Director who will attempt to mediate the complaint. The written appeal must be submitted within 5 calendar days of the meeting between the student and faculty member or 15 days from the first notice of the grievance.
4. The Program Dean/Academic Dean/Chair must provide the grievant with a written decision on the appeal and a description of the proposed resolution if any, no later than 15 calendar days after the submission.
5. A student may appeal the decision by the Dean/Program Director to the Chief Academic Officer/Provost of AUHS. This appeal request must be submitted no more than 5 calendar days after the student's receipt of the Dean/Director's decision.
6. The office of the Chief Academic Officer/Provost of AUHS will establish an appeals panel committee within 15 calendar days of receipt of the appeal. If too close to the end of the quarter, the panel must be convened within 15 days of the beginning of the next quarter. The panel shall be made up of 5 members: faculties from the academic program, two students (one from the program and one from another program on campus), and the Director of Student Affairs/Student Services completes the 5-member panel.
7. The panel shall schedule a hearing and:

8. Have all materials and testimony available for review 5 calendar days before the hearing;
9. Provide the student and faculty member an opportunity to examine all the documentation;
10. Allow the selection of an advisor from the school community for the student and/or faculty; and
11. Allow the student and faculty to submit summary statements at the hearing.
12. Submit a report of the panel's decision to the Chief Academic Officer of AUHS within 10 calendar days following the hearing.
13. If a student still cannot find a satisfactory resolution, he/she can take the next step and initiate a grievance process by presenting a signed Grievance Statement Form to the Campus President.