

# ACADEMIC POLICIES

## STUDENT / INSTRUCTOR CONFLICT RESOLUTIONS

If a student feels an instructor has treated him/her unfairly, the student should take the following steps to resolve the issue. The College believes that matters involving an instructor and student(s) are best resolved at that level; therefore, with only the exception of safety matters (e.g., harassment, sexual misconduct, Title IX complaint) which should be referred to the Title IX Office, the following procedures apply to all other student-instructor conflict resolutions.

1. The student should first meet with the instructor to discuss the issue or concern. This approach ensures the instructor is aware of the issue/concern and provides an opportunity for resolution.
2. If, after meeting with the instructor, the student feels the issue has not been resolved, he/she should next meet with the appropriate dean for further discussion. The instructor, a Success Coach, or the Registrar's Office can provide the name of the appropriate dean.
3. If the student continues to believe the issue/concern remains unresolved, the student may meet with the appropriate Executive Dean or Executive Director.
4. The expectation is that the issue/concern involving an instructor and student will be resolved by the time it reaches the Executive Dean. However, if necessary, the student may continue to pursue the issue in writing with the Vice President of Academic Affairs, who is the final authority regarding student/instructor disputes.

As referenced in the Student Grievances Procedures, the role of the District President in these procedures is not to decide the case or appeal thereof, but merely to determine whether the administrative chain of command has adhered to Navarro College procedures.

NOTE: Under certain circumstances students may not be allowed to continue in class until the grievance or appeal is resolved.

Navarro College is accredited by the Southern Association of Colleges and Schools Commission on Colleges (SACSCOC) to award associate and baccalaureate degrees. Navarro College also may offer credentials such as certificates and diplomas at approved degree levels. Questions about the accreditation of Navarro College may be directed in writing to the Southern Association of Colleges and Schools Commission on Colleges at 1866 Southern Lane, Decatur, Georgia 30033-4097, by calling (404) 679-4500, or by using information available on SACSCOC's website ([www.sacscoc.org](http://www.sacscoc.org)).