

STUDENT POLICIES

STUDENT GRIEVANCE PROCEDURES

Navarro College provides all student and administrative services on a non-discriminatory basis. These services are provided without regard to sex, sexual orientation, color, race, national origin, age, and handicap. With this in mind, a student grievance may encompass any dissatisfaction, complaint, or perceived injustice a person may have while associated with the college, as a current, prospective, or past student.

STUDENT DISCRIMINATION GRIEVANCE PROCEDURES

A student grievance may result from academic experiences, non-academic matters involving administrators, staff, or student organizations, or matters related to perceived discrimination based on sex, color, race, national origin, age, or handicap. Any student who believes he/she has been discriminated against by college personnel for any reason, including discrimination on the basis of sex, color, national origin, age, or handicap, has the right to expect due diligence and should contact the Office of Student Services within ten business days of the initial concern to file a Student Discrimination Grievance. A student who works either part-time or full-time for the College and whose grievance is based on a concern involving his/her employment may contact the Human Resources Office; however, all complaints of student discrimination, harassment, assault or retaliation should be submitted in writing to the Student Services Office. (See Navarro College Board Policy and Administrative Procedures Manual, Sections DFD and FFE on Sexual Misconduct).

The first contact should be with the office of Student Services within ten business days of the initial concern. Student Services will refer the student to the most appropriate chain of command for due process.

If the concern is still not resolved, the Executive Director of Student Services will provide a grievance form for the student to document the issue. Documentation must be submitted within two business days of the student's receipt of the grievance form.

After documentation is completed, the Executive Director of Student Services may collect and review salient points related to the issue or he/she may appoint a committee that serves as a recommending body. If a committee is convened, members will include three (3) staff and/or faculty members, one of whom will serve as the chairperson, and two (2) students. The purpose of the review will be to determine if discrimination is more likely than not to have occurred.

After review, the Executive Director of Student Services will render a judgment with the basis for that the judgment to be communicated in written form to the complainant. The judgment will be forwarded to the Vice President of Operations for personnel accused.

If the complainant agrees with the decision, either the Executive Director of Student Services (for a student accused) or Vice President of Operations (for personnel accused) will, in the case where there was discrimination, seek appropriate redress.

The complainant, when not satisfied with the decision, may appeal the judgment to the Vice President of Student Success within two business days of receipt of the Executive Director of Student Services (or the committee's) letter.

The Vice President of Student Success will review the data and judgment rendered, make his/her own inquiries, including interviewing the complainant. After due study, a judgment will be decided. The Vice President's judgment determines a final and binding decision and serves as the final step in the appeal process.

INITIAL CONFLICT PROTOCOL

All complainants, except Student Discrimination Grievances, should attempt first to resolve the issues where they arise and with appropriate parties involved. Chain of command protocol should be followed beginning with the staff person with whom the issue lies; if the problem is not resolved, the appropriate supervisor should be contacted next and, if needed, followed with subsequent reporting levels of administration. The only exceptions to this rule would be in response to a concern over safety (e.g., harassment, sexual misconduct/Title IX complaint). All staff should follow the Staff Protocol in Response to Student Grievances (below) in providing guidance to students

LEGAL COUNSEL

Representation by legal counsel is not required but may be permitted. If legal counsel is requested, the attorney's purpose is only to serve as an advisor to the student (not to participate) at the hearing. Legal counsel may be present with adequate notice. Should the student plan to have an attorney present, the institution must be informed no less than 48 hours prior to the appeal hearing.

All *individual* student grievances should be resolved as follows:

INSTRUCTIONAL COMPLAINT

A student who has a grievance related to a final course grade must follow the "Grade Challenge Policy" found in the Student Handbook and the Academic Catalog. Similarly, a student whose concern pertains to a closed program of study should follow the "Program of Study Dismissal" procedure. A student who may have a concern with an instructor, his/her instructional decision, and/or another instructional program matter should follow the "Student/Instructor Conflict Resolution" policy. These academic policies may be found under the section entitled "Student Academic Grievance" within the current Academic Catalog.

NON-INSTRUCTIONAL COMPLAINT

A student with a grievance outside the classroom should pursue resolution through the course of action most appropriate to the department involved and as follows:

ADULT EDUCATION & LITERACY / CONTINUING EDUCATION/ LIBRARY / MUSEUMS / PLANETARIUM

A student who has a grievance related to Adult Education & Literacy, Continuing Education, Library, Museums, or Planetarium should first attempt to resolve the issue directly with the staff member of concern. If the student feels that this has not been

successful, the student may contact the director or dean for that department. If the problem is still not resolved, the student may present the grievance in writing to the Vice President of Academic Affairs. The director, executive director, dean or vice president may form a committee to review the grievance and determine a decision.

STUDENT DISCIPLINE

Students who have a grievance related to discipline must follow the Disciplinary Appeal Procedures (see [Navarro College Board Policy and Administrative Procedures Manual, Section FKB.2](#) on Disciplinary Procedures and Sanctions).

TITLE IX / SEXUAL MISCONDUCT

An individual with knowledge of a complaint or allegation of sexual misconduct committed by staff, a student, or other individual should contact the Title IX Coordinator or designee (see Navarro College Board Policy and Procedures Manual, Sections DFD and FFE on Sexual Misconduct).

ADMISSIONS / ADVISING / BOOKSTORE / BULLDOG LIFE / COUNSELING / DISABILITY SERVICES / FINANCIAL AID / INSTITUTIONAL RESEARCH / MARKETING / ENROLLMENT AND RECRUITING / STUDENT CONDUCT / STUDENT LIFE / TESTING / TRIO SSS / TUTORING

Students who have a grievance related to other student success departments (e.g., Admissions, Advising, Bookstore, Bulldog Life, Mental Wellness, Disability Services, Financial Aid, Institutional Research, Marketing, Enrollment and Recruiting, Student Conduct, Student Life, Testing, TRIO SSS, and Tutoring) should first attempt to resolve the issue directly with the staff member of concern. If the student feels that this has not been successful, the student may contact the director or executive director of that department. If problem is not resolved, the student may present the grievance in written form to the Vice President of Student Success. The director, executive director, or vice president may form a committee to review the grievance and determine a decision.

RESIDENCE LIFE / HOUSING

The appeal procedure is a process that takes place in a college setting and is a community of individuals working together for the benefit of students. Within this framework, the institution embodies the laws of the state and nation but maintains the authority to govern itself. Any resident who receives a college citation will, under due process, have the right to appeal to Residence Life Authorities. The resident will follow the following appeal procedures below.

Residence Life Violation Appeal Procedures

Students wishing to appeal will be required to adhere to the following steps:

Residence Life Violations Appeal Procedure

(e.g., candles, open windows, unregistered guests, etc.)

1. Each student, within two business days of receiving a college citation, will submit a letter in writing to the Office of Residence Life stating his/her grounds for appeal.
2. A committee, comprised of representatives from Student Development and Residence Life, will review the appeal and render a decision in a timely manner. Housing sanctions will be deferred until the conclusion of the review by the committee. *
3. If the resident's appeal is not overturned by the committee, the resident has the right to appeal in writing to the Executive Director of Student Services within two business days of the committee's decision. The Executive Director of Student Services may uphold or overturn the committee's decision and will provide a response within three business days.
4. If the resident's appeal is not overturned by the Executive Director of Student Services, the resident has the right to appeal in writing to the Vice President of Student Success within two business days. The Vice President of Student Success, in a timely manner, may collect and review salient points related to the issue or he/she may appoint a committee that serves as a recommended body to determine a decision. In the event rendered sanctions include academic suspension or removal from Residence Life, a committee will be formed to recommend a decision to the Vice President of Student Success. The decision of the Vice President of Student Success is final and binding and serves as the final step in the appeal process.

****Deferment of sanctions is subject to the severity of the situation. When a student's presence poses a danger to people or property, the student may be removed prior to the Committee's review.***

CASHIERS / BUSINESS OFFICE

A grievance related to the Cashier or Business Office should first attempt to resolve the issue directly with staff member of concern. If the student feels that this has not been successful, the student may contact the director of that department. If the issue is still not resolved, the student may present the grievance in writing to the Vice President of Finance and Administration. The business office, executive director, or vice president may form a committee to review the grievance and determine a decision.

ATHLETICS

A grievance related to athletics will be brought to the attention of the Head Coach. If the problem is not resolved, it will be brought to the Assistant Director of Athletics, and if it continues to not be resolved, the appropriate step is to contact the Executive Director of Student Services and Athletics. If the problem is still not resolved, the student may present the grievance in writing to the Vice President of Student Success. The director, executive director, or vice president may form a committee to review the grievance and determine a decision.

INFORMATION TECHNOLOGY / PHYSICAL PLANT / CAMPUS POLICE

A grievance related to the information technology, the physical plant, or campus police should first attempt to resolve issue directly with the staff member of concern. If the student feels that this has not been successful, the student may contact the Chief of Police for Campus Police, Director of Information Technology, or Director of Facilities. If the problem is still not resolved, the student may present the grievance in writing to the Vice President of Operations. The director, executive director, chief, or vice president may form a committee to review the grievance and determine a decision.

FINAL APPEAL

In each of these areas, the decision of the appropriate vice president or athletic director is considered final and binding.

TIMELINE FOR FILING A GRIEVANCE

In resolving a student grievance, timely reporting of the complaint is important and thus required at all levels. Unless stated otherwise within procedural guidelines, the appropriate timeframe for filing a written grievance should be within ten business days from the date in which the student is first aware or notified of the issue of concern. Written appeals to the next/ subsequent level of the process must be made within two business days of the student's receipt of the institution's appellate decision. Any earlier, more expedient timelines detailed within the appropriate Navarro College procedure (e.g., Residence Life Appeals) supersede these general timeline guidelines provided to maintain a safe and civil college environment. Additionally, exceptions to these deadlines may be made only at the discretion of the District President or the appropriate vice president.

THECB COMPLAINT

The Texas Higher Education Coordinating Board's (THECB) Student Complaint Procedure (19 TAC SS 1.110-1.120) requires that a student filing a complaint must do so in a timely manner and must exhaust all grievance and appeal procedures of the institution as described in the Navarro College Student Grievance Procedure PRIOR to filing a complaint at the following address: StudentComplaints@THECB.state.tx.us. URL for the Texas Secretary of State: <http://www.sos.texas.gov/index.html>.

SACSCOC REGIONAL ACCREDITATION

Additionally, the Southern Association of Colleges and Schools Commission on Colleges (SACSCOC) provides an option for grievances as part of its "Complaint Procedures against SACSCOC or its Accredited Institutions" and which can be utilized once the complainant has exhausted all grievance and appeal procedures of the institution as described in the Navarro College Student Grievance Procedure.

PROGRAM-SPECIFIC ACCREDITATION ORGANIZATIONS

In addition to general institutional accreditation under SACSCOC, individual departmental programs (including, but not limited to nursing, medical lab technology, occupational therapy assistant, physical therapy assistant, or cosmetology) may be associated with program-specific accreditation organizations with which a student may consult at any time. Contact information is provided for these program-specific accreditation organizations on the College's program-specific departmental website.

STUDENT GRIEVANCE FORM

Except in the case of safety (e.g., harassment/ sexual misconduct/ Title IX complaint), a student should first attempt to resolve the issue directly with the staff member of concern and if the student feels that this has not been successful, the student may contact the supervisor directly—either in person, by phone or email or by utilizing the Student Complaint/Grievance Form <https://www.navarrocollege.edu/support-services/grievance/index.html>.

STUDENT FEEDBACK/SGA GENERAL ASSEMBLY

Each semester the College solicits feedback on the College website to obtain concerns and suggestions regarding the improvement of college services. Students also may voice their ideas for improvement at regularly scheduled Student Government Association meetings on the Corsicana and Waxahachie campuses throughout the fall and spring semesters. However, for individual student concerns or grievances, students should follow the grievance procedures detailed above. Additionally, with suggestions for improvement to specific programs, students may find it helpful to follow the same hierarchical chain as described above.

STAFF PROTOCOL IN RESPONSE TO STUDENT GRIEVANCES

When a staff member is approached by a student with a grievance, the staff member should employ appropriate protocol. The student should be referred to either the current Navarro College Student Handbook or the current Navarro College Academic Catalog, specifically in reference to the appropriate section.

Additionally, staff may assist the student by referencing the following protocol: 1) polite communication with the staff member of concern, and 2) if not resolved, subsequent communication with the supervisory chain of command in successive order, except in the case of safety (e.g., harassment, sexual misconduct/Title IX complaint). Students should be instructed to follow up on the resolution of such matters in a timely matter as defined in the Student Grievance Procedures and to consult the current Navarro College Student Handbook and/or the Office of Student Services for further, more specific information.

RECORDS RETENTION

All administrators—directors, deans, and vice presidents—are expected to maintain thorough and appropriate records of student grievances in accordance with the State of Texas Records Retention Schedule, all federal requirements provided by the U.S. Department of Education, SACSCOC regional and program accreditation requirements, and applicable Navarro College policies and procedures.

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).