



Southern Arkansas University Tech Student Grievance/Appeals Process

Grade Appeals

A student has four weeks after a final grade is issued to appeal that grade. The appeals process is as follows:

- A. The student must meet with the particular instructor to challenge the grade. Should the outcome be unsatisfactory to the student, the Vice Chancellor for Academics may be petitioned.
- B. If the Vice Chancellor for Academics is unable to resolve the matter between the instructor and the student, the instructor or the student may appeal in writing through the Vice Chancellor for Student Services to the Grade Appeals Committee.
- C. The Grade Appeals Committee will consist of four instructors, a counselor, and two students. The two students and the counselor are appointed by the Vice Chancellor for Student Services. The instructors are appointed by the Vice Chancellor for Academic Affairs.

Each party to the grievance may speak for him or herself or herself, or be represented by an SAU Tech employee. Any procedural disputes arising during the hearing shall be settled by a majority vote of the committee members. The person filing the request for hearing shall present written evidence and speak first. The other side will present second. Each side will then be given an opportunity to sum up its position in the order in which the evidence was presented. This is an internal due process procedure, not a court of law.

- D. The Student and the instructor must be advised that the decision of the Grade Appeals Committee is final. The committee should request all pertinent materials for the grade in question. The chairperson of the committee will invite the student and the instructor to meet. Notes on the proceedings must be made and filed with the Vice Chancellor for Student Services. The committee chairperson should inform the Vice Chancellor for Student Services of the decision in writing, and the Vice Chancellor will inform both the instructor and the student.
- E. If the committee decides that the grade should be changed, the instructor will change the grade in the registrar's office, according to the committee's decision.

Non-Grade Grievance Appeals

A student who has encountered a problem that does not involve a grade but involves an SAU Tech employee should follow the grievance/appeal process. This process is not appropriate for appeals involving financial aid eligibility. A student who has a disagreement or unresolved conflict with an employee should approach the particular employee to discuss the problem that has arisen. The grievance/appeals process is as follows:

- A. The student should schedule an appointment with the employee to discuss the matter in a formal setting and try to resolve conflict or disagreement. If the matter is not resolved, move to step B.
- B. The student may schedule an appointment with the Appropriate Vice Chancellor (the Vice Chancellor for Academics for matters that involve instruction or instructors, or the Vice Chancellor for Student Services for all other matters). If the Vice Chancellor is unable to resolve the matter between the employee and the student, the student may file a written request for a hearing before the Grievance/Appeals Committee. The written request must be filed through the Vice Chancellor no later than ten working days after notification of the results of the student-employee-Vice Chancellor meeting.
- C. The Grievance/Appeals Committee will be appointed and convened as promptly as possible. The committee will consist of five members and must include two students. The committee members are appointed by the Vice Chancellor. Each party to the grievance may speak for himself or herself or be represented by an SAU Tech employee. Any procedural disputes arising during the hearing shall be settled by a majority vote of the committee members. The person filing the request for hearing shall present written evidence and speak first. The other side will present second. Each side will then be given an opportunity to sum up its position in the order in which the evidence was presented. This is an internal due process procedure, not a court of law. Within five working days after the conclusion of the hearing, the chairperson of the committee will submit a report of the findings and recommendations to the appropriate Vice Chancellor. The decision of the Vice Chancellor will be final.

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