Principles of Accreditation

Compliance Report

Chipola College Compliance Audit Report

SACS Federal Requirement 4.5

4.5 - Student Complaints

The institution has adequate procedures for addressing written student complaints and is responsible for demonstrating that it follows those procedures when resolving student complaints.

Judgment of Compliance

☑ In Compliance

Statement of Rationale for Judgment of Compliance

Chipola College has adequate procedures for addressing written student complaints. An accessible procedure to express dissatisfaction or communicate with the administration for resolution of college-related issues is available. Chipola College students may use one of the avenues to seek resolution to problems.

- For academic appeals, students use the Grade Appeals procedure (\[1a\]; \[1b\]; \[1c\]); (\[2a\]; \[2b\]; \[2c\]);
- For disability, race, and national origin complaints, a Harassment procedure is available (\[1a\]; \[1b\]; \[1c\]); (\[2a\]; \[2b\]; \[2c\]);
- For sexual harassment complaints, a Sexual Harassment procedure is available (\[1a\]; \[1b\]; \[1c\]); (\[2a\]; \[2b\]; \[2c\]); and
- For all other issues, a general Student Grievance Procedure is provided (\[1a\]; \[1b\]; \[1c\]); (\[2a\]; \[2b\]; \[2c\]).

All grievance procedures are published and advertised to the college community through the 2006-07 Chipola College Student Handbook/Planner (\[1a\]; \[1b\]; \[1c\]); the Chipola College 2006-2007 Catalog (\[2a\]; \[2b\]; \[2c\]), the Student Services website (\[3\]), and college policy 3.340 (\[4\]). All formal grievances and appeals are documented and are on file in the appropriate administrative office. For example, all files relating to student misconduct are available in the Office of the Dean of Student Services. These files are confidential in nature and are not available in an electronic format;
however, they are available for compliance inspection in the appropriate administrative office.

Table 4.5-1 summarizes grievances filed for the past five years, including how the grievance was resolved.

<table>
<thead>
<tr>
<th>Academic Year</th>
<th>Total Grievances Filed</th>
<th>Grievances Resolved Informally</th>
<th>Grievances Resolved Formally</th>
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<tr>
<td>2001-2002</td>
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</tr>
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<td>2003-2004</td>
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<tr>
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<td>0</td>
<td>2</td>
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<tr>
<td>2005-2006</td>
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<td>0</td>
<td>0</td>
</tr>
</tbody>
</table>

In keeping with the policy guidelines of the Southern Association of Colleges and Schools, Chipola College has also adopted a policy to receive and review concerns submitted by members of the local community via college policy 1.010 ([5]).

Documentation:


[3] Chipola College website - Student Services

Chipola College Board Policy Number 1.010: The District Board of Trustees