Federal Requirement 4.5

12. The institution has adequate procedures for addressing written student complaints and is responsible for demonstrating that it follows those procedures when resolving student complaints. (Federal Requirement 4.5)

___ Compliance ___ Non-Compliance

4.5 – Student Complaints

Narrative:

Chipola College has adequate procedures for addressing written student complaints. Contacts for resolving student problems can be found in the College Catalog (2012-2013) and the Chipola College Student Handbook/Planner (2012-2013). An accessible procedure to express dissatisfaction or communicate with the administration for resolution of college-related issues is available.

A list of “first contacts” for informal resolution of issues is published in the Chipola College Catalog (1) and in the Student Handbook/Planner (2). If this informal route does not resolve an issue, students may use one of the following avenues to seek resolution to problems.

- For academic appeals, students use the Grade Appeals procedure (3; 4; 5).
- For disability, race, and national origin complaints, a Harassment procedure is available (6; 7).
- For sexual harassment complaints, a Sexual Harassment procedure is available (8; 9).
- For all other issues, a general Student Grievance Procedure is provided (10; 5).

As shown above, all grievance procedures are published and advertised to the college community through the Chipola College Student Handbook/Planner, the Chipola College Catalog, the Student Affairs website, and college policy 3.340 (11).

All formal grievances and appeals are documented and are on file in the appropriate administrative office. All files relating to student grievances, appeals, complaints and misconduct are available in the Office of the Vice President of Student Affairs. Grade appeals and complaints of an academic nature are on file in the Office of the Senior Vice President of Instruction. 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.
The college adheres to its rules and established procedures regarding the disposition of student grievances. The Vice President of Student Affairs handles general student grievance matters; the college Equity Officer handles all grievances relating to disability, race, and national origin complaints and sexual harassment complaints. In recent years, most grievances filed by students are either grade appeals or appeals for reinstatement into the associate degree nursing program.

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>
</tr>
</thead>
<tbody>
<tr>
<td>2008-2009</td>
<td>0</td>
<td>0</td>
<td>0</td>
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<tr>
<td>2009-2010</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>2010-2011</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>2011-2012</td>
<td>2</td>
<td>2</td>
<td>0</td>
</tr>
<tr>
<td>2012-2013</td>
<td>1</td>
<td>1</td>
<td>0</td>
</tr>
</tbody>
</table>

Items in a student grievance folder include (1) student grievance and accompanying documentation, (2) institution information/documentation; (3) hearing procedures; (4) committee minutes/records; (5) disposition letter to the student; and (6) if applicable, tape recordings.

No Formal Grievances During the Last Five Years: The college has not settled a formal grievance during the last five years. All complaints have been settled informally during the preliminary steps of the process. The only documents available to submit as examples were reviewed by the 2008 On-Site Review Committee.

See also CS 3.13-B--Complaint Procedures Against the Commission or Its Accredited Institutions on page 115 of this document.

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 (\ref{112}).

Distance Learning: Student Complaints
The college has clear procedures for student complaints. Online students are allowed to submit complaints, appeals, and grievances for the same reasons and by the same channels as students in on-campus courses.

Documentation:

[1] Chipola College Catalog – First Contacts
[2] Chipola College Handbook/Planner

[3] Chipola College Catalog – Student Grade Grievance Procedure

[4] Chipola College Handbook/Planner – Grade Appeals


[7] Chipola College Handbook/Planner – Harassment

[8] Chipola College Catalog – Sexual Harassment

[9] Chipola College Handbook/Planner – Sexual Harassment

[10] Chipola College Catalog – Student Grievance Procedure


[12] Chipola College Board Policy Number 1.010: The District Board of Trustees