



Policy: 8-10

Authority: 1001.65, F.S.

Law: 1006.51, F.S.

Responsible Party: Vice President, Student Affairs and Campus Presidents

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Volume 8 - Students

Student Academic Dispute and Administrative Complaint Resolution

Policy Statement:

I. Student Academic Dispute Resolution

A. Final Grades

1. Students have recourse through the Student Academic Dispute Resolution process to seek a fair determination for the assignment of a final course grade. However, final grades of "W", "WP", "WF", and "I" based upon the failure of the student to take the final examination, excessive absences, or other administrative reasons may not be grieved to the Student Final Grade Dispute Resolution Committee.
2. The policies and procedures for resolving disputes over final grades are intended to consider the college's responsibility to both students and professors. They do not invalidate any requirements mandated by a course curriculum, i.e., department-sponsored final exams, or requirements to enter or remain in a specific program. The academic prerogatives of a professor at Valencia College regarding specific course assignments or stated policies on a syllabus or other formal course-related materials cannot be challenged or appealed through this process.
3. The faculty member and/or the chief learning officer of the college, or designee, shall have the authority to authorize a change to a final course grade as a result of the process.
4. The college will establish procedures to implement the Student Academic Dispute Resolution process that
 - a. Offers a specific protocol to all students at Valencia College for resolving disputes over assigned final grades.
 - b. Prohibits retaliation against a student for participating in the Student Academic Dispute Resolution process.

B. Non-Final Grades and Matters Involving Academic Progress towards Graduation

1. Each Campus President shall be responsible for designating a person or persons to serve in the role of student Ombudsperson(s), who in that role is accountable to the president, to assist students who wish a review of decisions that are related to access to courses and credit granted toward the degree (excluding final grades). Students shall be notified of opportunities for assistance or appeal.
2. The Ombudsperson listens to student complaints, investigates the facts surrounding the complaints, and attempts to objectively make recommendations on how best to resolve the issue. The Ombudsperson is impartial, private, and informal. The Ombudsperson will not be an advocate or critic but considers the rights and interests of all parties concerned and advocates for a fair resolution. The Ombudsperson will consider the rights and obligations of the student and Valencia College. Also, the issues presented remain in confidence upon request unless otherwise required by Valencia's policies and procedures. Speaking with the Ombudsperson may help students clarify their thoughts or feelings about a situation and increase awareness of their alternatives. The Ombudsperson works with students to explore options and assists them in establishing communication with appropriate campus departments and offices.
3. The Ombudsperson:
 - a. Answers questions or refers students to someone who can help;
 - b. Interprets Valencia policies and procedures and offers guidance;
 - c. Recommends changes in policies and procedures when necessary;

- d. Mediates conflicts when requested.

II. Student Administrative Complaint Resolution

The president or designee shall develop and implement procedures for addressing written student complaints regarding administrative decisions which adversely affect the complaining student.

Related Items

- Ombudsman Guidelines
- See Policy 6Hx28:8-11 "Academic Dishonesty"
- Accreditation: Valencia College is accredited by the Commission on Colleges of the Southern Association of Colleges and Schools to award Associate and Bachelor's degrees.
- Contact the Commission on Colleges at 1866 Southern Lane, Decatur, Georgia 30033-4097 or call 404-679-4500 to file a complaint against the institution for alleged non-compliance with a standard or requirement.