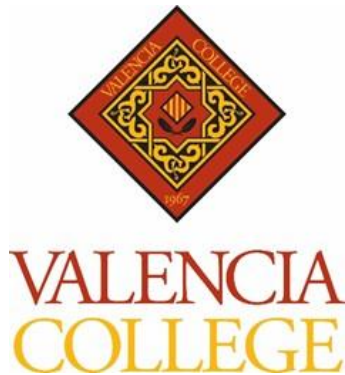


POLICY: -6Hx28: 8-10



Responsible Executive: Executive Vice President, Academic Affairs and College Provost, Student Affairs and Campus Provosts

Policy Contacts: ~~Deans of Academic Affairs~~ Asst. Vice President, Academic Enrollment Management & Operations

Specific Authority: -1001.65, F.S.
Law Implemented: -1001.~~54~~65, F.S.

Effective Date: ~~09-23-2015~~05-07-2026

Date of Last Policy Review: ~~01-08-2024~~05-07-2026

Student Final Course Grade and Academic Dispute Resolution and Administrative Complaint Resolution

Policy Statement:

I. Valencia College (“College”) provides students an opportunity to address final course grade and other academic disputes through fair and transparent processes that foster a supportive academic learning environment and resolution to such disputes.

II. Student Final Course Grade and Academic Dispute Resolution

A. Final Course Grades Dispute

1. Students have ~~recourse~~access through the Student Academic Dispute Resolution process to seek a fair determination for the assignment of a final course grade. However, final grades of any variation of "W", and/or "I" based upon the failure of the student to complete assignments, take ~~the a~~ final student assessment-examination, excessive absences, or other administrative reasons may not be grieved to, as outlined in the course syllabus, are not eligible to be reviewed through the Student Final Grade Dispute Resolution process~~Committee~~.

2. The policies and procedures for resolving disputes over final course grades are intended to ~~consider-reflect~~ the College's responsibility to both students and professors in such academic matters. 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-the~~ 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-professor~~ and/or Executive Vice President, Academic Affairs and College Provost (“EVP, AA/CP”) ~~the chief learning officer of the college,~~ or designee, shall have the authority to authorize a change to a final course grade as may be deemed necessary and appropriate in accordance with the Final Course Grade Dispute ~~result of the~~ process.
4. The College will establish procedures to implement the Student Academic Final Course Grade Dispute Resolution process that:
 - a. ~~Offers~~ a specific protocol to all students at ~~Valencia-the~~ College for resolving disputes over assigned final course grades.
 - b. ~~Prohibits~~ retaliation against a student for participating in the Student Academic Dispute Resolution process.

B. Other Academic Disputes: Non-Final Course Grades and Matters Involving Academic Progress towards Graduation

1. The College makes every effort to resolve non-final course grade/academic disputes by informal means. The College expects a student to raise any academic concerns early, provide clear and detailed information, follow applicable procedures, and be respectful to the people who are involved. Formal procedures for appealing non-final course grade/academic disputes may be found in Procedures Section III.
2. The College offers students the opportunity to express concerns privately with a student ombudsperson regarding non-final course grades and matters involving academic progress towards graduation. Students who use an ombudsperson are provided a place to explore options to make informed decisions; however, the ombudsperson does not replace or substitute for established College processes, including without limitation formal grievance, investigative, or appeal processes made available by the College.

III. The College President or designee(s) shall adopt procedures to implement this policy.

1. ~~Each Campus Provost 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:~~

~~Answers questions or refers students to someone who can help~~

~~a. Interprets Valencia policies and procedures and offers guidance; Recommends changes in policies and procedures when necessary;~~

~~b. 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.~~

Policy

History:

Adopted 12-11-74; Amended 9-15-76; Amended 1-19-83; Amended 11-18-92; Amended 12-11-07; Amended 9-23-15; Amended 05-07-2026; Formerly 6Hx28:10-06; Formerly 6Hx28:10-14; Formerly 6Hx28:10-13

Related

Documents/Policies:

Ombudsman Guidelines

College Policy 6Hx28: 8-11 –Academic ~~Dishonesty~~Integrity

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.

National Council on State Authorization Reciprocity Agreements Website <https://nc-sara.org/>

Florida State Authorization Reciprocity Agreement Website <http://www.fldoe.org/sara/>

Procedures:

I. Student Final Course Grades

A. A student may participate in the Student Final Course Grade Dispute Resolution process to seek a review of the assigned final course grade if a student believes~~thinks~~ that a final course grade was:

1. ~~not calculated in accordance with the grading methodology as defined by their professor in the course syllabi; and/or~~

~~2. assigned in an arbitrary or capricious manner arising from a failure to observe established College policies or procedures; or which results from a misinterpretation or misapplication of said College policies or practices. (Typically, arbitrary and capricious decision making involves bad faith or the failure to exercise honest judgment).~~, in violation of college policy, or was not calculated in accordance with the grading system as defined by the faculty member, the student shall have recourse through the Student Academic Dispute Resolution process to seek a fair determination of the grievance.

~~B. A campus Student Final Grade Resolution Committee shall be established by each Campus Provost.~~

~~C. Each member shall serve for one (1) calendar year but may be reappointed for additional one-year terms. The respective Campus Provost shall appoint the chair of each committee. The Campus Provost may choose to serve as chair.~~

II. Student Final Course Grade Dispute Resolution ~~p~~Process

Note: Student final course grades of any variation of “W” (Withdrawal) and/or “I” (Incomplete) are excluded from the Student Final Course Grade Dispute Resolution process.

A. Student Final Course Grade Informal Resolution: As a first step in the resolution process, a student is encouraged to discuss the assigned final course grade and concerns with their professor to reach resolution.

1. If the student’s dispute is resolved following the informal resolution with the professor, the matter is considered closed.

2. If the student's dispute is not resolved to the satisfaction of the student, the student may proceed with an appeal and the formal final course grade dispute resolution process. The first step in the conflict resolution process shall be an informal conference between the student and the faculty member about the assigned final grade.

B. Formal Student Final Course Grade Dispute Resolution

1. Student Submission of Final Course Grade Dispute: If the differences student believes the assigned final course grade was not appropriately resolved informally with their professor, have not been resolved at the first level, the second step the student may participate in an appeal process as part of the formal final course grade dispute resolution procedure by completing and submitting a Final Course Grade Dispute ("Electronic Appeal") within sixty (60) calendar days from the "Final Grades Viewable in MyVC" date as noted on the College's Academic Calendar. Failure of the student to submit the Electronic Appeal within the sixty (60) calendar day timeframe will result in the final course grade remaining as assigned by the professor.

a. The Electronic Appeal will include a student agreement checklist where the student will acknowledge and sign that they have read, understood, and completed the necessary prerequisite steps to take before submitting the student final course grade dispute.

b. The Assistant Vice President ("AVP") of Academic Enrollment Management & Operations, or designee(s), is responsible for:

i. reviewing the student electronic appeal submission in accordance with policy and procedure, to move forward in the process; and

ii. routing (as applicable) the electronic appeal information to the appropriate dean or designee to engage the formal final grade dispute resolution process. in the resolution process shall be an informal conference between the student and the academic dean or other immediate supervisor of the faculty member, and subsequently, if deemed necessary by the academic dean or other supervisor, joined by the faculty member.

2. Information Gathering: Once the dean or designee receives the Student Final Course Grade Dispute information, the dean or designee will communicate with the student to acknowledge the initial receipt of the final course grade dispute and the estimated timeframe for the student to receive a follow up communication.

a. After the initial review of the student final course grade dispute submission, the dean or designee will make appropriate contact with the student and/or professor, as applicable, to resolve the student dispute at the

lowest level; including confirmation as to whether the student tried to informally resolve the assigned final course grade concerns with their professor as a first step. If the student did not informally speak with their professor, despite having acknowledged otherwise in their Electronic Appeal submission, the dean or designee will redirect the student to participate in the informal resolution with the professor.

- b. The dean or designee has the discretion to determine the most appropriate method of communication with the student to include, but not limited to, telephone calls, in person or remote meetings, and/or official College emails. For telephone or meeting information gathering session(s) with the student, the dean or designee will follow up with an official College email summary sent to the student's College email address, outlining the conversation(s) with the student and include next steps.
- c. The types of materials the dean or designee may gather could include, but are not limited to: syllabus, grade sheet, student statement, professor statement, and/or communication threads (e.g., emails, Canvas messages).
- d. The dean or designee should normally resolve the information gathering process within ten (10) College business days unless extenuating circumstances warrant an extension to gather additional information.
 - i. Should extenuating circumstances exist that warrant granting an extension of time [longer than ten (10) College business days] for information gathering, the dean or designee will communicate as soon as possible with the student. The communication will include an estimated timeframe for the student to receive an update.
- e. Evaluation of Information Gathering and Decision: After the information gathering and research has concluded, the dean or designee will communicate the findings and the final course grade decision to the student, professor, and the EVP, AA/CP or designee.
 - i. If the student's final course grade dispute is resolved and a grade change is warranted, the student will be provided with information on the timeline and process for the grade change to be completed.
 - ii. If the student's final course grade dispute remains unresolved following the dean or designee's decision, the student will be provided with information on next steps in the appeal process, in the event the student dispute is not resolved to the satisfaction of the student.
 - i. If the differences have not been resolved at the second level, then within sixty (60) days after the final course grades are distributed to students from the Office of Admissions and Records via Atlas the student may then request a conference between the student and the

~~appropriate Campus Provost, and subsequently, if deemed necessary by the appropriate Campus Provost, joined by the academic dean or other immediate supervisor of the faculty member and the faculty member. A student who chooses this alternative may not also choose to request the review of the campus Student Final Grade Resolution Committee. In the case of a denial of a grade change, the decision of the Campus Provost shall be final. If a final course grade change is recommended by the Campus Provost, then the Campus Provost may recommend to the faculty member that the grade be changed, or in the absence of faculty concurrence, shall forward a recommendation to the chief learning officer, who in concurrence may inform the Registrar to make the grade change. No further appeal shall be provided.~~

- ~~b. In the alternative, if the student's concerns remain unresolved following the conference with the dean, rather than request a conference between the student and the appropriate Campus Provost, the student may request the review of the campus Student Final Grade Resolution Committee by obtaining the appropriate forms on Atlas and submitting them to the Campus Provost's office. This alternative is not available for the review of final grades of "W", and "I" based upon the failure of the student to take the final examination, excessive absences, or other administrative reasons.~~

D.C. _____ Student Final Course Grade Dispute Resolution Appeal Committee review
pProcess:

1. Student Submission of Appeal

- a. A student who feels their final course grade dispute remains unresolved (following the Formal Student Final Course Grade Dispute Resolution Process) may appeal the dean or designee's decision by notifying the dean or designee, as appropriate, of their desire to continue their appeal with the College Student Final Grade Dispute Resolution Committee ("Committee") within fourteen (14) calendar days of receiving the dean or designee's decision. Failure of the student to notify the dean/designee within the fourteen calendar (14) day timeframe will result in the dean or designee's decision being final for the student's final course grade.
- b. The dean must communicate with the AVP, Academic Enrollment & Operations, or designee, regarding the student's desire to continue their appeal with the College Committee.
- c. The AVP, Academic Enrollment & Operations, or designee, receiving the appeal will:
- i. notify the student, professor, dean, and initiate organizational steps with the Committee within ten (10) College business days to

collect materials to be included in a packet for Committee members;

ii. prepare packets for the student, professor, dean, and all Committee members. This includes documents relevant to the appeal, including, but not limited to:

a) Syllabi;

b) Additional course materials;

c) Communications;

d) Professor statement;

e) Student statement;

f) Student Agreement Checklist; and

iii. schedule the Committee meeting with the student, professor, dean and/or designee, and Committee members, as appropriate.

~~1. The request for review shall be presented to the Student Final Grade Resolution Committee by the student through the submission of the completed forms (the Student Final Grade Resolution Checklist and Petition) to the Campus Provost's office. These forms must be delivered or mailed to the appropriate Campus Provost within sixty (60) days after the final course grades are distributed to students from the Office of Admissions and Records via Atlas. Upon receipt of the form, the Campus Provost will notify the committee chair, who shall send copies of the form to the faculty member and the academic dean or other immediate supervisor of the faculty member.~~

2. Student Final Grade Dispute Resolution Committee ("Committee") Appeal Review:

a. ~~The Student Final Grade Resolution Committee shall act only upon a complaint final course grade dispute, which was that a final course grade: -was assigned in an arbitrary or capricious manner, in violation of college policy, in substantial and material noncompliance with the course syllabus or other formal course-related materials, or~~

i. ~~was not calculated in accordance with the grading methodology system as defined by their professor in the course syllabi; and/or~~

ii. assigned in an arbitrary or capricious manner arising from a failure to observe established College policies or procedures; or which results from a misinterpretation or misapplication of said College

policies or practices. (Typically, arbitrary and capricious decision making involves bad faith or the failure to exercise honest judgment)faculty member.

b. Committee members:

i. The Committee's role in the final course grade dispute appeal process is to provide an opportunity for the student, professor, and/or dean (as applicable) to present their views and information, evaluate all information presented, and render a recommendation in accordance with course requirements and applicable College policies and procedures.

ii. The Committee will consist of the following members:

a) Director of Academic Enrollment and Operations (Chair);

b) one (1) student;

c) one (1) Dean;

d) four (4) faculty [two (2) from General Education and two (2) from Workforce Education]; and

e) one (1) Dean alternate

iii. Each Committee member shall serve for at least one (1) academic year and may be reappointed for additional one-year terms.

c. Committee Appeal Information Review: The Committee chair has the discretion to convene with the Committee to review materials and discuss the final course grade dispute appeal agenda, as needed.

d. Committee Appeal Review Meeting

i. The Committee chair will facilitate the appeal meeting, which will include the following agenda items:

a) Introduction of committee members to the student, professor, and/or dean, as appropriate;

b) Student presents their appeal case to the Committee;

c) Professor explains to the Committee how they established their decision;

- d) Dean explains to the Committee how they established their decision;
- e) Student, professor, and dean (as applicable) can provide additional information and final comments to the Committee for consideration;
- f) Committee members may ask questions to any participant (student, professor, and/or dean, as applicable);
- g) After all parties present their information and answer questions, all participants will be excused to allow for Committee deliberation. If there is insufficient time for Committee deliberation, or if the committee needs time to do further research or consider new information, the committee may consider a follow-up meeting to complete deliberations and finalize their recommendation to the EVP, AA/CP or designee, as appropriate.
- h) After deliberations are completed, the Committee chair will communicate the Committee's recommendation to the EVP, AA/CP within a reasonable timeframe. This will include the recommendation and all supporting documentation.

ii. Based upon the recommendation, the EVP, AA/CP or designee has the authority to accept or modify the recommendation(s) and will issue their final written decision to the student, professor, dean, Committee chair, and AVP, Academic Enrollment Management & Operations, as applicable.

- a) If the final decision indicates a change of grade is appropriate, the specific grade change indicated by the decision will be forwarded to the registrar's office to update the student's record.

iii. The decision of this final appeal step is the final College action of closing the College's Student Final Course Grade Dispute Resolution Appeal process on the matters presented.

~~The Student Final Grade Resolution Committee shall conduct its review in a prompt manner.~~

~~2. The following rules shall govern the conduct of the committee review conference:~~

- a. ~~A quorum for each review conference shall consist of not fewer than four (4) members or alternates. Whenever feasible, committee membership should be based on student, faculty, staff and multi-campus representation.~~

~~However, in order to expedite the process, formal review conferences may proceed with a quorum of four (4) members or alternates.~~

- ~~b. The student shall be given an opportunity to provide the committee chair, within five (5) working days prior to the review conference, with an advance copy of materials, a list or summary of major issues, and a list of persons expected to be asked by the student to attend the review conference. The committee will determine what materials and who will be included in the review conference; however, the committee shall afford the student with a fair opportunity to present his or her position and all pertinent facts supporting their position.~~
 - ~~c. The involved faculty member at their discretion may elect to appear or not to appear at the review conference although the faculty member is encouraged to do so. However, the faculty member shall provide the committee with their course syllabus and/or other formal course-related materials by which the student's final grade was determined and a memorandum of response to the student's complaint which shall set forth the evaluation system used in the course and the means by which the final course grade was assigned to the student. The student shall not have access to the professor's grade book.~~
 - ~~d. Should the student indicate on their Petition the intention of attending the review conference and fail to appear without timely prior notification to the chair, the committee may elect to terminate the matter without further consideration.~~
 - ~~e. The committee shall review the student's complaint in an informal, non-legalistic manner according to procedures determined by the committee that shall ensure that pertinent information is made available to the committee, and, promptly following the review conference, the chair shall make the written recommendation of the committee to the Campus Provost. The committee's recommendation shall contain a summary of the conclusions of the committee. A copy of the recommendation of the committee shall be furnished to the student and the involved faculty member. In the case of a denial of a grade change, the decision of the Campus Provost on the committee's recommendation shall be final.~~
- ~~3. If a final course grade change is recommended by the committee and accepted by the Campus Provost, then the Campus Provost may recommend to the faculty member that the grade be changed, or in the absence of faculty concurrence, the Campus Provost shall forward a recommendation to the chief learning officer, who in concurrence may inform the Registrar to make the grade change. No further appeal shall be provided. Copies of the recommendation of the committee and decision of the Campus Provost shall be sent to the student, the faculty member, and the chair of the Student Final Grade Resolution Committee.~~

~~4. If a final course grade change is not recommended by the committee and the Campus Provost accepts the recommendation, the Campus Provost shall issue a memorandum to that effect. The decision of the Campus Provost shall be final. Copies of the recommendation of the committee and decision of the Campus Provost shall be sent to the student, the faculty member, and the chair of the Student Final Grade Resolution Committee.~~

~~E.D. The office of the respective Campus Provost shall AVP, Academic Enrollment Management & Operations, or designee(s), will work collaboratively with deans, and the EVP, AA/CP or designee to maintain appropriate files documentation of each matter addressed in this process in accordance with records retention requirements.~~

~~F. Retaliation against a student by a faculty member for participating in this process is prohibited.~~

H.III. Academic Disputes (Non-Final Course Grades and Matters) Involving Academic Progress towards Graduation: Ombudsperson Resource and Informal Resolution

A. Student Ombudsperson Resource

1. A student may seek assistance from a College student Ombudsperson to resolve a complaint, concern, or problem regarding a non-final course grade or other academic matter involving academic progress towards graduation.
2. The student Ombudsperson's role is to:
 - a. listen to student complaints to objectively make recommendations on how best to resolve the issue;
 - b. be impartial, private, and informal;
 - c. consider the rights and interests of all parties concerned and advocate for a fair resolution; and
 - d. consider the rights and obligations of the student and the College.
3. The issues presented by the student to the student Ombudsperson remain in confidence, upon request, unless otherwise required by the College's policies and procedures. Speaking with a student Ombudsperson may help a student clarify their thoughts or feelings about a situation, increase awareness of their alternatives, explore options, and assist in establishing communication with appropriate College departments.
4. The student Ombudsperson:
 - a. answers questions, refers students to appropriate departments, and mediates conflict when requested by the student;

- b. interprets College policies and procedures and offers guidance; and
- c. recommends changes in policies and procedures when necessary.

5. The EVP, AA/CP or designee shall be responsible for designating a person(s) to serve in the role of student Ombudsperson(s), who in that role is accountable to the College President, and for administrative purposes reports to the EVP, AA/CP, to assist students who wish a review of decisions that are related to access to courses and credit granted toward the degree (excluding final course grades). Students shall be notified of opportunities for assistance or repeal.

B. Academic Dispute: Informal Resolution

1. The College expects a student to raise any concerns early to their professor but no later than the last day of the term in which the dispute arose, provide clear and detailed information, follow applicable procedures, and be respectful of the people who are involved.
2. As a first step in the informal resolution process, a student is encouraged to discuss their academic concerns with their professor to reach resolution.
 - a. If the student's dispute is resolved following the informal resolution with the professor, the matter is considered closed.
 - b. If the student's dispute remains unresolved following the informal resolution step with the professor, the student may proceed with an Electronic Appeal (MyVC) to the respective dean or designee.

C. Academic Dispute: Informal Resolution Appeal

1. Information Gathering: Once the dean or designee receives the Student Academic Dispute information, the dean or designee will communicate with the student to acknowledge the initial receipt of the concerns and provide an estimated timeframe for the student to receive a follow up communication.
 2. Evaluation of Information and Decision: The dean or designee, in collaboration with the EVP, AA/CP or designee, has the discretion to determine the most appropriate method of resolution with the student. The dean or designee will communicate the final decision to the student and professor, as appropriate.
- ~~A. Each Campus Provost shall establish procedures by which a student may contact the office of the campus Ombudsperson(s) regarding a decision that is related to the student's access to courses and credit granted toward the degree. Information concerning these procedures will be included in the catalog and/or on the college website.~~

~~B. The college shall develop minimum standards for the role of the campus Ombudsperson(s). The standards shall address the issue of notification of students of opportunities for assistance or appeal.~~

~~C. Retaliation against a student by a faculty or staff member for participating in this process is prohibited.~~

III.IV. Student Administrative Complaint Resolution for Non-Academic Matters

~~Valencia College staff leaders are a resource for students seeking assistance in resolving issues with non-academic matters in College service areas, including but not limited to, advising, bookstore, financial aid, residency for tuition purposes, library, parking, residency for tuition purposes, and security. For more information on student resources for non-academic matters see the College’s Student Handbook and/or the Student Dispute Information on the College website: <https://valenciacollege.edu/students/disputes/learn-more.php#administrative>. The chart below lists the appropriate staff leaders who can assist with designated issues. Students may follow the progression of staff assistance in an administrative area, starting with the first response level, to bring resolution to the issue.~~

Issues	First Response	Next Level	Next Level	Administrator	Campus Provost or Vice President
Advising	Assistant Director, Advising	Campus Director, Advising		Dean, Student Success	VP, Student Affairs
Campus Store	Manager, Campus Store	Director, Auxiliary Services		AVP, Campus Safety & Services	VP, Student Affairs
Counseling				Dean, Holistic Student Support	VP, Student Affairs
Discrimination and/or Harassment	Equal Opportunity Office			AVP, Human Resources	VP, Organizational Development & Human Resources
Faculty Concerns	Faculty Member	Academic Dean		Campus Provost	College Provost & VP,

					Academic Affairs
Financial Aid	Assistant Director, Financial Aid Services	Director, Student Financial Aid Services		AVP, Financial Aid and Veteran Services	VP, Student Affairs
Graduation	Assistant Director, Records and Graduation	Director, Records and Graduation		Dean, Records & Registration	VP, Student Affairs
International Student Services (ISS)	Coordinator, International Students	Assistant Director, International Students	Senior Director, International Students	AVP, Global and Continuing Education	VP, Workforce, Career, & Professional Education
Library or Librarian	Library Services Supervisor	Director, Library		Dean, Learning Support	Campus Provost
New Student Orientation	Coordinator, New Student Orientation	Campus Director, Advising	Collegewide Director, Advising	Dean, Student Success	VP, Student Affairs
Parking and/or Security	Field Supervisor, Security	Director, Security	Managing Director, Safety & Security	AVP, Campus Safety & Services	VP, Student Affairs
Registration	Manager, Answer Center	Director, Admissions/Registration		Dean, Student Enrollment and Records	VP, Student Affairs
Student Accounts	Coordinator, Business Office	Assistant Director, Accounting	Senior Director, Accounting	AVP, Financial Services	Chief Financial Officer
Students with Disabilities	Disabilities Services Manager	Director, Students with Disabilities		Dean, Student Success	VP, Student Affairs
Testing and Assessment Services	Coordinator, Testing and Assessment	Asst Director, Testing and Assessment	Director, Testing and Assessment	Dean, Learning Support	College Provost & VP, Academic Affairs
Transcripts	Assistant Director, Admissions	Director, Admissions and Registration		Dean, Student Enrollment and Records	VP, Student Affairs
Tutoring	Instructional Lab Supervisor	Campus Learning Support Manager		Dean, Learning Support	College Provost & VP, Academic Affairs

Veterans Affairs	Veterans Affairs Specialist			AVP, Financial Aid Services and Veterans Affairs	VP, Student Affairs
State Authorization Reciprocity Agreements	AVP, Academic Affairs				College Provost & VP, Academic Affairs

— For more information on student resources, see Student Handbook.

IV.V. National Council on State Authorization Reciprocity Agreements Requirements

A. ~~The College is part of the Students located in a~~ State Authorization Reciprocity Agreement (SARA) ~~for an eligible interstate student that participates in a distance education course(s) and program(s) offered at the College, state with a complaint about an institution operating under SARA, including Valencia, Such student that is seeking assistance with concerns of academic and non-academic matters at the College~~ must first go through the College's procedure for resolution of student complaints/grievances. Allegations of criminal offenses or alleged violations of Florida's general purpose laws may be made directly to the relevant State agencies.

~~B. Accordingly, if a student located in a State Authorization Reciprocity Agreement (SARA) state bringing a complaint about Valencia~~ If the student is not satisfied with the outcome of the College's process for handling complaints, **excluding complaints regarding student grades or student conduct violations - which are governed entirely by Valencia's the College's policies and procedures and the laws of Florida** - the complaint (except for complaints about grades or student conduct violations) may be appealed by notifying the Division of Florida Colleges.

1. www.fldoe.org/schools/higher-ed/fl-college-system/

2. [850-245-0505](tel:850-245-0505)

3. [Division of Florida Colleges](#)

[325 W. Gaines Street](#)

[Tallahassee, FL 32399](#)

~~B.C.~~ If the student is not satisfied with the outcome from the Division of Florida Colleges, the student must notify in writing, within two years of the incident about which the complaint is made, to the Florida Postsecondary Reciprocal Distance Education Coordinating Council ("Council") by sending an email to FLSARAinfo@fldoe.org.

~~C.D.~~ The Council shall notify the SARA Portal Entity for the State in which the student is located of receipt of that appealed complaint. While the final resolution of the complaint rests with the Council, the Portal Entity in the complainant's location State may assist as needed. The Council is responsible for conducting the investigation and resolution of eligible complaints that are not resolved at the College level. The Council may enlist the assistance of other responsible entities in the State in carrying out the work

of complaint resolution. The resolution of the complaint by the Council, through its SARA complaint resolution process, will be final, except for complaints that involve the State of Florida using its laws of general application to pursue action against the College for alleged violations of those laws.

D.E. Postsecondary Reciprocal Distance Education Coordinating Council Complaint
~~Requirements include:~~

1. The Complaint must be filed within two years of the incident about which the complaint is made.
2. The student must Complete the ~~institutional-College's~~ complaint process and the Division of Florida College's process prior to submission with the Council.
3. The Complaint must be a formal assertion in writing that the terms of SARA, or of laws, standards or regulations incorporated by SARA, are being violated by a person, institution, state, agency or other organization or entity operating under the terms of SARA.
4. ~~You are a~~ The individual is a student of ~~an~~ FL-SARA approved institution.
5. If the individual is ~~you are~~ not a student, but ~~has~~ ve a concern about any of the ~~above~~ steps listed within this section (Procedures Section V.E.), you-the individual may submit a complaint using the same process outlined in these procedures.
6. For additional information, ~~please~~ visit [FL-SARA Complaint Process](#).

V.VI. Retaliation by a professor or other College employee against a student for engaging in good faith with established College processes promoting dispute resolution is prohibited. Any report of such retaliation against a student should be made to the office of Student Rights and Responsibilities for further evaluation and appropriate response.

**Procedure
History:**

Adopted 1-5-09; Amended 9-23-15; Amended 12-19-19; Amended 04-18-2023; Amended 01-08-2024;
Amended 05-07-2026; Formerly 6Hx28:10-13

Date of Last Procedure Review: ~~01-08-2024~~05-07-2026