

EACC Grievance Procedure – Non-Academic

EACC Student Handbook

Grievance Procedure:

The grievance procedure has been established to review a decision which is alleged to be inconsistent with the rights and responsibilities of students and employees established in the East Arkansas Community College Affirmative Action, Equal Opportunity, and Non-Discrimination Policy.

1. The student or employee making the allegation shall submit to the ADA contact a written statement for appeal. A complaint should be filed within 15 days after the complainant becomes aware of the alleged violation.
2. Upon receipt of the written allegation of a grievance the coordinator shall notify the President of the College who shall appoint a committee to review the matter.

The Grievance Committee shall thereupon conduct a hearing after review, a written statement of the committee's decision and the reason for it will be issued.

3. The committee shall promptly send to the originator of the appeal a duplicate copy of the statement. If the decision is inconsistent with federal guidelines and College policy, the committee shall notify the office or person responsible for the regulation and administrative decision is undertaken immediately. If the decision of the committee is that the decision is consistent with federal guidelines and College policy, the person making the allegation may appeal the decision to the President of the College. The request for appeal should be made within 30 days.
4. The ADA contact shall keep a record of all complaints and committee decisions for future reference.
5. Decisions of the committee will be made within 14 days of the notification of appeal from the ADA contact. Expedited consideration will be given of urgent cases in which it is alleged that a regulation threatens immediate and irreparable infringement of rights.

Student Signature

Date

V. ACADEMIC GRIEVANCE:

Recognizing that both student and faculty have rights regarding academic matters, East Arkansas Community College sets forth an academic grievance procedure. The procedure serves the purpose of:

1. Providing the student with redress and due process.
2. Protecting faculty rights in freedom of instruction.
3. Providing a mechanism for problem-solving.
4. Achieving an equitable resolution of the grievance as quickly as possible.

The following steps are to be followed regarding student academic grievance:

1. The student meets with the faculty member regarding any problem. The student and faculty member should discuss the problem thoroughly and attempt to reach an agreement.
2. If an agreement cannot be reached between the student and faculty member, the faculty member's supervisor is contacted by the student. The student, the faculty member, and the supervisor are to meet together to thoroughly discuss the problem and attempt to attain a solution. Supervisors are determined by the Vice President in charge of the academic area in which the complaint has arisen. In some cases, a Vice-President may be a direct supervisor of a faculty member.
3. If a solution is not reached the student may at this point formalize the grievance by putting it in writing to the appropriate supervising Vice-President, including conditions giving rise to the grievance names of parties involved, and the remedy requested. In cases in which the Vice President is the direct supervisor of the faculty member, another Vice President may be asked to fulfill the role herein described.
 - a. The formal written grievance must be addressed and submitted to the appropriate supervising academic Vice President. This formalized, written grievance must be received by the supervising Vice President within 48 hours (excluding holidays/weekends) following the meeting between the students, the faculty member's supervisor.
 - b. The Vice President first determines if previous steps in the process have been followed by the student and explains to the students the remaining steps in the process.
 - c. The Vice President notifies the faculty member and the respective supervisor that a grievance has been filed and supplies a copy of the written grievance to the faculty member and the faculty member's supervisor.
 - d. The issues of the grievance are thoroughly discussed by the Vice President and the student and the instructor and his/her supervisor in the attempt to reach an understanding and agreement.
 - e. Within 72 hours (excluding holidays/weekends) after receiving the student's written grievance, the Vice President will render a decision. The Vice President may render a

decision as to the merit of the grievance, the adherence to proper steps in the process, or he/she may determine that no grievance exists or that the complaint is not actionable due to missing or otherwise limited information. This decision will be delivered in writing (mail or college email) within 72 hours after receiving the student's written grievance. In cases in which the Vice President is the direct supervisor of the faculty member, another Vice President may be asked to fulfill the role herein described.

4. If the student does not accept the Vice President's decision, the student may request a review by an Academic Grievance Committee. This request must be made within 48 hours of the delivery of the Vice President's decision.
5. Written notification of this request should be made to the appropriate Vice President, who shall notify the President that a committee must be convened. The Academic Grievance Committee will be composed of at least one Vice President, two faculty members, and two staff members. Instructors and staff who are parties in the grievance may not serve as members of the Committee. Committee members shall be appointed by the President within 48 hours of his/her receipt of notification that a committee must be convened.
6. Within 48 hours of appointment, the Committee will schedule a hearing to review all relevant information regarding the grievance. Witnesses may be called as needed as determined by the Committee.
7. The Committee may determine whether there are sufficient grounds for a hearing. If the committee decides not to hear the grievance, the student is to be notified of the decision and given the supporting rationale. If the Committee determines there are sufficient grounds to conduct a hearing, such hearing is scheduled within 48 hours of the Committee's decision to hear the grievance. If the Committee determines there are not sufficient grounds to warrant a hearing, the decision and supporting rationale are reported in a written decision to the student within 48 hours of its decision.
8. Only the student and faculty member involved are to be present during the committee hearing; however, if witnesses are to be called by the parties, the Committee chairperson must be notified 24 hours prior to the hearing. The student may present such evidence as is relevant to the dispute.
9. The Committee renders a written decision, including its findings and recommendations, within 48 hours of the hearing (excluding holidays and weekends).
10. The student or instructor may request a procedural review by the College President within 48 hours of the receipt of the decision (excluding holidays and weekends).
 - a. The original grievance and final report of the Academic Grievance Committee are submitted to the President who reviews the information submitted.
 - b. Within 48 hours (excluding holidays and weekends) after the President receives the information, the President will render a decision regarding the Committee's adherence to college and committee policy and procedure based on the written information submitted.

11. The President has the option to remand the Committee's findings to the Committee for further consideration.
12. The grievance procedure must be initiated and completed prior to the end of the term succeeding the term in which the incident occurred (excluding summer terms).
13. Students who are engaged in out-of-state or distance learning have the opportunity to file a complaint with the Arkansas Division of Higher Education (ADHE) after completing EACC's academic grievance process. Additional information, including the Student Grievance Form, may be found here:
<https://www.adhe.edu/students-parents/colleges-universities/student-grievance-form/>

If you need assistance in completing the form, you may email advising @eacc.edu or call 1-877-797-3222.