



NWCNHS Student Academic Grievance/Appeal Procedure

Revised 10/23/2023

NWCNHS students have the right to grieve/appeal academic grading/course complaints/controversies and program progression/dismissal decisions. According to the FIU Student Policy (undergraduate and graduate) written guidelines:

The FIU Academic Grievance Procedure indicates that reasons for an academic grievance include “are defined as any complaint or controversy alleging: 1) arbitrary or capricious awarding of grades; 2) unprofessional conduct by a professor which adversely affects either a student’s ability to satisfy academic expectations, whether in the classroom, the field, or a lab, or the student’s actual performance; 3) Inappropriate or inadequate academic advising; 4) arbitrary dismissal from a ... course or program; 5) Irregularities in the implementation of policies or procedures in grievance hearings”. See here: <https://dasa.fiu.edu/all-departments/academic-grievances/>

For a grievance to proceed, it must be within the scope of this policy.

Students who wish to appeal MUST FIRST follow the NWCNHS academic grievance/appeal procedure as outlined below. The student must meet first with the faculty member, then, if necessary, the chair, and if needed, with the Dean to settle the grievance informally via open and transparent processes of communication. After all levels of informal resolution have been exhausted, the student may proceed to file a formal academic grievance with the Faculty Fellow for Academic Integrity using the following link: <https://dasa.fiu.edu/all-departments/academic-grievances/>

Step 1.

If a grade impacts the student’s program progression for the subsequent semester and the student wishes to grieve, the student must begin the grievance process within three (3) working days after the grade is officially posted by communicating with the faculty member.

Communicate with the course faculty member(s) about the grade or other controversies/course complaints within three (3) working days after grade is posted or controversy occurs.

Communication with the course faculty member may include email, text, in-person, or virtual meetings. The student must explain the nature (what is the reason) and condition (what are the facts to support the complaint/controversy) of the appeal.

These meetings must be documented – time, place, with whom, and the outcome. It is highly recommended that the faculty member responds with an email or other communication (i.e., through the PSN system) to the student that summarizes the nature of the meeting, grievance, and outcome (i.e., is the grade staying the same, changing) and the student acknowledges receipt.

A student who is dismissed from a program and files a grievance will NOT be allowed to enroll in courses until the grievance process is completed.

Step 2.

If unresolved at the faculty level, the student has seven (7) working days from notification from the faculty member to proceed with the appeal to the level of the department chair/director (or designee) if the student desires. The appeal must be in writing and include the nature (reason) and condition (set of factors with data) of the grievance, and a summary of previous efforts to resolve it. The written appeal must be addressed to the department chair/director. Electronic submission of the grievance will be accepted. The student must include a current address and telephone contact number(s). An appointment to meet with the department chair/director may be made.

Step 3.

After the student submits the written appeal and meets with the chair/director of the program, a written response to the student from the Chair or their designee will occur within seven (7) working days of the notification or meeting. The notification to the student can be via email. If a student has not received a response within ten (10) working days of the submitted appeal, the student **MUST** contact the office of the Chair/director to follow up on the grievance.

Step 4.

If the complaint is still unresolved the student has seven (7) working days from receipt of the letter from the chair/director of the program to proceed with the appeal to the level of the Associate Dean of Academic Affairs (or designee) if the student desires. A written document must include the nature and condition of the grievance, plus a summary of previous efforts to resolve it. The written appeal must be addressed to the Associate Dean of Academic Affairs and signed and date-stamped by program staff upon receipt (the date of receipt of the e-mail would be the date stamp). An appointment to meet with the Associate Dean may be made.

NOTE: For a clinical course or clinical progression complaint/controversy, the student appeals to the Faculty Assembly Student Affairs Committee following the same process as stated above in 4. The level of appeals for a clinical course or clinical progression complaint/controversy is first (#1)—faculty member; second (#2)—Chair, Faculty Assembly Student Affairs Committee; third (#3)—Associate Dean of Academic Affairs; and fourth (#4)—Dean.

Step 5.

After the student submits the written appeal and meets with the Associate Dean of Academic Affairs, a written response to the student via email from the administrator or their designee will occur within seven (7) working days of the date-stamped appeal. If a student has not received an email within ten (10) working days of the submitted appeal, the student **MUST** contact the office of the Associate Dean to follow up on the grievance.

Step 6.

If the grievance remains unresolved the student has seven (7) working days from the date on the letter to proceed with the appeal to the level of the Dean (or designee) if the student desires. The document must include the nature and condition of the grievance, plus a summary of previous efforts to resolve it. The written appeal must be addressed to the Dean; a hard copy or email must be signed by the student



and be date-stamped by program staff upon receipt (the date of receipt of the e-mail would be the date stamp). An appointment to meet with the Dean may be made.

Step 7.

After the student submits the written appeal and meets with the Dean, a written response to the student via email from the Dean or their designee will occur within seven (7) working days after the date-stamped appeal. If a student has not received an email within ten (10) working days of the submitted appeal, the student MUST contact the office of the Dean to follow up on the process.

Step 8.

Following the College process, if the grievance remains unresolved and the student wants to file a formal grievance the student must use the appropriate form (linked below for undergraduate or graduate) and follow the process and timeline to continue at the University level.

The following links and forms are for **Formal Grievances**.

Undergraduate formal grievance form: <https://dasa.fiu.edu/all-departments/academic-grievances/assets/docs/undergraduate-formal-academic-grievance-form.pdf>

Graduate formal grievance form: <https://dasa.fiu.edu/all-departments/academic-grievances/assets/docs/graduate-formal-academic-grievance-form.pdf>