Students may request accommodations at any time during the process to ensure full and meaningful participation.

Parties engaged in the student grievance process have the right to a support person at any time.

START

Student contacts the Dean of Students Office (DoS) with a grievance. Student may choose to pursue a formal or alternate resolution.

FORMAL RESOLUTION

The DoS Office accepts and reviews the grievance. The case is assigned a Conflict Resolution Officer (CRO). The CRO then communicates the outcome of the assessment of the grievance to the student within 15 days of receipt of the written grievance.

ACCEPTED

When a grievance is accepted, it is assigned to a CRO for investigation who then delivers a report of findings to the Vice Chancellor of Student Affairs and Success (VCSAS) and notifies the complainant and respondent of the submitttal. The VCSAS, or designee, will issue a determination of outcome to complainant and respondent within 10 working days.

A redacted version of the report is made available to the parties for review upon request at any point after the Determination of Outcome is released.

ADMINISTRATIVE REVIEW

The Campus Conduct Board issues its recommendations to the VC, who then issues a final determination of outcome to the grievant and respondent within 15 working days.

ADMINISTRATIVE REVIEW APPEAL

If a student appeals, the VC communicates the outcome of the appeal decision to the student within 20 days of receipt of the appeal.

ACCEPTED

DISMISSED

When a grievance is dismissed, the student is notified and provided information for appealing the dismissal of the grievance. The student will have 10 days to appeal dismissal of grievance to the Vice Chancellor (VC). Grievance can still be assigned to an alternate resolution.

ALTERNATE RESOLUTION

When a grievance is incomplete, the CRO will notify the student and the student will have 10 days to update and resubmit the grievance.

DISMISSED

When a grievance is dismissed, the student is notified and provided information for appealing the dismissal of the grievance. The student will have 10 days to appeal dismissal of grievance to the Vice Chancellor (VC). Grievance can still be assigned to an alternate resolution.

ALTERNATE RESOLUTION

The CRO then communicates the outcome of the assessment of the grievance to the student within 15 days of receipt of the written grievance.

ACCEPTED

INCOMPLETE

When a grievance is incomplete, the CRO will notify the student and the student will have 10 days to update and resubmit the grievance.

When the student grievance is accepted, it is assigned to a CRO for investigation who then delivers a report of findings to the Vice Chancellor of Student Affairs and Success (VCSAS) and notifies the complainant and respondent of the submitttal. The VCSAS, or designee, will issue a determination of outcome to complainant and respondent within 10 working days.

The complaint may request administrative review of the findings by issuing a request to the VC within 5 working days from the date of the determination of outcome. The Vice Chancellor's Office will then schedule and administer the administrative review within 30 working days. The review is conducted by the Campus Conduct Board and their findings are issued to the VC within five working days of the board completing its review.

The complaint may request administrative review of the findings by issuing a request to the VC within 5 working days from the date of the determination of outcome. The Vice Chancellor's Office will then schedule and administer the administrative review within 30 working days. The review is conducted by the Campus Conduct Board and their findings are issued to the VC within five working days of the board completing its review.

Formal Resolution Process Ends

Grievance is assigned to Conflict Resolution Officer (CRO) for informal resolution and/or referred to appropriate campus partner for support.

Alternate Resolution Process Ends

Student submits appeal directly to Chancellor or designee (as outlined in the VC's final outcome letter) within 5 working days. Chancellor or designee reviews appeal and issues the decision within 15 working days. The decision is final and binding.

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