

Florida A&M University

College of Social Sciences Arts and Humanities Grievance Committee

Appeals Procedures

1. **Appeal to Grievance Committee.** All appeals of departmental decisions within the College of Social Sciences Arts and Humanities regarding student appeals and complaints specified in Paragraph 2 will be heard by the Grievance Committee. No appeal may be filed for consideration by the Grievance Committee that has not complied with The College of Social Sciences Arts, and Humanities requirements for attempts at dispute resolution between the student and the faculty member and for appeals to the department chair.

2. **What decisions or actions may be appealed.** A student may appeal a departmental decision to the Grievance Committee in the following cases:
 - A. **Grades.** Where a final course grade is alleged to have been given by a faculty member to the student in capricious, arbitrary, or discriminatory manner. As used in this paragraph:
 - I. “capricious” means not resulting from a reasonable and announced grading policy and procedure.
 - II. “arbitrary” means without sound academic basis or else based primarily upon personal preference or whim.
 - III. “discriminatory” means differential treatment based upon race, religion, color, age, gender, sexual orientation, disability, or national origin.

 - B. **Unacceptable academic learning condition.** Where a faculty member, staff member, or administrator has created or perpetuated an unauthorized academic learning condition or environment that has caused a significant and ascertainable negative impact upon the student.

3. **Manner of filing appeal.** All appeals made to the Grievance Committee on or after October 1, 2004, will commence with the filing of a properly completed appeal form, as approved by the Dean of College of Social Sciences Arts, and Humanities. Appeal forms may be obtained in the office of the department from which the appeal is taken or in the office of the Dean (214 Tucker Hall). Any appeal pending prior to October 1, 2004, remains subject to application procedures in effect at the time of the appeal’s submission.

4. **Where appeal filed.** An appeal must be filed in the Office of the Dean of the College of Social Sciences Arts, and Humanities (214 Tucker Hall).

5. **Timing of appeal.** An appeal must be filed within thirty (30) calendar days of the rendering of the departmental decision being appealed, unless the Grievance Committee grants additional time for appeal based upon just cause and in the interest of a just resolution of the appeal.
6. **Initial processing of appeal.** After receipt of a properly executed appeal form, the Associate Dean of the College of Social Sciences Arts, and Humanities will refer the appeal in a timely manner to the Grievance Committee by transmittal to the committee chair. The Associate Dean will retain all documentation within his or her custody pertaining to the appeal, such documentation to be referred upon its receipt to the committee by transmittal to the committee chair. The committee chair, in turn, will furnish each member of the committee with the appeal form, supporting documentation, and other materials relevant to the appeal.
7. **Scheduling of hearing.** The chairman of the Grievance committee, upon receipt of an appeal and necessary documentation, expeditiously will schedule a hearing in the matter before the committee. Unless otherwise directed by the committee or its chair, all hearings will be held in Room 101 Tucker Hall from 3:30p.m. to 5:00 p.m. on the second and fourth Tuesdays in each month. The committee chair will notify all parties to the appeal-including the student making the appeal, the faculty member, staff member or administrator whose action gave rise to the appeal, and the appropriate department chair-of the date, time, and location of the hearing. The notice will be made in writing not less than seven (7) calendar days in advance of the hearing, unless each of the concerned parties to an appeal waives the notice requirement.
8. **Hearings. Unless otherwise allowed by the committee in the interest of a just resolution of an appeal,** each party to an appeal will be allowed not more than ten (10) minutes to present his or her respective position. Only the student making the appeal, the faculty member, staff member or administrator whose action gave rise to the appeal, and the appropriate department chair will be allowed to speak during a hearing. Pertinent information from witnesses having direct knowledge of the circumstances giving rise to the appeal may be submitted to the committee in written form, although the committee upon its own motion may call witnesses for oral testimony at a hearing.

9. **Hearing record.** As directed by the committee chair, an appropriate written record of each appeal hearing will be taken and maintained.
10. **Grievance Committee findings and recommendations.** After completion of the hearing of an appeal, the Grievance Committee expeditiously will review of record of the appeal in the interest of a just resolution. Notice of the committee's findings and recommendations will be forwarded in writing by the committee chair to the Dean of the College of Social Sciences Arts, And Humanities as soon as is reasonably practicable after the committee's decisions are taken.
11. **Final determination.** The Dean of the College of Social Sciences Arts, and Humanities will review the Grievance Committee findings and recommendations in each appeal in a timely manner. As soon as is reasonably practicable thereafter, he or she will notify the parties to the appeal in writing of his or her decision and also will provide each of the parties with a copy of the Grievance Committee's findings and recommendations.
12. **Other grievances.** For information concerning student grievances other than those subject to appeal to the Grievance Committee, see the Florida A&M University General Catalog, including sections relating to academic discipline; cheating and plagiarism; readmission from suspension; modification of degree requirements; university non-discrimination policies; policy on disruptive behavior; university code of conduct; and general catalog policy on student petitions.

APPENDIX XVI

STUDENT GRADE APPEAL PROCESS FOR THE COLLEGE OF SOCIAL SCIENCES ARTS, AND HUMANITIES

6c-4.02 Academic Grievances

It is the intent of these rules to provide a fair and consistent process for resolving student grievances pertaining to academic matters. The steps specified are designed to encourage the student, before filing a complaint, to resolve the grievance by conferring with the academic administrators of the college and, as necessary, with their counterparts in other academic units.

Procedural Steps

The steps to be taken in resolving grade disputes are as follows:

1. The student must attempt as soon as is reasonably practicable after receipt of the grade that is the subject of the dispute to communicate directly with the instructor in an effort to resolve the issue. If no resolution satisfactory to the student results from the communication or if, after reasonable effort, the student fails in attempts to communicate with the instructor, then the student may proceed to step 2.
2. A Student whose dispute has not been resolved satisfactorily by communicating directly with the instructor or who has failed in reasonable attempts to communicate directly with the instructor, may take his or her grievance in writing to the chair of the department in which the course is offered. All disputes referred to a chair must be brought to his or her attention within thirty (30) calendar days after the end of the semester in which the disputed grade was awarded. The chair will submit a written summary of his or her findings and decision to the student and to the instructor in a timely manner but not later than thirty (30) days following initial receipt of the dispute.
3. When the concerned instructor serves as well as department chair, the dispute may be filed with the Associate Dean of the College of Social Sciences Arts, and Humanities rather than with the department chair.
4. An appeal of the decision of a department chair pursuant to paragraph 2 or of the Associate Dean of the College of Social Sciences Arts, And Humanities pursuant to paragraph 3 may be taken to the Dean of the College of Social Sciences Arts, And Humanities. Any such appeal must be within ten (10) calendar days of the date of the decision of the department chair or associate dean on the form prescribed by the dean for

appeals to be heard by the College of Social Sciences Arts, And Humanities Grievance Committee.

5. The CSSAH Grievance Committee will review each appeal, conduct a hearing if appropriate, and issue findings and recommendations to the dean as provided for in the appeal procedures approved by the dean for the CSSAH Grievance Committee. Unless otherwise directed by the committee or its chair, all hearings will be held in Room 101 Tucker Hall from 3:30 p.m. to 5:00 p.m. on the second and fourth Tuesdays in each month. The chair will forward committee findings and recommendations to the dean as soon as is reasonably practicable once the committee's decisions have been taken.
6. The Dean of the College of Social Sciences Arts, And Humanities will review the Grievance Committee findings and recommendations in each appeal in a timely manner. As soon as is reasonably practicable thereafter, he or she will notify the parties to the appeal in writing of his or her decision and also will provide each of the parties with a copy of the Grievance Committee's findings and recommendations.
7. In the case of a College of Social Sciences Arts, and Humanities student who has a creditable grade dispute arising out of a course offered outside the College of Social Sciences Arts, and Humanities the Dean of the College of Social Sciences Arts, And Humanities, upon written request by the student, will endeavor to contact the appropriate administrative counterpart in the other college or school to urge just resolution of the dispute and to request notification of proceedings and decisions regarding the dispute.

Telephone:

(850) 599.3430

Grievance Committee Fax:

(850) 561.2290

Application for Student Appeal (Grievance)
(Please type information on form. Handwritten forms will not be accepted.)

Name of Student: _____

Student ID No.: _____ Student's Major: _____

Address: (Local) _____

(Permanent) _____

(E-mail) _____

Phone No.: (Local or Cell) _____ (Permanent) _____

Class Rank:

Freshman [] Sophomore [] Junior [] Senior [] Graduate Student []

Nature of Appeal (please check appropriate box(es)):

- [] Arbitrary grading [] Discriminatory grading
[] Capricious grading [] Unacceptable Academic Learning Condition

Course from which dispute arises:

Course Number: _____ Instructor: _____

Course Title: _____ Term and Year: _____

Student Grievance Format

Please briefly and succinctly type the facts of the dispute and attach the statement to the completed grievance form. Handwritten statements will not be accepted. Ten (10) copies of the complete grievance packet are required to be submitted to the College of Social Sciences Arts and Humanities. The packet should include the initial application form and the following information is required to be attached:

1. The course syllabus that was provided by the professor to the class
2. Any and all assignments, including graded exams, quizzes, homework, etc.
3. Any official university and/or dean's excuses that you have in your possession
4. Additional supporting documentation necessary to support the grievance

Grievance Disclaimer

I certify the following:

1. I have read and understand the "Appeal Procedures" of the College of Social Sciences, Arts and Humanities Grievance Committee;
2. I have attempted to resolve this dispute by communicating with the course instructor or else through appeal to the chair of the department that offered the course;
3. The attempt that I have made to resolve the dispute is not to my satisfaction;
4. I do not undertake this appeal for frivolous reasons; and
5. The information that I have given on this form is correct and truthful to the best of my knowledge.

Signature of Grievant

Date