



## Administrative Policy

Policy Title:	<b>Student Appeals</b>
Policy Number:	2501
Date Adopted:	3/1/2009
Version:	6.0
Review Cycle:	Annual
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Office Responsible:	Student Ombudsman, President's Office, Director, CCS
Reviewing Committee:	Customer Focused
Related Policies:	Compliance Officer
Related Laws:	

### Policy Summary: Student Appeals

Students at Jackson College are permitted to appeal decisions using the various appeal processes by submitting an appeal in writing to the student ombudsman. All civil rights complaints and appeals are handled by the executive director of human resources (see policy 1722).

### Policy Statement

Students at Jackson College shall have a right to appeal decisions by submitting an appeal in writing to the student ombudsman within the timeline of the applicable procedure.

**Student Record Appeals:** Students may dispute the accuracy of registration transactions, transfer evaluation, articulated credit, residency charges, and other matters involving student records, within one semester following the course or action that is being disputed. The student must first try to reach a solution with the registrar. If a resolution cannot be reached, the student may submit an appeal to the student ombudsman using the non-academic appeal form.

**Financial Aid Exception Appeals:** Jackson College adheres to federal, state, lender and third-party payer requirements regarding financial aid eligibility and amounts. In areas that may be subject to professional judgment (i.e., according to the financial aid appeal policy), an appeal may be submitted to the Student Ombudsman using the financial aid appeal form before the mid- point of the semester in which the student is requesting to receive funds.

**Billing and Contract Appeals:** Disputes regarding bills and contracts must first be addressed with the College business office one semester following the charge in question. If a resolution cannot be reached, the student may submit an appeal to the student ombudsman using the non-academic appeal form.

**Student Academic Complaints and Appeals:** Students may dispute classroom-related matters (i.e., grades) within four weeks of the semester following the class end date. The student must have a formal meeting with their instructor to address the concern, as stated in the academic complaint process. If a resolution cannot be reached, the student may submit an appeal to the student ombudsman using the academic appeal form.

**Student Disciplinary Appeals:** Actions involving student discipline are handled in accordance



with the student judicial process. Students who wish to appeal a disciplinary decision may submit an appeal to the student ombudsman using the non-academic appeal form.

<b>Date Of Change</b>	<b>Version</b>	<b>Description of Change</b>	<b>Responsible Party</b>
04/04/2012	3.0	Removal of WX Appeal	L. Swihart
2/25/2014	4.0	Annual Review	J. Walton
12/10/2015	5.0	Update for style guide	D. Schissler
11/15/19	6.0	Updated	J. Walton