
TOPIC: Academic Due Process - Procedures

Policy Number:
D19

In order to provide the highest level of service to the student, CCCC adopts the following procedure for addressing any complaint or dispute related to academic matters. Students who wish to initiate an academic dispute arising from an academic event must follow this procedure. Examples of disputable events include, but are not limited to, issuance of a grade, charge of academic dishonesty, adherence and enforcement of classroom policy, procedures, assignments, or any related academic areas. If a student is unsure whether an event falls under D19, they can speak with their instructor or advisor. Failure to comply with Policy D19 shall be grounds for dismissal of any complaint or dispute, and dismissal of the complaint shall be final.

Step 1: The student shall, within ten (10) business days following the academic event in question, email a completed “Academic Due Process Complaint Form A” (found at the end of the procedures) regarding any objection or complaint to the instructor. The instructor should respond within two (2) business days to schedule a conference with the student (face to face or through web conferencing) to discuss resolution of the matter. Both student and instructor shall make a good faith effort in settling any dispute at this level. The instructor shall, within five (5) business days following the conference with the student, email the student with a decision regarding the academic dispute.

If the instructor fails to reply within two (2) business days of when the form was emailed, the student can choose to proceed to Step 2 to seek resolution.

Step 2: If the student is not satisfied with the results of the conference in Step 1, the student must submit the “Academic Due Process Complaint Form B” (found at the end of the procedures) to the appropriate Division Dean, or their designee, within five (5) business days following completion of Step 1. The Division Dean will document evidence and log the complaint according to institutional practice.

Division Dean, or their designee, should respond within two (2) business days to schedule a conference with the student (face to face or through web conferencing) for the purposes of seeking a resolution to the dispute. All parties must make a good faith effort at resolution, and no complaint or dispute may proceed to the next step unless such attempt at resolution is made.

The Division Dean, or their designee, shall evaluate the complaint or dispute to ensure that it meets the standards set forth in this policy and, within five (5) business days, prepare a formal letter with their decision identifying the

Adopted: 5/28/98	Revised/Reviewed 4/30/02	Revised/Reviewed 4/25/06	Reviewed 4/2/19	Revised 5/16/23	Revised 2/20/24
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resolution of the complaint addressed to the student and to the faculty member.

If the student is not satisfied with the resolution presented by the Division Dean, the student will initiate Step 3.

Step 3: The student shall supply a copy of the Academic Due Process Complaint Form, along with all attachments or supporting material, to the Vice-President for Academic Affairs or their designee, within five (5) business days of the completion of Step 2. The student shall make themselves available to the Vice-President for Academic Affairs, or their designee, for informal discussions on the topic of resolution of the complaint or dispute.

Should the Vice-President for Academic Affairs, or their designee, deem it appropriate, a formal hearing on the complaint or dispute may be set within five (5) business days. Such a hearing shall be held before an ad hoc committee composed of the Division Dean, two faculty members from the Division, the Vice-President for Academic Affairs, one faculty member from another division, and one faculty/staff member representative on behalf of the student. The members of the committee shall be appointed by the Vice-President for Academic Affairs. Said committee shall serve in an advisory role only and shall report directly to the Vice-President for Academic Affairs, or their designee.

The Vice-President for Academic Affairs retains the discretionary authority to take action on the complaint or dispute based on the written reports submitted.

Step 4: Should the matter not be resolved, the student must submit a copy of the complaint or dispute, along with all attachments or supporting material, to the Office of the President within five (5) business days of completion of Step 3. The student must also submit a written notice of appeal from the decision of the Vice-President for Academic Affairs, and such notice must contain a concise statement of all issues remaining in dispute. The President retains discretionary authority to take action on the complaint or dispute based on the written reports submitted. The President may also take other action as deemed necessary.

Step 5: Use of the complaint procedure is not a prerequisite to the pursuit of other remedies. In addition to utilizing the college’s complaint process, the following outlets exist for seeking redress of grievances:

Adopted:	Revised/Reviewed	Revised/Reviewed	Reviewed	Revised	Revised
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- Complaints regarding State Authorization Reciprocity Agreement (SARA) courses delivered by SARA member community colleges may be filed by students enrolled in these courses with the Kansas Board of Regents office.
- Kansas Community Colleges are regionally accredited by the Higher Learning Commission on Colleges and Universities (HLC). Complaints regarding an institution's ongoing ability to meet the Criteria of Accreditation may be filed by following the guidelines at <https://www.hlcommission.org/HLC-Institutions/complaints.html>.

Adopted:	Revised/Reviewed	Revised/Reviewed	Reviewed	Revised	Revised
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Academic Due Process Complaint Form A

To be completed by the student in Step 1. The student must submit this form to the instructor via email. Attach additional pages or evidence as needed.

Today's Date _____ Student Name _____

Student ID _____

Course Name/Number _____

Term _____

Instructor Name _____ Date of Dispute _____

Time & Location of Dispute (if applicable) _____

Describe all factual allegations regarding the academic dispute:

Describe what you hope to accomplish by submitting this complaint:

If possible, provide evidence supporting allegation. List evidence here and attach to email.

Student Signature: _____

Date: _____

Adopted: 5/28/98	Revised/Reviewed 4/30/02	Revised/Reviewed 4/25/06	Reviewed 4/2/19	Revised 5/16/23	Revised 2/20/24
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Academic Due Process Complaint Form B

To be completed by the student if they are not satisfied with the results of the conference in Step 1. The student must submit this form to the appropriate Division Dean, or their designee within five (5) business days following the completion of Step 1. Attach additional pages or evidence as needed.

Today's Date _____ Student Name _____
Student ID _____

Course Name/Number _____
Term _____

Date of Dispute _____
Time & Location of Dispute (if applicable) _____

Describe all factual allegations regarding the academic dispute:

Describe all efforts you have made to resolve the matter with the instructor.

Provide a list of witnesses including the name, address, telephone number and description of any testimony or other evidence relevant to the witness.

Provide a list of all evidence of any nature that is relevant to the issue, including a copy of Academic Due Process Complaint Form A:

Provide the Instructor's Response *(Please attach the written response you received from the instructor as the result of completing Step 1. If no reply was received, write "No reply received," and provide the date of student's initial communication.)*

Adopted: 5/28/98	Revised/Reviewed 4/30/02	Revised/Reviewed 4/25/06	Reviewed 4/2/19	Revised 5/16/23	Revised 2/20/24
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Describe what you hope to accomplish by submitting this complaint:

Student Signature: _____

Date: _____

Division Dean _____

Date of Student Conference: _____

Recommendation by Division Dean:

If the student chooses to progress to step 3, the student shall supply a copy of the Academic Due Process Complaint Form, along with all attachments or supporting material, to the Vice-President for Academic Affairs or their designee within five (5) business days of the completion of Step 2.

Recommendation by Vice President for Academic Affairs:

VPAA Signature: _____

Date: _____

Should the matter not be resolved, the student must submit a copy of the complaint or dispute along with all attachments or supporting material to the Office of the President within five (5) business days of completion of Step 3.

Please state the grounds for appeal:

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Please explain the remaining issues in dispute:

Student Signature _____
Date _____

The President retains discretionary authority to take action on the complaint of dispute based on the written reports submitted. The President may also take other action as necessary.

Recommendation by President of Cloud County Community College:

Signature: _____
Date: _____

Adopted: 5/28/98	Revised/Reviewed 4/30/02	Revised/Reviewed 4/25/06	Reviewed 4/2/19	Revised 5/16/23	Revised 2/20/24
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