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| SUBJECT: | Academic Concerns Resolutions Policy |
| REVIEWED/REVISED: | 7/2013; 9/2015; 4/2019; 4/2020; 11/2021; 8/2023; 4/2024 |
| PURPOSE: | To provide an impartial review of academic situations and issues for ensuring the rights of all students are recognized and protected. |
| POLICY OWNER: | Vice President of Academic Affairs |

The Academic Concerns Resolution Policy is used for instances in which a student has an academic concern regarding the final grade received in a course, a decision affecting academic progression or an academic program dismissal.

It is the student's responsibility to provide narrative, documentation, and justification for appeal reason. A student is encouraged to talk to their academic advisor or Dean of Students to clarify the steps of the resolution process. Students are encouraged to contact their assigned academic advisor and/or the Dean of Students to review NMC's Academic Progression Policy and clarify next steps. No adverse action will be taken against a student who chooses to utilize this process.

Decision affecting academic progression

- Examples include: course-related grade (not final course grade), course requirement, college or academic program policy impacting academic progression
- Student must initiate and complete informal resolution prior to submitting ACR form and should do so immediately upon occurrence of concern.
- If informal resolution is not successful, student must submit ACR form within five (5) business days of concern occurrence. Examples of "concern occurrence" include: student receipt of assignment grade or receipt of performance feedback.

Final grade received in a course, final exam, or final assignment

- Student must initiate and complete informal resolution prior to submitting Academic Concerns Reporting form (ACR form) and should do so immediately upon final grade posting
- If informal resolution is not successful, student must submit ACR form within five (5) business days of final grade posting
- Appeal must show evidence that final course grade, final exam/assignment grade was capricious, arbitrary or unfair.

Academic Program or College Dismissal

- Student may skip informal resolution and move directly to submission of ACR form.
- Student must submit ACR form within five (5) business days of official Academic Program dismissal notification from NMC Registrar. If dismissal from college or academic program is anticipated, students may submit the ACR form prior to official dismissal notification.

Non-academic concerns are handled through the College Code of Conduct policy. Sexual harassment/misconduct concerns are handled through the College's Title IX-Sexual Misconduct Policy.

Nebraska Methodist College may be required to share with institutional and programmatic accreditation agencies information about written concerns received from students. However, the information shared relates to the nature of the concerns and does not include the identity of the student(s) who submitted the concern. Therefore, the identities of students who submit written concerns shall remain anonymous.

STEP 1: Informal Resolution.

Student must communicate academic concern with involved faculty member(s) and attempt to resolve the concerns via meeting with faculty regarding the issue. Once the student has met with or attempted to meet with faculty and does not feel that the issues have been resolved, the student may proceed to the next step in the ACR process, Academic Concern Complaint/Formal Resolution.

Students have no more than five (5) business days after meeting with the faculty member(s) to submit the ACR form.

STEP 2: Academic Concern Complaint/Formal Resolution.

If academic concern is not resolved to the reasonable satisfaction of the student during informal resolution, the student may file a formal academic concern [here](#). The appealing student must provide the following:

- A detailed description of academic concern using specific, concise, objective language (who, what, when, where, why, and how)
- Steps taken to solve academic concern via informal resolution including: dates, methods of communication (faculty meetings, email, etc) and detailed summary of attempted resolution
- Relevant documents pertinent to the academic concern (uploaded via ACR form)

The Academic Dean or Program Director will arrange a meeting with the student and faculty/parties involved separately to mediate a resolution within five (5) business days of receiving the ACR form submission. Once the Academic Dean has rendered a decision, the Dean will send the student a formal notification letter via e-mail providing the student with the Academic Deans final decision of the student's appeal. If the academic concern is not resolved to the reasonable satisfaction of the student, the student may appeal to the Provost.

STEP 3: Final Appeals Committee Process.

To initiate a final appeal, the student shall provide a written notification letter to the Provost within five (5) business days of being notified of the Step 2 decision. Written notification must specify:

- A statement of facts as the student perceives them, citing specific instances where, in the student's opinion, policies and procedures were violated or were unfairly applied;
- A summary of the outcome from Steps 1 and 2;
- New evidence the student wishes to present; and
- Preferred method of communication (phone, e-mail, etc.).

The Provost will evaluate the student's notification letter for new information and evidence that the decision was capricious, arbitrary or unfair. If the Provost deems the student's appeal does not meet these criteria, the appeals process is terminated and student will receive notification.

If the Provost deems the student's appeal is valid, the Provost will convene the Appeals Committee within seven (7) business days of receipt of the student's notification letter. The Appeals Committee will include the following individuals:

- Two (2) Academic Deans;
- Two (2) Faculty members, selected by the Faculty Senate President from a pool of faculty volunteers who have had minimal academic interaction with the student and who have been at NMC at least one year;
- One (1) Student Representative, chosen by the Provost from a pool of students holding a leadership role at the college (Ambassador, Student Government, MAHSA, etc.) who is not enrolled as a student within the academic program from which the appeal originated.

Both student and involved faculty member are required to attend appeal meeting. Neither the student nor faculty member/parties involved have the right to representation or invitation of outside parties within an academic hearing. The Appeals Committee will be responsible for reviewing the student's notification letter (with all identifying information removed for confidentiality) along with any other pertinent documentation to evaluate the concern and render a decision. The Provost will notify the student, via written communication, of the decision. A majority decision by the Appeals Committee is final and ends the academic concern resolution process.