



## Policy CM2.01: Student Grievance and Concern

Oversight	Information
Policy Type	Compliance and Regulatory Affairs
Policy Owners	Compliance Specialist; President
Initial Policy Approval Date	January 8, 2013
Current Revision Approval Date	December 17, 2019
Procedure Effective Date	January 27, 2020

### Policy

Students who believe they have been treated unfairly by American Sentinel University either through the action of individuals or the application of existing policy will have their grievance or concern addressed by the appropriate procedure. The university will provide follow up with updates to student grievances or concerns, which may include final resolution, within three business days of the date the grievance was submitted.

### Guidelines

Students who are unclear about the appropriate procedures and the steps to take may consult their Student Success Advisor.

Except for the five policies listed below, grievances and concerns will be reported and tracked using an online form. The Manager, Student Success and Retention is responsible for the quality assurance of this process, including the resolution of the grievances and concerns. The Compliance Specialist will pull a summary report once a month and send to the President, Chief Academic Officer, the VP, People and Culture and the Compliance Specialist for record keeping.

### Procedure

Grievance – Several categories of grievances have their own specific policy and procedure with associated timelines. The following types of grievances will adhere to the established procedures outlined in the associated policy documents:

1. Grade Appeal (AA1.12 Grading)
2. Financial Aid Satisfactory Academic Progress Appeal (FA1.05 Satisfactory Academic Progress)
3. Student Code of Conduct Appeal (AA6.03 Student Code of Conduct)
4. Sexual Harassment (HR1.03 Sexual Harassment)

All other grievances and concerns will follow the procedure as identified below.



Students may submit grievances or concerns at any time; however, we strongly suggest that students submit their grievance or concern in a timely manner (i.e. a reasonable timeframe would be within 10 days of an issue occurring).

The student should first attempt to resolve the issue with a faculty or staff member.

If the student wishes to provide feedback, they can initiate a grievance or concern one of two ways:

1. Submit their grievance or concern directly through the feedback form housed on the Student Site ([my.americansentinel.edu](http://my.americansentinel.edu)).
2. Relay their grievance or concern to their Student Success Advisor who can then submit their grievance or concern through the feedback form housed-on the Student Site.

Completion of the online form requires the student to select a category in which to give feedback. The category chosen dictates who is designated to address and resolve the issue or complaint:

- Academic regarding assessments, faculty performance, technical issues (as related to course content), program content, program effectiveness, or library services- Associate Dean
- Admissions – VP, Admissions Services
- Financial Aid – Director, Financial Aid
- Compliance – Compliance Specialist
- Student Accounts – Director, Student Accounts
- Online Classroom and Academic Technology – Associate Dean
- Registrar’s Office – Registrar
- Student Services – Manager, Student Success and Retention
- Other – Manager, Student Success and Retention will reroute to the correct individual
- The VP, People and Culture and the Director, Financial Aid, will be copied on every grievance and concern to assess if it more appropriately fits the due process procedures to ensure tracking for Title IX and performance management.

The student is given the definition of an official grievance and decides if they would like to file a grievance or concern.



The student either provides their contact information for follow-up or submits the grievance or concern anonymously.

- If the student provides their contact information for follow-up, the designated person detailed above is responsible for investigating the issue, contacting the student and attempting to resolve the issue within three business days of receiving the submission.
- The designated person uses the same online form to submit details about the outreach and resolution including date, method of contact, action taken and outcome.
- If the student submits a grievance or concern anonymously, the designated person detailed above is responsible for investigating the issue and taking any steps deemed necessary to resolve the issue.
- The designated person uses the same online form to submit details about steps taken including: date, method of contact, action taken and outcome.
- If a grievance or concern has not been resolved to the student's satisfaction, the student may initiate a complaint within 5 business days per Policy CM2.02 Complaint Policy.
- The Manager, Student Success and Retention will pull a summary report once a month and send to the President, Chief Academic Officer, the VP, People and Culture and the Compliance Specialist for record keeping.
- The Compliance Specialist will maintain a record/log of all concerns and/or grievances that include the following:
  - The date that the Student concern/grievance was received;
  - The Student(s) identified with the concern/grievance using Student ID;
  - Summary of the concern/grievance.
  - Official grievance based on policy? (Y/N)
  - Summary of the concern/grievance resolution;
  - The date that the student concern/grievance was closed.
  - Complaint escalated to President (Y/N).
- The information tracked in the Concern/Grievance Log will be made available to regulatory agencies and accrediting bodies, including the Higher Learning Commission and the Colorado Department of Higher Education, as required in accordance with applicable laws, regulations and policies.

## Related Documents/References

- Student Handbook
- CM2.02 complaint policy



## Definitions

- **Concern** - A concern is defined as an issue brought forth by a student or on behalf of a student that limits or impedes the academic success of the student or the university.
- **Grievance** - A grievance is a written claim raised by a student that alleges improper, unfair, arbitrary, or discriminatory action by a university staff member or faculty (full-time or adjunct) involving the application of a specific provision of a university rule/regulation or an accrediting body, federal regulator or state licensing agency.

## Revision History

- 3/19/14 - New template format used and clarified policy/guideline.
- 7/6/2017 – new procedure and new template included.
- 10/24/2019 – updated titles and added section on maintaining a student concern/grievance log.
- 12/3/2019 – Updates to the procedure to include how a record/log of all the grievances and concerns are tracked and resolved.
- 12/26/2019 – Update guidelines/procedure -Compliance specialist will oversee tracking all grievance and concerns and pulling a report.
- 1/3/2020 – Updated procedure surrounding keeping a log of the grievances/concerns.
- 1/27/2020 – Updated procedural section about the compliance log.
- May 7, 2020: Updated policy format for accessibility guidelines - AHB