

Section 12: Academic and Student Support Services

12.4 The institution (a) publishes appropriate and clear procedures for addressing written student complaints, (b) demonstrates that it follows the procedures when resolving them, and (c) maintains a record of student complaints that can be accessed upon request by SACSCOC. (Student complaints)

Compliance Non-Compliance

Narrative:

Sampson Community College (SCC) is in compliance with this core requirement. The College has established policies and procedures for addressing academic and non-academic written student complaints in an orderly, impartial manner consistent with due process. Policies and procedures are consistently followed when resolving student complaints regardless of mode of delivery. These policies and procedures are published in the [Operating Manual of the Board of Trustees of SCC](#) (Board Manual) and the [SCC Course Catalog and Student Handbook \(Handbook\)](#). The SCC Course Catalog and Student Handbook is available to students and the public on the College's website. Additionally, the SCC Course Catalog and Student Handbook is emailed to all curriculum students at the beginning of each semester and included on the student's Moodle homepage for quick reference. Printed copies are available in the Student Services Division by request.

SCC grievance procedures allow students to resolve complaints at the lowest level of the administrative structure. To resolve concerns students are directed to meet with their instructor or the staff member from which the complaint originates. Students may then appeal unresolved grievances to the appropriate department or division chairs or administrative officer. This process is consistent for addressing both academic and non-academic complaints in a timely manner.

If necessary, students may file a written complaint with the Dean of [Student Services](#) identifying the individual(s) involved, the allegation being presented, and the date and time of the incident. The Dean is responsible for conducting an investigation of the complaint within five business days. All non-academic complaints are investigated and resolved by the Dean, based on the facts determined during the investigation. The Dean provides a decision and imposes any applicable sanctions in accordance with SCC policy. The findings of the investigation and action taken by SCC are documented in a report and kept on record in the Dean's office.

Students who dispute any non-academic decision or sanction imposed by the Dean may request a hearing before a student appeals committee. The student must file a written appeal with the Dean within three business days from the date of being informed of the penalty or sanction. The Dean will form an appeals committee consisting of the [Vice President of Academic Affairs](#), the appropriate division or department chair, a faculty member, and a staff member. The Dean provides a report of the relevant information and facts revealed during the investigation. The student is provided an opportunity to present his or her appeal. The committee reaches a decision and the student is notified of the outcome in writing within three business days. If a student

disagrees with the outcome, the committee's decision may be appealed through [process for appeal](#) as stated in the SCC Course Catalog and Student Handbook.

When students have instructional or academic performance complaints, they are encouraged to resolve the matter directly with the appropriate faculty member. If an informal resolution cannot be reached, students may present their concern to the faculty member's department or division chair supervising the faculty member. If the student is not satisfied with the department and division chair's decision the student has the right to appeal the decision in writing to the Vice President of Academic Affairs within three business days. The Vice President of Academic Affairs appoints a committee consisting of the Dean of Student Services, the appropriate department or division chair, and two faculty members. The appeals committee reviews evidence and relevant documentation from both the student and the faculty member. The committee reaches a decision by majority vote, and the student is notified of the outcome in writing within three business days of the committee's decision.

Non-academic sanctions are appealed through a common appeals process. Students have the right to appeal the committee decision to the President within three business days of the written decision of the committee. The President will present his or her decision to the student by certified mail within five business days. Any student who disagrees with the President's decision may appeal to the Board of Trustees according to the procedures outlined in the SCC College Catalog and Student [Handbook](#) and the [Board Manual](#).

SCC logs of [academic](#) and [non-academic](#) complaints, along with documentation of their resolution, confirm that the College has adequate procedures for addressing written student complaints and demonstrates that it follows these procedures when resolving student complaints. The nature of these logs allows the College to discern if there are patterns in the complaints received.

These records are maintained in the office of the Dean of Student Services. Records of all written academic complaints and corresponding documentation are maintained in the office of the Vice President of Academic Affairs. Documentation of appeals to the President and the Board of Trustees is on file in the President's Division.

Currently enrolled students are surveyed annually to rate satisfaction with policies, programs, and services provided by the College. The [results](#) from this survey reflected over 90 percent of the students responding were satisfied or very satisfied with the policies and procedures and the process related to student appeals.

Whenever there is a need for a policy revision, the Policy is brought forth to Academic Affairs and then forwarded to the Planning and Policy Committee for approval. The current policy was last reviewed and approved spring 2018.

Document	Location
Operating Manual of the Board of Trustees of SCC (Board)	Operating Manual of the Board of Trustees of SCC
SCC Student Handbook (Handbook)	SCC Student Handbook (Handbook)

Website	SCC Website
Dean of Student Services (Dean)	Student Services
Vice President of Academic Affairs	Vice President of Academic Affairs
Process for Appeal	Student Handbook Process for Appeal
Process for Appeal	Student Handbook Process for Appeal
Handbook	SCC Student Handbook
Board Manual	Operating Manual of the Board of Trustees of SCC
Academic	Complaints Logs for Academic
Non-Academic	Complaint Logs for Non-academic
Results	Currently Enrolled Student Survey Results