

College Operating Procedures (COP)



Procedure Title: Student Administrative Grievance Procedure (Non-Academic Issues)
Procedure Number: 06-0804
Originating Department: Student Services

Specific Authority:

Board Policy
Florida Statute 1001.65
Florida Administrative Code

Procedure Actions: Adopted: 1/10/10; 02/01/11

Purpose Statement: The administrative grievance procedure outlines a process through which students can resolve issues concerning a variety of administrative issues; the procedure defines the role of campus and district personnel.

Guidelines

A grievance is a complaint regarding a violation, interpretation, or application of a College policy, administrative procedure, or administrative regulation. The written grievance procedure is based on the assumption that grievances, disagreements, and complaints should be resolved by direct interaction among students and staff. To facilitate an efficient and timely resolution process, Florida SouthWestern State College has an Ombudsman to assist students through informal and formal grievance procedures. The College also maintains a clear chain of escalation for grievances.

NOTE CONCERNING DISCRIMINATION AND HARASSMENT:

Florida SouthWestern State College maintains a separate set of procedures to address complaints that entail accusations of discrimination or harassment. These types of complaints are addressed through Florida SouthWestern State College Board Policy 6Hx6:2.03. Students should notify the Dean of Students or the Vice President, Human Resources for assistance in resolving any discrimination or harassment issue.

Procedures

Article I: Role of the Ombudsman and Student Advocates

The district Ombudsman Office can provide students with guidance as they work with institutional resources and personnel to resolve a variety of issues (including formal grievances). The Ombudsman can refer students to the appropriate departmental managers, provide students with advice concerning institutional policy, and assist in the resolution of informal grievances. In most cases, the

Ombudsman will be the point of reception for formal, written grievances. If a student is on another campus or is taking an online class and needs assistance with a grievance, the Associate Dean of Enrollment Management and Student Affairs (Charlotte, Collier, and Lee), the Coordinator of Student Services (Hendry/Glades), the eLearning Student Support Specialist (Online) will serve as student advocates. They will ensure that the student is directed to the correct person to solve a grievance. Every effort will be made to resolve it informally.

Article II: Informal Grievance Resolution

The student will be directed to work with the appropriate person to informally resolve a grievance (as listed in Article V). Attempts to resolve potential grievances normally should not require more than 30 days. If an informal resolution cannot be reached, then the person may initiate the formal grievance procedure. Copies of all formal grievances should be forwarded to the Ombudsman.

Article III: A Formal Written Grievance

A formal written grievance is distinguished from an informal grievance in the following manner: The grievance must be in writing, and must be dated and signed by the student making the grievance. The grievance must clearly identify the department(s) and issue(s) involved. The grievance must indicate that the student has attempted to resolve the issue with the involved staff member prior to the date of the grievance.

Article IV: Formal Written Grievance Procedures

A student may submit a formal written grievance to the appropriate next level (as listed in Article V). The district Ombudsman will be available to provide guidance and support to all parties if needed. Once a formal grievance has been submitted, the following process is engaged: The appropriate employee initiates an investigation of the issues identified in the grievance. Within five (5) business days of receiving the grievance, the employee (as listed in Article V) will provide the student with a written response to the grievance; the written response will contain a description of any findings and decisions made regarding the grievance.

If the student feels the response does not address the grievance properly, the student may request that it be referred to the next higher administrative level (as listed in Article V). At each administrative level, the administrator will be given five (5) business days to investigate the issue and provide the student with a written response. Should a student feel that a campus grievance has not been satisfactorily resolved, that student may forward the grievance (in writing) to the appropriate district office (as listed in Article V). When a grievance is appealed at the district level, the Senior Vice President may be consulted. Any decision made at the district level is final.

When the grievance has been resolved, all paperwork shall be forwarded to the Dean of Students for archiving.

Article V: Administrative Levels

The following tables illustrate the progression of administrative levels that a student may follow in seeking resolution to a formal, written grievance. The person listed in the initial level is usually the person who will handle the informal grievance.

Charlotte Campus			
Issue	Initial Level	Second Level	Final Level
Academic Advising	Coordinator, Student Services	Associate Dean of Enrollment Management & Student Affairs	Campus President
Application for Admissions	Coordinator of Student Services	Associate Dean of Enrollment Management and Student Affairs	Campus President
Assessment/CLAST	Coordinator of Student Services	Associate Dean of Enrollment Management and Student Affairs	Campus President
Assessment/CPT	Coordinator of Student Services	Associate Dean of Enrollment Management and Student Affairs	Campus President
Bookstore	Follett On-Site Manager	Director of Administrative Services	Campus President
Counseling Services	Associate Dean of Enrollment Management and Student Affairs		Campus President
Faculty Concerns	Adjunct Faculty: Coordinator of Learning Services Full Time: Campus Dean of Academic Affairs	Campus Dean of Academic Affairs	Campus President
Financial Aid	Coordinator of Student Services	Associate Dean of Enrollment Management and Student Affairs	Campus President
Library Concerns	Campus Director of Learning Resources	Campus Dean of Academic Affairs	Campus President
Parking	Sergeant, Public Safety	Associate Dean of Enrollment Management and Student Affairs	Campus President
Registration	Coordinator of Student Services	Associate Dean of Enrollment Management and Student Affairs	Campus President
Security	Sergeant, Public Safety	Director of Administrative Services	Campus President

Charlotte Campus			
Issue	Initial Level	Second Level	Final Level
Student Accounts	Bursar	Associate Dean of Enrollment Management and Student Affairs	Campus President
Student Activities	Student Life Specialist	Associate Dean of Enrollment Management and Student Affairs	Campus President
Students with Disabilities	Adaptive Services Advisor	Associate Dean of Enrollment Management and Student Affairs	Campus President
Transcripts	Coordinator of Student Services	Associate Dean of Enrollment and Student Affairs	Campus President

Collier Campus			
Issue	Initial Level	Second Level	Final Level
Academic Advising	Coordinator, Student Services	Associate Dean of Enrollment Management and Student Affairs	Campus President
Application for Admissions	Coordinator of Admissions	Associate Dean of Enrollment Management and Student Affairs	Campus President
Assessment/CLAST	Associate Dean, Student Affairs		Campus President
Assessment/CPT	Coordinator, Student Services	Associate Dean of Enrollment Management and Student Affairs	Campus President
Bookstore	Bookstore Manager	Director of Administrative Services	Campus President
Counseling Services	Associate Dean of Enrollment Management and Student Affairs		Campus President
Faculty Concerns	Adjunct Faculty: Coordinator of Adjunct Services Full Time: Campus Dean of Academic Affairs	Campus Dean	Campus President
Financial Aid	Coordinator, Student Services	Associate Dean of Enrollment Management and Student Affairs	Campus President
Library Concerns	Library Director	Associate Dean of Enrollment Management and Student Affairs	Campus President
Parking	Associate Dean, Student Affairs	Campus Appeal Committee	Campus President
Registration	Coordinator of Admissions	Associate Dean of Enrollment Management and Student Affairs	Campus President
Security	Public Safety Supervisor		Campus President

Collier Campus			
Issue	Initial Level	Second Level	Final Level
Student Accounts	Campus Cashier	Associate Dean of Enrollment Management and Student Affairs	Campus President
Student Activities	Student Life Specialist	Associate Dean of Enrollment Management and Student Affairs	Campus President
Students with Disabilities	Academic Advisor/Disability Specialist	Associate Dean of Enrollment Management and Student Affairs	Campus President
Transcripts	Coordinator of Admissions	Associate Dean of Enrollment Management and Student Affairs	Campus President

Hendry/Glades Center			
Issue	Initial Level	Second Level	Final Level
Academic Advising	Student Service Specialist	Coordinator of Student Services	Vice President and Provost
Application for Admissions	Student Service Specialist	Coordinator of Student Services	Vice President and Provost
Assessment/CLAST	Testing Specialist	Coordinator of Student Services	Vice President and Provost
Assessment/CPT	Testing Specialist	Coordinator of Student Services	Vice President and Provost
Bookstore	Administrative Specialist		Vice President and Provost
Counseling Services	Coordinator of Student Services		Vice President and Provost
Faculty Concerns	Coordinator of Student Services	Coordinator Of Academic Services	Vice President and Provost
Financial Aid		Coordinator of Student Services	Vice President and Provost
Library Concerns	Librarian	Coordinator Of Academic Services	Vice President and Provost
Parking	Public Safety Officer	Coordinator of Student Services	Vice President and Provost
Registration	Student Service Specialist	Coordinator of Student Services	Vice President and Provost
Security	Public Safety Officer	Coordinator of Student Services	Vice President and Provost
Student Accounts	Student Service Specialist		
Student Activities	Administrative Specialist	Coordinator of Student Services	Vice President and Provost
Students with Disabilities	Coordinator of Student Services		Vice President and Provost
Transcripts	Student Service Specialist	Coordinator of Student Services	Vice President and Provost

Lee Campus			
Issue	Initial Level	Second Level	Final Level*
Academic Advising	Director of Academic Advising	Associate Dean for Enrollment Management	Dean of Students
Application for Admissions	Supervisor, Student Services	Associate Dean for Enrollment Management	Registrar
Assessment/CLAST	Assessment Services Manager	Associate Dean for Enrollment Management	Dean of Students
Assessment/CPT	Assessment Services Manager	Associate Dean for Enrollment Management	Dean of Students
Bookstore	Bookstore Site Manager		Manager of Auxiliary Services
Counseling Services	Associate Dean for Enrollment Management		Dean of Students
Faculty Concerns	Associate Deans/Department Directors	Dean of Instruction	VP, Academic Affairs
Financial Aid	Assistant Director of Financial Aid	Associate Dean for Enrollment Management	Director of Financial Aid
Library Concerns	Librarian	Head Librarian	Vice President For Strategic Initiatives
Parking	Public Safety Officer	Campus Police Officer	Director of Public Safety
Registration	Supervisor, Student Services	Associate Dean for Enrollment Management	Registrar
Security	Public Safety Officer	Campus Police Officer	Director of Public Safety
Student Accounts	Campus Cashier	Supervisor, Cashier Services	Bursar
Student Activities	Student Life Specialist	Director, Student Life	Dean of Students
Students with Disabilities	Coordinator of Adaptive Services		Dean of Students
Transcripts	Student Services Specialist	Associate Registrar	Registrar

District	
Issue	District Level*
Academic Advising	Dean of Students
Application for Admissions	Registrar
Assessment/CLAST	Dean of Students
Assessment/CPT	Dean of Students
Bookstore	Manager of Auxiliary Services
Counseling Services	Dean of Students
Faculty Concerns	Vice President, Academic Services
Financial Aid	Director of Financial Aid
Library Concerns	Vice President For Strategic Initiatives
Parking	Director of Public Safety
Registration	Registrar
Security	Director of Public Safety
Student Accounts	Bursar
Student Activities	Dean of Students
Students with Disabilities	Dean of Students
Transcripts	Registrar

*Employees on the Lee Campus may serve as both representatives of Lee Campus as well as the entire district. Therefore, the position noted at the Final Level is often an employee who holds a district position. The Senior Vice President will have final authority on both the Lee Campus and at the district level. Any decision made will be final. In cases of academic grievances, COP 06-0803 (Student Administrative Grievance Procedure – Academic Issues) will be followed, and the Vice President, Academic Affairs will have final authority at the Lee Campus and district levels.