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The institution has adequate procedures for addressing written student complaints and is responsible for demonstrating that it follows those procedures when resolving student complaints.

Compliance       Non-Compliance



Tennessee Technological University maintains clear procedures for receiving and addressing written student complaints. There are various resolution options for student complaints, which often begin informally and are later submitted in writing. The range of options for resolution thus moves from informal to formal.

Informal resolution options include:

- Informal discussion and problem solving
- Informal Diplomacy
- Disciplinary conference
- Informal Shutoff

referred to the available council by the Dean of Students. During the periods when the councils are not available (usually during the Summer Academic time periods), the Dean of Students shall appoint and train a student hearing Council and a faculty/adminis

chair of the Student Athlete Appeals Committee. This is not a disciplinary hearing body, and such cases should be appealed through the established University disciplinary protocol. The student athlete should submit the request as soon as possible after receiving notification of a decision from the Office of the Director of Athletics, but no later than 15 days from the date of receipt.

#### **46**      **Reb**      **e R**

All students living in University Housing sign a Housing Agreement that they will live on campus and pay the assigned rent for the time period on the agreement (4). Students may petition to be released from this agreement under certain circumstances.

#### **56**      **Re**      **b**

Students who have been suspended from the University for academic reasons, for example, grades below the standard semester GPA and/or below the standard cumulative GPA, and wish to be readmitted, can appeal the waiting period for the suspension (5).

#### **66**      **Wh**      **C**

The Office of Disabilities Services has a written grievance procedure titled “Americans With Disabilities Act Student Grievance Procedures” (6). This allows clients of that office to file bona fide complaints to the Office. Frequently the complaints revolve around academic adjustments that the Office has recommended but are not being implemented in the classroom, etc.

#### **76**      **A**

Some students have not been able to maintain all the requirements to continue their eligibility for the Tennessee Lottery Scholarship. A procedure exists in the Office of Financial Aid to appeal decisions relative to the Tennessee Lottery Scholarship (7).

#### **86**

Situations occur where a student receives a grade for a class and believes he/she should have received a different (better) grade. The University has written Grade Appeals Procedures (8) that allow a student to appeal the grade that he/she received in that class. The grade appeal procedures represent the official policy for each faculty member. These procedures

- Recognize the right of each student to receive a grade assigned upon a fair and unprejudiced evaluation based on a method that is not arbitrary or capricious.
- Recognize the right of each student to review with the instructor all work used in the evaluation.
- Provide any student who has evidence that a mistake has been made in calculating or

capricious deviation from the instructor's stated grading policy the opportunity to seek redress.

- Recognize the instructor's right to assign a grade based on any method that is professionally acceptable, submitted in writing to everyone in the class, and applied equally to all members of the class.

The appeal process then follows a five-step process that begins with an informal consultation between the student and the faculty member. If this step does not resolve the dispute, the student may initiate a formal written appeal as described in the policy.

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b 

The University publishes instructions directing students to certain state-