

**TALLAHASSEE COMMUNITY COLLEGE
ADMINISTRATIVE PROCEDURES**

TITLE: Student Complaints, Appeals and Grade Disputes	NUMBER: 10-08AP
AUTHORITY: Florida Statute: 1001.64, 1001.65 Florida Administrative Code: 6A-14. 0301, 0541	SEE ALSO: <ul style="list-style-type: none">• Board Policy 10-08: Student Complaints, Appeals and Grade Disputes• Board Policy 10-04 and Administrative Procedure 10-04AP: Withdrawal from College Courses• Enrollment Appeals Form - Cancellation of Term• Enrollment Appeals Form - Fourth Attempt• Enrollment Appeals Form - Full Cost of Instruction Waiver• Enrollment Appeals Form - Request to Retake Passed Course• Enrollment Appeals Form - Withdrawal after the Deadline• Student Complaint Form
UPDATED: 09/01/15	

A. Written Student Complaints

A student complaint is based upon a claim that a policy or procedure was not followed or was not applied equitably ([Board Policy 10-08](#)).

- If a student believes that a policy or procedure was not followed or applied equitably, every effort is made to resolve the issue through informal investigation and discussion between the parties involved.
- If a student believes that a policy or procedure was not followed or applied equitably and informal resolution is not achieved, the student may submit a written complaint to the supervisor of the department within ten (10) business days of the alleged violation. Written complaints must be factual and specific and submitted on the form provided on the Student Affairs website. This form is also available in the Office of Student Affairs in the Student Union, room SU203. Supporting documents may be submitted with the complaint form.

Department	Supervisor	Email
Academic Affairs		
Communications and Humanities	Marge Banocy-Payne, Dean	COHU@tcc.fl.edu
Developmental Communications and College Success	Sharisse Turner, Associate Dean	academicsupport@tcc.fl.edu
Developmental Mathematics	David DelRossi, Associate Dean	academicsupport@tcc.fl.edu
Health Care Programs	Alice Nied, Dean	HCP@tcc.fl.edu
History and Social Sciences	Monte Finkelstein, Dean	HSS@tcc.fl.edu
Learning Commons	Sandy Sampson, Director	LearningCommons@tcc.fl.edu
Library	Debbie Robinson, Director	LIBDIROFFC@tcc.fl.edu
Mathematics	Kalynda Holton, Associate Dean	SCMA@tcc.fl.edu
Natural Sciences	Anthony Jones, Associate Dean	SCMA@tcc.fl.edu
Technology and Professional Programs	Kathryn Steward, Dean	TECHEDU@tcc.fl.edu
Administrative Services		
Financial Aid	Bill Spiers, Director	FINAID@tcc.fl.edu
Florida Public Safety Institute		
Certificate Programs	Bill Bierbaum, Director	FloridaPublicSafetyInstitute@tcc.fl.edu
Student Affairs		
Admissions and Enrollment Services	Renee Green, Director	ENROLLMENT@tcc.fl.edu
Athletics	Rob Chaney, Director	ATHLETICS@tc.fl.edu
Campus and Civic Engagement	Michael Coleman, Director	CCE@tcc.fl.edu
Career Center	Catie Goodman, Director	CAREERCENTER@tcc.fl.edu
Registrar	Renee Green, Registrar	ENROLLMENT@tcc.fl.edu
Student Conduct and Community Standards	Wyntress Patterson, Judicial Advisor	JUDICIALAFFAIRS@tcc.fl.edu
Student Success and Retention	Shanna Autry, Director	STUDENTSUCCESS@tcc.fl.edu
Workforce Development		
Adult Education (GED/ESOL)	Harriett Abrams, Coordinator	AdultEdu@tcc.fl.edu

Department	Supervisor	Email
Business/Professional Development	Bridget Elwell, Program Development Specialist	WORKFORCE@tcc.fl.edu
Capitol Center	Chris Burney	CAPITOLCENTER@tcc.fl.edu
Construction & Trades	Rick Frazier, Interim Director	WORKFORCE@tcc.fl.edu
Corporate Solutions	Michelle Baragona, Coordinator	WORKFORCE@tcc.fl.edu
Workforce Development	Rick Frazier, Vice President for Workforce Development	WORKFORCE@tcc.fl.edu
Green Technologies	Rick Frazier, Interim Director	WORKFORCE@tcc.fl.edu
Manufacturing	Gregory Bell, Program Manager	AMTC@tcc.fl.edu
Workforce Information Technology	Rick Frazier, Vice President for Workforce Development	WORKFORCE@tcc.fl.edu
All Other Areas	Office of Student Affairs	STUDENTAFFAIRS@tcc.fl.edu

- The supervisor will address the complaint and attempt to resolve the issue with the student within ten (10) business days of receiving the complaint. The supervisor will provide a written response to the student detailing the outcome of the complaint. NB: The supervisor should consult directly with Human Resources with regard to any complaint involving issues of harassment, equity, or the Americans with Disabilities Act.
- If the supervisor is unable to resolve the complaint or the student is not satisfied with the resolution, the student may appeal to the appropriate vice president or executive director within ten (10) business days of the date of the written response from the department supervisor. The vice president or executive director will render a decision within ten (10) business days of the appeal. The decision of the vice president or executive director is final.

All written student complaints shall be retained. The vice president or executive director will review complaints annually for trends or patterns.

B. Appeals

Appeal for Cancellation of Schedule

In certain circumstances, students may have grounds to appeal for a cancellation and receive a refund after the fifth day of classes. Students who miss the published deadline and have documented circumstances warranting further consideration must go through an appeals process. Students may appeal for a cancellation up to the published date for withdrawal for the session in which they are enrolled.

The burden of proof is the responsibility of the student. The procedure for appealing for a class cancellation is as follows:

- 1) Student must complete an Enrollment Appeals form in the Office of the Vice President for Student Affairs and provide appropriate documentation. All forms clearly state the

acceptable parameters and/or conditions for an appeal. Appeals that do not meet these minimum criteria or are not supported by documentation will not be considered.

- 2) A cancellation may be considered as a result of the following extenuating circumstances, provided the student submits the required documentation supporting:
 - Serious illness or incapacity due to accident of the student
 - Death, serious illness or incapacity due to accident of a member of the student's immediate family
 - Other extreme emergency or catastrophe, such as medical/psychological trauma of the student as evidenced by a physician's letter; military orders to report; or natural disasters affecting student/immediate family

Occasionally, a dean or director may have reason to request a cancellation of registration from a single course based on a classroom or faculty issue. In such cases the dean or director will submit the request to the Vice President for Academic Affairs who will review the request and supporting documentation. If the Vice President for Academic Affairs approves the request, it will be forwarded to the Office of the Vice President for Student Affairs for processing.

Appeal for Withdrawal after the Deadline (see also AP-10-04)

In certain circumstances, students may have grounds to appeal for a withdrawal after the published deadline. Students who miss the published deadline and have documented circumstances warranting further consideration must go through an appeals process.

The burden of proof is the responsibility of the student. The procedure for appealing a withdrawal after deadline is as follows:

- 1) Student must complete an Enrollment Appeals form in the Office of the Vice President for Student Affairs and provide appropriate documentation. All forms clearly state the acceptable parameters and/or conditions for an appeal. Appeals that do not meet these minimum criteria or are not supported by documentation will not be considered.
- 2) Withdrawal after deadline may be considered as a result of the following extenuating circumstances, provided the student submits the required documentation supporting his/her inability to withdraw by the published deadline:
 - Serious illness or incapacity due to accident of the student
 - Death, serious illness or incapacity due to accident of a member of the student's immediate family

- Other extreme emergency or catastrophe, such as medical/psychological trauma of the student as evidenced by a physician's letter; military orders to report; or natural disasters affecting student/immediate family

Occasionally, a dean or director may have reason to request a late withdrawal from a single course based on a classroom or faculty issue. In such cases the dean or director will submit the request to the Vice President for Academic Affairs who will review the request and supporting documentation. If the Vice President for Academic Affairs approves the request, it will be forwarded to the Office of the Vice President for Student Affairs for processing.

Appeal for a Fourth Attempt in a Course

In certain circumstances, students may have grounds to appeal for a fourth attempt in a course. Students must and have documented circumstances warranting further consideration must go through an appeals process.

The burden of proof is the responsibility of the student. The procedure for appealing for a Full Cost of Instruction Waiver is as follows:

- 1) Student must complete an Enrollment Appeals form in the Office of the Vice President for Student Affairs and provide appropriate documentation. All forms clearly state the acceptable parameters and/or conditions for an appeal. Appeals that do not meet these minimum criteria or are not supported by documentation will not be considered.

A student who is appealing for a fourth attempt and has documentation of major extenuating circumstances that demonstrates the inability to successfully complete coursework in their third attempt.

- 2) A fourth attempt may be considered as a result of the following extenuating circumstances, provided the student submits the required documentation supporting:
 - Serious illness or incapacity due to accident of the student
 - Death, serious illness or incapacity due to accident of a member of the student's immediate family
 - Other extreme emergency or catastrophe, such as medical/psychological trauma of the student as evidenced by a physician's letter; military orders to report; or natural disasters affecting student/immediate family

Appeal for Full Cost of Instruction Waiver

In certain circumstances, students may have grounds to appeal for a Full Cost of Instruction waiver for a third or fourth (if granted) attempt in a course. Students must and have documented circumstances warranting further consideration must go through an appeals process.

The burden of proof is the responsibility of the student. The procedure for appealing for a Full Cost of Instruction Waiver is as follows:

- 1) Student must complete an Enrollment Appeals form in the Office of the Vice President for Student Affairs and provide appropriate documentation. All forms clearly state the acceptable parameters and/or conditions for an appeal. Appeals that do not meet these minimum criteria or are not supported by documentation will not be considered.

A student who is enrolling in a course for the third or fourth time and has documentation of extenuating circumstances that demonstrates the inability to successfully complete coursework in the previous attempt may appeal for a Full Cost of Instruction Waiver. An appeal may only be granted one time per course. If a student successfully appeals for a fourth attempt and received a Full Cost of Instruction Waiver for the third attempt, he/she will not be approved for a waiver for the fourth attempt.

- 2) A waiver may be considered as a result of the following extenuating circumstances, provided the student submits the required documentation supporting:
 - Serious illness or incapacity due to accident of the student
 - Death, serious illness or incapacity due to accident of a member of the student's immediate family
 - Other extreme emergency or catastrophe, such as medical/psychological trauma of the student as evidenced by a physician's letter; military orders to report; or natural disasters affecting student/immediate family
 - Financial hardship (i.e. documentation showing low income, loss of job or income, or drastic change in financial situation)

Appeal to Repeat a Course with a Grade of C or Higher (Passed Course)

State law does not allow repetition of a course in which a student earns a grade of "C" or higher. Exceptions can be made based on Tallahassee Community College (hereafter TCC or the College) procedure. TCC uses the Enrollment Appeals Committee to consider appeals. TCC will consider requests for exceptions using the following guidelines:

- TCC will consider approving repeating of a course in which the student earned a C if there are extenuating circumstances and conditions. When appealing, the student must provide documentation of major extenuating circumstances during the semester that the grade was earned.
- TCC will consider approving repeating of a course in which the student earned a C if the course is one or more of a group of courses required with a specific GPA for a major. The student must have met all other prerequisites for admission to a program with the **exception of one C grade** and the program must accept a repeated course.

- TCC will **not** approve repeating more than one course in which a grade of C or higher was earned **except** when the specific course grades are defined as “too old” in requirements for a specific major. All other prerequisite conditions for that major must have been met.
- TCC will **not** approve repeating any course in which the student earned a grade of C or higher just to improve overall GPA.
- TCC will **not** approve repeating the same course in which a grade of C or higher was earned more than one time.
- TCC will **not** approve repeating the same course in which a grade of C or higher was earned in a second or third attempt.
- Other conditions will be considered by the committee on an individual basis following an assessment process similar to the items above

C. Grade Disputes

- 1) When a student wishes to dispute a course grade, he or she will first meet with the faculty member who awarded the grade. Through good faith discussion, the student and the faculty member should attempt to resolve the issue.
- 2) If a resolution to the grade dispute cannot be achieved by direct discussion between the faculty member and the student, or if the faculty member is not available, then the student should talk with the appropriate dean. The dean should explore the grade grievance, explain policies and procedures to the student, and should attempt to find a resolution to the issue that is satisfactory to both the student and the faculty member.
- 3) In the event that a resolution is still not achieved, then the student will be directed to submit a detailed written statement explaining the specific grounds upon which the student believes the grade should be changed. The student must submit the written statement within five work days of the initial meeting with the dean. The student must also provide substantiating material as necessary. Within seven work days of receiving this written complaint, the Dean will respond in writing to the student, documenting appropriate policies, procedures, and grading rules, as necessary. This response should conclude by reaffirming the original grade or by awarding a different grade.
- 4) The student has the right to appeal this decision to the Vice President for Academic Affairs within five work days after receiving the decision of the dean. Upon receipt of this appeal, the VP for Academic Affairs will make a written determination within seven work days. The decision of the VP for Academic Affairs is final.
- 5) Timelines for responses may be extended for five working days at any stage should evidence indicate time is needed to gather appropriate information. Such extension will

be in writing and will include the reason for the extension. Both the student and the college administrator will sign the extension.

D. Other Instructional Complaints

The dean should consult directly with Human Resources with regard to any complaint involving issues of harassment, equity, or the Americans with Disabilities Act.

- 1) When a student wishes to lodge a complaint about an instructional matter, he or she should first meet with the faculty member involved. Through good faith discussion, the concerned parties should attempt to resolve the issue.
- 2) If a resolution to the complaint cannot be achieved by direct discussion between the faculty member and the student, then the student should talk with the appropriate dean. The dean should examine the nature of the complaint, and, as appropriate, the dean should explain to the student any relevant policies or procedures. The dean should then attempt to find a resolution to the issue that is satisfactory to both the student and the faculty member.
- 3) In the event that a resolution is still not achieved, then the student should be directed to submit a detailed written statement explaining the specific grounds upon which the complaint is being made. The student must submit the written statement within five work days of the initial verbal determination by the dean. The student should also provide substantiating material as necessary. Within seven work days of receiving this written complaint, the Dean should respond in writing to the student, documenting appropriate policies and procedures are necessary. The response should conclude with a dismissal of the complaint or, alternatively, a suitable remedy to the complaint.
- 4) The student has the right to appeal this decision to the VP for Academic Affairs within five work days after receiving the written determination of the dean. Upon receipt of this appeal, the VP of Academic Affairs will make a written determination within seven work days. The decision of the VP for Academic Affairs is final.
- 5) Timelines for responses may be extended for five working days at any stage should evidence indicate time is needed to gather appropriate information. Such extension will be in writing and will include the reason for the extension. Both the student and the college administrator will sign the extension.

All written student grade disputes and instructional complaints will be retained. Both the deans and the VP for Academic Affairs will review complaints, on a regular basis, and will take appropriate action to address trends or patterns as needed.