

Student Grievance Reporting Process

This document describes the Student Grievance Reporting Process, hereafter referred to as the SGRP. Procedures for filing a grade appeal are listed separately. The SGRP utilizes the SGRP form, which may be found on the College Web site (www.northern.wvnet.edu) and also is available at each Campus Service Center.

The student should note the difference between a grievance and a concern. A grievance references an existing West Virginia Northern policy that has caused some difficulty for the grievant. A concern, on the other hand, suggests a change in policy that would be beneficial for the College, and may cover topics that are not addressed currently by any defined policy. Concerns may be addressed by completing the available form at any Campus Service Center. Concerns will be reviewed periodically by the College administration to determine ways to positively impact the College's ability to achieve its mission. Note: This policy does not cover grade appeals which are handled by separate procedure.

It should be noted that a student filing a grievance (hereafter known as the grievant) is recognized as an adult and a member of the College community, and is afforded the respect and status of that position. For this reason, it is unacceptable to be accompanied in this process by a parent or other supervisory advocate, including an attorney. The grievant may be accompanied by a fellow colleague (student or faculty/staff member) if desired. In no case will a grievance be heard more than once at any level. The policy intent is to complete the process from initial complaint within 90 days maximum.

If a student has a grievance against a policy of WVNCC, its interpretation or violation by a member of the College faculty or staff, the student should perform the following procedure:

1. Obtain a written copy of the complete WVNCC policy and any related material. This may be obtained by request from the Campus Service Center or Campus Director's office.
2. Arrange for a private meeting with the faculty or staff member against whom you have the grievance. The grievant may have another current student, faculty or staff member present at this meeting as a witness if desired. Attempt to resolve the grievance at this meeting. If the grievance cannot be resolved, write a brief description of grievance using the SGRP form and proceed to step 3.
3. (A) If the grievance concerns an academic matter (other than grade appeal); arrange a meeting with the respective Academic Center Director. Bring the written grievance statement. Discuss the nature of the grievance with the Academic Director. The Academic Director then will attempt to resolve the grievance.

(B) If the grievance concerns a non-academic matter, arrange a meeting with the respective Campus Director. Bring the written grievance statement. Discuss the nature of the grievance with the Campus Director. The campus Director then will attempt to resolve the grievance.
4. If the Director is unable to resolve the grievance, the student should submit the completed SGRP form with any attachments to the Office of the President, West Virginia Northern Community College, 1704 Market Street, Wheeling, WV 26003. The President will submit the grievance for hearing to the Student Appeals Committee. The Committee will report its recommendations to the President.
5. The President will issue a formal disposition in writing.
6. If the grievant still is not satisfied, the grievant will give notice to the Office of the President that an appeal by the Board of Governors is requested. The President will forward the grievance to the Board of Governors, which will determine whether the grievance will be heard. The Board of Governors will have final authority on the grievance and will issue its disposition in writing.

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The intent in this process is to resolve these grievances at the lowest level possible and to expedite the grievance process to resolve student grievances as quickly and efficiently as possible. Students having further questions regarding the grievance process may contact the following sources, available through the following campus numbers:

New Martinsville: (304) 455-4684

Wheeling: (304) 233-5900

Weirton: (304)723-2210

The student's advisor

Academic Center Directors:

Nursing, Allied Health, Science and Technologies ext 4455

Liberal Arts and Transfer Studies ext 4291

Adult Learners and Development Education: ext 4279

Info Technology, Business Studies and Culinary Arts ext 4422

Campus Directors:

Wheeling: ext 4461

Weirton: ext. 4624

New Martinsville ext. 4702

Adopted By Board of Governors
January 23, 2003



West Virginia
Northern
Community College

STUDENT GRIEVANCE REPORT FORM

Name _____

Social Security Number _____ Phone _____

Address _____

City/State _____ Zip _____

Name of Student's Advisor _____ Name of Campus Director _____

If student I matriculated, name of program _____

WVNCC Policy against which grievance is filed: _____

Student's Statements

1. Following the provisions of the Student Grievance Reporting Process (SGRP), I wish to file a grievance against the following WVNCC policy:

The Faculty or Staff member(s) subject to the above is/are listed below:

The basis for this appeal is as follows (brief summary of the nature of the grievance):

Student Signature

Date

2. I have followed the informal process outlined in the SGRP, and have been unable to reach a satisfactory resolution on my appeal. Documentation required in the SGRP is attached to this form.

Student Signature

Date