

2615 – Problem Resolution (Students)

The College encourages an open and frank atmosphere in which any problems, complaints, suggestions, or questions receives a timely response from the appropriate college staff. If a student disagrees with established rules of conduct, policies, practices, or if they feel their rights have been infringed on, they can may express their concern through the problem resolution procedure. Limitations and acknowledgements include:

- No student will be penalized for using the problem resolution procedure, or for voicing a complaint-concern in a timely and business-like manner.
- A student may discontinue this procedure at any step.
- Strict adherence to the noted timelines will be enforced.
- Students seeking resolution of concerns resulting from **academic program dismissal** may start with the second section of this procedure, “*Appeals of Academic Dismissal*”.
- This procedure **does not apply** to a student who wishes to appeal sanctions imposed by student services or academic affairs personnel; the information regarding student right to appeal are is available in procedure #2611 Student Code of Conduct.

If a student believes a concern conflict they are experiencing needs to be resolved, or feels a decision affecting them is unjust or inequitable, they should use are to resolve the problem by following the steps outlined below.

1. Within ~~seven (7) calendar~~ **five college business** days of the action resulting in a problem/concern:
 - a. The student is to seek problem resolution informally, at the lowest level possible. For example, if the concern lies with an instructor the student will discuss the concern with the instructor.
 - b. If after the discussion, the student remains dissatisfied, ~~he/she the~~ **concern may be** formalized ~~their complaint~~ by proceeding to ~~s~~Step 2.
2. Within ~~seven (7) calendar~~ **five college business** days of ~~the~~ **completing Step 1** the above meeting:
 - a. The **dissatisfied** student may advance their concern to the appropriate College Dean or his/her designee. ~~Students may contact the Administrative Assistant to the Vice President of Instruction for assistance in identifying the appropriate Vice President, Dean or his/her designee, if they are unsure who to contact.~~
 - b. The ~~Vice President, Dean or his/her designee~~ will discuss the student’s concerns and attempt to assist ~~him/her~~ in formalizing the concern via the **Problem Statement** form (hard-copy or electronic). ~~and explaining its completion.~~
 - c. Once the completed **Problem Statement** is received by the ~~Vice President, Dean or his/her designee~~, ~~he/she the~~ will investigate the situation **will be investigated** and ~~a provide~~ written resolution **will be provided** to the student within **five college business** ~~seven 7 calendar~~ days.

- d. If the student remains dissatisfied following the Dean's or his/her designee's written decision, the student remains dissatisfied, he/she may proceed to Step 3.
3. Within five college business ~~seven (7)~~ days of receiving the Dean's or his/her ~~their~~ designee's written decision:
 - a. The ~~dissatisfied~~ student may appeal to the Vice-President of Administration, Vice-President of Instruction or Vice-President of Student Services ~~the Vice President's, Dean's or his/her their designee's decision if~~ at least one of the following statements is true:
 - i. New evidence exists which was not presented to the ~~Vice President, Dean or his/her~~ designee in Step 2.
 - ii. Evidence exists of process failure (i.e. the student was treated unfairly by the ~~Vice President, Dean or his/her~~ designee, etc.).
 - b. The student meeting at least one of the above parameters submits the following to the ~~Vice President of Instruction~~ for consideration:
 - i. The original Problem Statement as submitted to the ~~Vice President, Dean or his/her~~ designee.
 - ii. The written decision received from the ~~Vice President, Dean or his/her~~ designee.
 - iii. The required additional evidence noted in 3a above.
 - c. The Vice President of ~~Instruction~~ will provide a his/her written decision to the student within five college business ~~seven (7)~~ calendar days.
 4. Within five college business ~~seven (7)~~ calendar days of receiving the Vice President's ~~of Instruction's~~ written decision:
 - a. The ~~dissatisfied~~ student may pursue review by the President ~~if~~ at least one of the following statements is true:
 - i. There is new evidence which was not presented to the Vice President ~~of Instruction~~ in Step 3.
 - ii. Evidence exists of process failure (i.e. the student was treated unfairly by the Vice President ~~of Instruction~~, etc.).
 - b. The student provides all pertinent written documentation to the Administrative Assistant to the President and schedules a meeting with the President (note that meeting may occur in person, via electronic means, or via phone).
 - c. The President will review the student's appeal, review available documentation, and present the student with a written determination within five college business ~~seven (7)~~ calendar days. The President's decision is final.
 5. If resolution is not reached, the student may address his/her concerns with the Kansas Attorney General's Office of Consumer Protection:

Consumer Protection Hotline: 1-800-432-2310 or (785) 296-3751

Fax: (785) 291-3699

[Website](#)

Appeal of Academic Dismissal

1. Within **five college business** ~~seven (7)~~ days of academic program dismissal, the student is to submit written documentation to the Vice President of Instruction's Office explaining their situation (documentation may be hard-copy or electronic). This written documentation is to include:
 - a. Student's name and Barton ID number
 - b. Name of the academic program and date of dismissal
 - c. Name of the Instructor/Coordinator/etc. who conveyed program dismissal information
 - d. Any documentation provided to the student at the time of dismissal
 - e. Student explanation of why re-instatement in the academic program is warranted and any supporting documents

2. The Vice President of Instruction will convene a three member Appeals Committee which will include the Vice President of Student Services, the EEOC Liaison, and the Vice President of Instruction (a substitution will occur in instances where availability unduly delays assembling committee) to review and discuss the dismissal.
 - a. The academic program representative will be contacted to also provide documentation relevant to the dismissal.
 - b. Within **five college business** ~~seven (7) calendar~~ days of this meeting, the student will be notified of the Appeal Committee's determination.

3. Within **five college business** ~~seven (7) calendar~~ days of receiving the Appeal Committee's decision:
 - a. The **dissatisfied** student may pursue review by the President if at least one of the following statements is true:
 - i. There is new evidence which was not presented to the Appeal Committee.
 - ii. Evidence exists of process failure (i.e. the student was treated unfairly by the Appeals Committee, etc.).
 - b. The student provides all pertinent written documentation to the Administrative Assistant to the President and schedules a meeting with the President (note that meeting may occur in person, via electronic means, or via phone).
 - c. The President will review the students appeal, review available documentation, and present the student with a written determination within **five college business** ~~seven (7) calendar~~ days. The President's decision is final.

Contact: Vice President of Instruction

Related Form(s): [Problem Statement](#)

Relevant Policy or Procedure(s): [1615 – Problem Resolution \(Students\)](#)

Approved by: President

Date: 11/16/07

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